

## QUALITY POLICY



The implementation and maintenance of the Quality Policy at the Pension and Disability Insurance Fund of the Republic of Serbia (hereinafter referred to as "the Fund") is in full compliance with the requirements of the ISO 9001 standard. Continuous work on its further maintenance and adjustment to emerging changes is the priority for the management and all Fund employees. This approach enables us to meet the expectations held by the users of Fund services and all stakeholders, as well as to accomplish our basic task – compliance with regulations and development of the pension and disability insurance system in the Republic of Serbia.

To comply with legal regulations and stay up to date with modern trends in pension and disability insurance, the management and all employees must fulfill their obligations and commit to their professional responsibilities, always aiming at the highest quality and constant improvement.

The Fund's mission and vision as integral parts of the Quality Policy make up the basis for the strategy designed to bring the mission and vision to life in the best possible way.

### **The Mission**

**"To apply the legal regulations related to pension and disability insurance rights and enable the applicants to exercise their rights."**

### **The Vision**

**"To create a modern organization that will provide quality services to clients through a network of organizational units that are well-managed and staffed with trained personnel who possess all that is necessary for successful work."**

Thus, the following objectives are set as priorities in primary Fund activities:

- Provision of high quality services in accordance with legal regulations and the needs of the pension and disability insurance system in the Republic of Serbia;
- Satisfying service-users and permanently fulfilling their requests and needs along with establishing good internal and external communication;
- Constant improvement and development of levels of expertise and knowledge of employees as well as their coordination in reaching goals and advancing the system;
- Efficient and effective organization of work in all organizational and territorial Fund units;
- Building trust and credibility with users, insured persons and business associates in the social and business environment;
- Nurturing professional relationships with business associates, creating the right conditions and the right atmosphere for creative team work as well as making the premises which the clients visit to directly exercise their rights functional, pleasant and adapted to their needs and abilities;
- Regular revisions of the quality management system, collecting, recording and analysing the relevant data to improve and advance all work processes.

In order to meet the objectives contained in this Policy, we need to nurture and develop the following values: professionalism, expertise, efficacy, maximum commitment and engagement; helping each other, maintaining good cooperation among colleagues and good communication between managers and employees with successful team work; polite and honest communication with clients; timely provision of accurate information and a high level of cooperation with other institutions.

The Quality Policy will therefore be constantly revised and adjusted to existing conditions and set goals.

The realization of this Policy should be based on the principles of quality management, complying with the requirements of the ISO 9001:2008 standard as well as other standards and rules applicable to the Fund's scope of work and the development of the pension and disability insurance system in the Republic of Serbia.