POLITIKA KVALITETA
QUALITY POLICY

The mission of Sarajevo Canton is to timely settle the requests received from the citizens and legal entities pursuant to the consistent application of laws and international standards.

Sarajevo Canton is qualified to implement its mission effectively and efficiently in its organizational, administrative, personnel and material structure and it is always open for professional communication and cooperation with all stake holders.

We are committed to constantly improve the quality of our services in order to meet the needs of all citizens and other users in accordance with the highest standards.

In order to sustain and constantly improve the efficiency and effectiveness of the mission implementation and the level of the achieved values, we are going to:

- Manage risks in order to minimize, accept or avoid risks which are a significant sustenance aspect for stable and continuous management towards qualitative service provision;
- Always aim at meeting needs and expectations of our beneficiaries as well as other stake holders, taking into account the context of the organization, i.e., external and internal factors;
- Always execute our working processes and activities in accordance with relevant laws, internal regulations and procedures, ISO 9001:2015 standard and positive practice of administrative authorities;
- Set up ambitious, measurable and feasible objectives at all relevant levels of the organizational structure;
- Establish open communication with our partners and stake holders and develop mutually beneficial partnerships;
- Effectively sustain and develop our role in the society in accordance with the high reputation we have and our commitment to join European Integrations;
- Ensure availability and disposal of adequate resources required for the accomplishment of our tasks and objectives within planned timelines and quality scheme.

The essence of all of our operations is multiculturalism and protection of ethnic, cultural and other peculiarities of our citizens.

All the employees of Sarajevo Canton are committed to adhering to this policy and constant quality improvement within our own responsibilities.

PREMIJER

Adem Zolj, s.r.