

Quality Management System Policy

Since its foundation, Milšped Group has been focused to providing exceptional services to its clients. Our expertise, dedication and excellence in meeting client requirements are the fundamental for the company's long-term success and market leadership.

Our company's mission is to create new, better, and sustainable logistics solutions for clients with whom we build strong and long-lasting partnerships.

Aiming to ensure a high level of client satisfaction by providing services that meet their requirements in terms of functionality, quality, and delivery within agreed deadlines, we actively collect and analyse feedback from clients and continuously strive to enhance our services.

Milšped's Quality Policy is built on the reliable and efficient services and the standards of the ISO 9001:2015 Quality Management System as a framework for the continuous improvement of all our processes.

Employees are the most valuable resource of Milšped and the driving force behind every process, innovation, and success we achieve. Viewing them as the backbone of the company, we support employees through training, development, and motivation to contribute to achieving high-quality standards and the company's outstanding results and goals.

Milšped Group strives to ensure through its business processes:

- Services aligned with client and stakeholder requirements – Quality is integrated into all aspects of the supply chain we provide to our clients – from service development to its final realization.
- Compliance with quality standards – Our organization adheres to all relevant international and local quality standards in all areas of business.
- Proactivity and continuous business improvement – Through the analysis of existing processes and work on improving all aspects of our business, we implement new technologies and proactive solutions that enable optimization, innovation, cost reduction, and quality improvement of services.
- An environment that encourages innovation, mutual trust, recognizes individual and group achievements, and respects employee integrity – We recognize the value of our employees with a special emphasis on skills development through education, workshops and training, while maintaining a high level of employee satisfaction.
- Rational use of resources and sustainable business – We are future-oriented, aware of the importance of rational resource use and sustainable business. Our green agenda is not just a responsibility but also an inspiration to take a step further and set business goals that lead us to a sustainable future.

Our Quality Management System Policy is binding for all employees of Milšped Group, who are required to act in a manner that ensures consistent application of quality excellence, continuous process improvement, and achievement of goals in line with clients' requirements.

We also expect our partners to share common values and quality principles and to conduct their business in accordance with high-quality standards.

The Quality Management System Policy is subject to regular review for appropriateness and is updated as necessary. This Policy is communicated within the company and is available to all interested parties.

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CEO
Nebojša Krivokuća