

## Quality Policy

The basis for successful management, work and development of Regos lies in continuous monitoring and supervision of maintaining a high level of system quality in order to achieve the satisfaction of every employee of the institution, our numerous business partners, users and the society as a whole. Accountable and professional management of our institution guarantees the provision of high-quality services at all times and in every aspect of our business. The best example of this is constant professional training and continuous briefing of our workers, the application of modern techniques and technology and a carefully planned organization of work. All of these elements of management are aimed at constant business control and at minimizing the possibilities of system errors in order to eliminate possible causes of poor business practices and inadequate quality of provided services.

Security of IS REGOS and its protection against possible external and internal disruptions or attempts of unauthorized use of data and resources is one of the most important tasks for ensuring the quality of work. Special attention is given to this, both by management and by all the workers. Also, Regos uses human and technical resources of its long time business partners—the Financial Agency and the Information Systems and Information Technologies Support Agency. We are jointly establishing a secure IT environment that meets all security procedures and mechanisms.

By observing the experiences of similar institutions on a global scale, special emphasis is put on further training and industry-oriented education of all our workers. Through persistent and constant implementation of the Quality Policy, we aim to increase the satisfaction of our users with the services that we provide, the satisfaction of our business partners and our employees with their position and role in this system.

The Quality Policy is the fundamental part of the Handbook and contains all other documents of the Regos Quality Management System. For the purpose of a permanent applicability, the Quality Policy will be continuously revised and changed if necessary. The obligation of each employee of this institution is to implement the provisions contained in the Manual and other documents of the Regos Quality Management System. Appropriate and responsible fulfillment of requirements of our users, regarding the highest quality level of the service provided, and continuous improvement of the quality management system through the implementation of the Quality Policy is the only acceptable method of conducting business at Regos. The prescribed Quality Policy is achieved by the management and other employees through accurate fulfillment of these goals at all institution levels.

Zagreb, 29 September 2017

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