



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;
- Obučava i motivira zaposlene da postižu potrebnu kompetentnost i svjesnost o važnosti razvijanja i održavanja pozitivnog odnosa prema kupcima;
- Prati, mjeri i analizira performanse procesa i primjenjuje mjere potrebne za ostvarivanje planiranih rezultata i stalno poboljšanje ovih procesa.

Sarajevo, 15.09.2016.

Direktor Društva
Armin Kajmaković

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, meet demands and constantly improve effectiveness of the system in order to keep it in compliance with ISO standard 9001;
- To train and motivate employees to gain necessary skills and awareness on importance of developing and maintaining positive attitude with clients;
- To monitor, evaluate and analyze the process performances and apply measures being necessary for realization of planned results and constant improvement of these processes.

Sarajevo, 15.09.2016.

Director
Armin Kajmaković

