

# QUALITY POLICY

The quality policy of TimelProjekt aims at ensuring customers needs while continuously increasing their satisfaction and improving the quality of provided services and activities. The quality improvement of the services the company offers in the market is of our utmost priority. TimelProekt management and all employees have a permanent obligation, each in its area of operation, to comply with the stipulated procedures during the implementation of its work activities, in order to provide quality service.

The motives and strategic goals of our quality policy are as follows:

1. Constant affirmation and improvement of customer service rating; attract new customers.
2. Maintain competitive advantage in the market by offering better quality, more competitive prices and reduced time of delivery of the agreed activities and services.
3. Expand our market and attract foreign partners to associate with and build partnerships.
4. Improve personnel standards and their motivation towards greater professional commitment and loyalty to company.

TimelProjekt's top management is committed and dedicated to providing necessary resources for effective implementation of the quality policy. The management is also committed to ensure quality objectives are achieved through establishment, implementation, maintenance and continuous effectiveness improvement of the Quality Management System.

Skopje, 29.11.2017

Managing Director

MSc. Rubin Atanasoski