



# QUALITY MANAGEMENT SYSTEM OBJECTIVES

Telit Power doo aims to achieve complete satisfaction and loyalty of our customers / users of our services by defining and implementing the following quality objectives:

- ✓ Increase quality, reliability and continuity of products / provision of services to users, as measured by the absence of complaints / objections;
- ✓ Increase market share and business volume by 10% each year compared to the previous year, as measured by number of customers / users, through constant development and improvement of products / services fully adapted to the requirements and needs of customers / users;
- ✓ Establishing a partnership with at least one new customer / user annually;
- ✓ Establishing a partnership with at least one new supplier on an annual basis;
- ✓ Eliminating unnecessary costs and reduce total operating costs by 5% during the year, compared to the previous year. Establish a system to monitor the costs of the organization;
- ✓ Increase customer satisfaction and employee as measured by reducing the differences in satisfaction between customers and employees identified the degree of satisfaction and complete satisfaction, by 5% each year;
- ✓ Increase the efficiency of business processes in order to reduce the cycle time by 10% and the scattering in the time required for the execution of the most important activities of about 10% in comparison with the existing situation, annually, through the improvement and regulation of business processes and their automation;
- ✓ Ensure continuous improvement of awareness and responsibility in the daily work of all stakeholders towards quality through continuous internal and external education, training and verification of competence, as well as motivating employees to actively participate in the development of integrated management system;
- ✓ In order to achieve defined quality objectives Telit Power doo maintain and continuously improve the quality management system in accordance with the requirements of ISO 9001: 2015.

This initiative and the new ones that will follow will help us to meet and exceed the demands of our customers / users of delivered products / services quickly, safely and without error in every interaction.

The objectives of the quality management system, have been established by our top management of the organization and are in line with its strategic objectives..

**Niš, 02.04.2018. year**

Revision:	A
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Executive  
Dragan Adamović

The signature is written in blue ink over a circular blue stamp. The stamp contains the Telit Power logo and the text 'NIŠ' at the bottom.