



Razvojni center  
IRC Celje, d.o.o.

# Quality Policy

In Development Center IRC the Quality is understood as a traditional value and the key element of our business culture and philosophy. Our main goal is the quality of product and services that exceeds the requirements and expectations of our clients. All employees are very keen in achieving this goal.

Our goal in the offering of complete projects and technology solutions in the field of business information systems and information technology on all current systems platforms is therefore the consistent fulfilment of the expectations and demands of our customers and to justify their confidence in all respects.

We are aware that every successfully performed and finished project is our new reference, the base and foundation of our future cooperation and the only warranty of long term business success.

In Development Center IRC we constantly consider and respect the following basic quality policy principles:

- It is imperative for our work that the performance quality, conformity with the requirements, operational robustness and reliability is embedded into all our products in every project phase from the initial concept to the implementation and use.
- The basic criterion for the quality of our work is the fulfilment of all the requirements and expectations of our customers. True quality of our projects is achieved when all customers' requirements, needs and expectations are completely fulfilled or exceeded.
- Our projects and technological solutions must be better than the one of our competition. The name of Razvojni center IRC must instill trust and be a synonymous for the reliable business partner.
- At all projects and technical solutions we also take care that all requirements of the current legislation, technical regulations and domestic and international standards are fulfilled simultaneously with all contractual requirements.
- The quality of our work and services is based on efficient organization, professional competence and extensive experience. The quality goals and the measures we implement in order to achieve them are considered in all phases of our implementation projects, from idea to realization and maintenance.
- With preventative and corrective steps we hinder in most cases the occurrence of errors and promptly assure their efficient resolution.
- Because we know that each and every achievement could be improved, we enforce modern concepts of total quality management and continual improvement. We strive for business excellence.
- The concern for quality is collective task of all organizational units and of business support functions. Every employee in RC IRC is completely responsible for the quality of performed work within the boundaries of his authorization.

Dr. Ivan Vezočnik  
- general manager -

Celje, May 17<sup>th</sup>, 2006