



QUALITY POLICY

Basic settings of Prospekt d.o.o. business are creativity, offering of integrated marketing communication services and development of modern web solutions, and permanent objectives are:

- Constant satisfaction of customer needs and expectations
- Continuous improvement of processes and software products
- Constant improvement of knowledge and motivation of employees
- Constant concern for the safety of employees and the environment
- Constant creation of value and business growth

The stated objectives will be ensured by:

- constantly improving the quality of services
- regular monitoring, measurement, and continuous improvement of the level of business
- monitoring, measuring and constantly improving customer satisfaction as a fundamental measure of service quality
- constant acquisition and application of new knowledge and work and management technologies
- constant orientation towards the rational use of resources necessary for business
- constant training and professional development of its own employees as the company's most important resources
- constant and systematic communication with our customers to determine and assess the achievement of their needs and expectations as accurately as possible
- by constantly reducing the number of customer complaints, by the management's leadership in creating a favorable environment for unhindered, effective, ethical, and legal work to achieve established goals
- involving employees at all levels in a way to clearly establish the powers and responsibilities for individual jobs, work methods and performance criteria
- determining the internal processes within which all activities take place, criteria for evaluating their effectiveness and efficiency, and ensuring that each employee understands the process and activity in which they participate
- determining the interaction of processes as parts of a consistent management system
- continuous improvement of the functioning and results of each segment of the system in accordance with the ISO 9001:2015 norm, which is incorporated into the basic and special objectives
- by making decisions based on credible information resulting from the methodical processing of true data from the process

Guidelines and suggestions from its customers, suppliers, and other interested parties as well as its own employees are a valuable instrument by which Prospekt constantly improves the quality of its services and attitude towards quality.

Prospekt d.o.o.

PROSPEKT

d.o.o., Rijeka

IBAN: HR1524840081103138593

Leonardo Matković (Member of the Management Board)

PROSPEKT

Dražice 138, Zamet, 51000 Rijeka

Tel: +385 51 322 844

E-mail: prospekt@prospekt.hr

Web: www.prospekt.hr

IBAN: HR1524840081103138593, žiro račun otvoren kod Raiffeisen Bank Austria d.d. Zagreb. Tvrtka je upisana u sudski registar Trgovačkog suda u Rijeci pod brojem MBS 040216503. Iznos temeljnog kapitala: 100.200,00 kn uplaćeno u cijelosti. Martina Vasilj Matković, Leonardo Matković – članovi uprave.