

POLITIKA KVALITETA

DOMINION je osnovan 1991. godine u Beogradu, i specijalizovana je firma za trgovinu industrijskom armaturom. Obezbeđivanje kvaliteta usluga je osnova na kojoj Dominion zasniva svoje poslovanje, svoj poslovni uspeh i dalji razvoj.

Rukovodstvo preduzeća veruje da odgovornost za ostvarenje kvaliteta leži na svakom zaposlenom i odražava se kroz vršenje poslovnih obaveza i građenje odnosa sa interesnim stranama.

Sledeći principi kvaliteta predstavljaju osnov posvećenosti pružanju visokokvalitetne usluge:

- ✓ Obezbediti uslugu koja zadovoljava najviše standarde u pogledu kvaliteta;
- ✓ Kontinuirano i trajno povećavati zadovoljstvo korisnika;
- ✓ Obezbediti usaglašenost svih procesa sa zakonskim propisima i standardima;
- ✓ Obezbediti održiv kontinuitet u pogledu kvaliteta kroz implementaciju i sertifikaciju sistema upravljanja kvalitetom ISO 9001:2008;
- ✓ Kontinuirano unapređivati sopstvene kapacitete kvaliteta na svim nivoima i vršiti stalne revizije politike, standarda i procedura;
- ✓ Obezbediti i preneti sva relevantna i neophodna znanja i veštine zaposlenima;
- ✓ Motivisati rad i kreativnost zaposlenih a sa ciljem dostizanje maksimalnih rezultata;

DOMINION was founded in 1991 in Belgrade and it is a company specialized in trade of industrial valves. Providing quality service is the foundation on which the Dominion bases its business, its success and future growth.

The management of the company believes that the responsibility for achievement of quality goals lies on each employee and it is reflected through their performance and their relationships with interested parties.


The following principles of quality are the foundation for provision of high quality services:

- ✓ Provide services that meet the highest standards in terms of quality;
- ✓ Continuously and permanently increase customer satisfaction;
- ✓ Ensure compliance of all processes with the legislation and standards;
- ✓ Ensure sustainable continuity in terms of the quality through implementation and certification of quality management system ISO 9001:2008;
- ✓ Continuously improve the quality at all levels and continuously review policies, standards and procedures;
- ✓ Provide and transfer all relevant and necessary knowledge and skills to employees;
- ✓ Motivate the creativity of employees in order to achieve maximum results.

U Beogradu / Belgrade

Dana / Date 03/09/2014.




Direktor / General manager