

Quality Policy

The business philosophy is based on the fact "CUSTOMER IS KING", and the largest reference is a satisfied customer, but also the greatest motivation to do better, quality and more responsible, made the directors opted Sanam Styka Ltd. to establish the following principles relating to the Company:

- ❖ The most important factor for the success of the Company is the recognition of the quality of our products and services by customers.
- ❖ Improving communication with customers and other interested parties at the highest possible level, for a better understanding of their current and future needs.
- ❖ Existing knowledge and professional advice are always available to customers.
- ❖ Reliable, consistent and timely implementation of their demands and requirements of laws and regulations to meet and exceed our customers' expectations.
- ❖ Maintain and continuously improve partnerships with suppliers, customers and the local community.
- ❖ Motivating innovation and continuous education of employees to increase their contributions for the benefit of the Company and other interested parties.
- ❖ Continued work on continuous expansion and improvement of all processes and activities of the Company with the aim of improving the overall operations of the Company.
- ❖ Develop and implement business rules, their implementation in business processes and control through formalized documentation flows, which is in accordance with the requirements of ISO 9001: 2008 - Quality management systems.

The commitment and obligation of all employees is the creation of a regulated organizational system that works according to international standards. These standards purchaser recognizes and chooses the products and services of such a regulated collective, whose quality of operations has upward quality, not fluctuating or declining.

Sarajevo, June 1, 2010

MA. Hećo Havica, Director