



## POLITIKA KVALITETA



J.P. Međunarodni aerodrom „SARAJEVO“ d.o.o. Sarajevo opredijeljeno je da:

- Ispunjava pozitivna očekivanja putnika, aviokompanija i drugih korisnika aerodromskih usluga u skladu sa međunarodnim standardima;
- Unapređuje znanje uposlenika, prepoznaje i vrednuje njihov doprinos i stvara okruženje za ugodan i efikasan rad;
- Primjenjuje i održava sistem upravljanja kvalitetom, ispunjava zahtjeve i stalno poboljšava efektivnost i efikasnost sistema osiguravajući tako usaglašenost sa standardom ISO 9001;
- Aerodrom Sarajevo je opredijeljen za osiguranje upravljanja zrakoplovnim podacima i informacijama
- Promovira korištenje procesnog pristupa i razmišljanja baziranog na rizicima;
- Obučava i motivira zaposlene da postiču potrebnu kompetentnost i svjesnost o važnosti razvijanja i održavanja pozitivnog odnosa prema kupcima;
- Osigurava da Sistem upravljanja kvalitetom ostvaruje zacrtane ciljeve;
- Promovira unaprijeđenje Sistema upravljanja kvalitetom;
- Prati, mjeri i analizira performanse procesa i primjenjuje mjere potrebne za ostvarivanje planiranih rezultata i stalno poboljšanje ovih procesa.

## QUALITY POLICY

P.C. „SARAJEVO“ International Airport LLC Sarajevo has committed itself to the following:

- To fulfil positive expectations of passengers, airlines and other users of airport services in accordance with the international standards;
- To improve skills of its employees, recognize and evaluate their contribution and enable safe environment for pleasant and efficient work;
- To implement and maintain the Quality Management System, fulfil requirements and constantly improve effectiveness and efficiency of the System in order to keep it compliant with ISO 9001;
- Sarajevo Airport is committed to ensuring the management of aviation data and information
- To promote use of process avenue of approach and risk-base thinking
- To train and stimulate employees to achieve necessary competence and awareness about importance of development and maintenance of positive relations with customers;
- To assure the Quality Management System realizes defined targets;
- To promote improvement of the Quality Management System;
- To monitor, evaluate and analyze the process performances and apply measures being necessary for realization of planned results and constant improvement of these processes.

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