



Quality Policy

Zenith Media has established a system of quality in line with ISO 9001. The basic objective of Zenith Media in the area of quality is continuous improvement of the quality of our services, which we may achieve only through the inclusion of all processes, operational functions and employees in the system of quality management. We can achieve this objective by adhering to the following principles:

- We are orientated towards a culture of communication, culture of living and life in general.
- The task of all employees is to ensure and constantly improve the quality of our services and the entire process of operations and procedures.
- We constantly monitor the attainment of quality objectives set and immediately eliminate deviations.
- We are aware that the proper training of each employee is a precondition for achieving and maintaining the required quality. This is achieved through continuing education, targeted training and incentives.
- The management ensures that in relation to clients, the adopted quality policy is consistently fulfilled.
- The management exercises the principles of business quality through the constant improvement of processes and the releasing of creativity, talent, positive energy and motivation of all who work with us.

The management fulfils its commitment to quality in such ways that all workers know, understand and carry out the adopted quality policy. The quality policy is the framework for determining and reviewing quality objectives.

We will fulfill the quality policy by achieving the following long-term objectives:

- The best possible planning to ensure we satisfy all requirements,
- Adherence to the schedule work plan to meet the companies continuous improvement objectives,
- Continual review to ensure the effectiveness of the QMS,
- Ensuring systematic monitoring and directing processes, results, and tasks
- Increasing employee and client satisfaction and understanding of the companies policies.

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