

## Politika kakovosti

Osnovno vodilo vodstva vsake družbe v koncernu Kolektor je razumevanje poslovnega okolja in ustrezno odzivanje na spremembe, ki se v njem dogajajo. Sledenje potrebam kupcev in drugih zainteresiranih strani, obvladovanje tveganj in priložnosti poslovanja ter hitro in učinkovito ukrepanje v primeru odstopanj od zahtev so pomembni deli vodenja družbe.

Zahteve in pričakovanja kupcev ter drugih zainteresiranih strani uresničujemo z vzpostavljenim sistemom vodenja kakovosti. Zanj je odgovorno vodstvo družbe, za izvajanje in doseganje ciljev na vseh področjih dela pa vsi zaposleni.

Prvi in najpomembnejši cilj sistema vodenja kakovosti je izpolnjevanje kupčevih zahtev in njihovih pričakovanj. Od tega, kako uspešni smo pri tem, sta odvisna naš poslovni uspeh in obstoj oziroma nadaljnji razvoj.

Ta cilj uresničujemo tako, da:

- povezujemo cilje družbe s potrebami in pričakovanji kupcev,
- zagotavljamo potrebne vire za doseganje ciljev,
- vzpostavljamo sistem z jasnimi odgovornostmi in pooblastili za doseganje ciljev,
- komuniciramo o strategiji, politiki ter ciljih v celotni družbi,
- upoštevamo Kolektorjev procesni pristop,
- zagotavljamo kompetentno, odgovorno in motivirano osebje,
- s timskim delom in projektnim pristopom planiramo ter razvijamo procese, izdelke in storitve, ki izpolnjujejo potrebe in pričakovanja kupcev,
- spodbujamo vse sodelavce pri doseganju ciljev in k zavezanosti za kakovost,
- ohranjamo in nadgrajujemo znanja družbe,
- merimo in nadzorujemo doseganje zastavljenih ciljev, spremljamo zadovoljstvo kupcev in spodbujamo izboljševanje na vseh ravneh,
- z dobavitelji, lokalno skupnostjo in drugimi zainteresiranimi stranmi vzpostavljamo korektne odnose,
- si prizadevamo vzpostaviti in ohranjati skupne vrednote in etično obnašanje na vseh ravneh.

Vsi smo del sistema vodenja kakovosti in vsak izmed nas opravlja delo, ki je posredno ali neposredno povezano z uresničevanjem zahtev in pričakovanj kupcev ter drugih zainteresiranih strani. Zato vsak posameznik prispeva svoj delež k uresničevanju teh zahtev in s tem k uspešnosti poslovanja družbe.



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Predsednik uprave  
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Stojan Kokošar  
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## Quality policy

For the management of every Kolektor company it is of primary consideration to understand the business environment and to be capable to respond to the changes taking place in it. Meeting the requirements of customers and other interested parties, risk and opportunity management, and rapid and effective action in case of deviations from the requirements are important elements of managing a company.

We fulfill the requirements and expectations of customers and other interested parties through the established quality management system, which is the responsibility of the company management, while the implementation and achievement of objectives in all areas of work is the responsibility of all employees.

The first and the most important objective of the quality management system is the fulfillment of customer needs and expectations. Our business performance and our existence or further development depends on how successful we are in this.

We achieve this objective by:

- linking the organization's objectives to customer needs and expectations,
- ensuring the resources required to achieve these objectives,
- establishing the system with clear responsibilities and authorities for achieving the objectives,
- communicating the strategy, policy and objectives throughout the company,
- following the Kolektor process approach,
- ensuring competent, responsible and motivated employees,
- using teamwork and project approach for planning and developing the processes, products and services that meet customer needs and requirements,
- encouraging all employees in achieving the objectives and commitment to quality,
- maintaining and improving knowledge in the company,
- measuring and monitoring the achievement of defined objectives, monitoring the customer satisfaction, and encouraging improvement at all levels,
- establishing correct relationship with suppliers, local community and other interested parties,
- trying to create and sustain shared values and ethical behavior at all levels.

We are all a part of the quality management system and each of us performs a job, directly or indirectly linked to the fulfillment of the needs and expectations of the customers and other interested parties. Therefore, each individual contributes to the fulfillment of these requirements and thus to a successful operation of the company.



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