

Continuous provision of high quality inspection services, preservation of the principles of impartiality, competence and confidentiality, as the purposes of the management system and increasing competitiveness implies compliance with the code of professional practice.

The basic rules of the standard inspection service are therefore based on recognized business values:

- recognizing and respecting customer requirements;
- equal and fair treatment of all clients, as well as impartial treatment of them;
- competence to provide technically accurate services;
- independence and impartiality in technical decision-making;
- protection of confidentiality of information and property rights of clients;
- adherence to agreed business practices;
- continuous improvement of the management system.

In order to implement the defined quality objectives, all inspection staff must be familiar with the quality documentation and consistently apply all provisions of the management system documentation, as well as constantly improve the effectiveness of the set management system and implement policies and procedures in their work.

The management of the Inspection Body undertakes to meet the requirements of the international standard ISO IEC 17020:2012, as well as to continuously improve the effectiveness of the management system.

The right quality level of the provided service is exclusively the client's assessment. Therefore, the service provided must meet or exceed customer requirements and expectations.

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TECHNICAL MANAGER



Ivica Milošević, M.Sc-EE