



## Quality Policy of Makedonski Telekom AD - Skopje

In a market environment which is continuously developing and is highly competitive, the private and the business customers demand an "all in one place" service, which provides them, any time and any place, with constant access to information via various devices and platforms. Makedonski Telekom AD – Skopje is keeping up with the global trends in the business thus quality is among the highest priorities and important goal of the company. A comprehensive quality management system based on the principles of Total Quality Management, is in operation and its continuous improvement is one of the company`s fundamental aims

### Our values and goals

- The top management commitment and aspiration of Makedonski Telekom AD – Skopje is **to be a highly esteemed service provider and a leading telecommunications company in Europe**, leader on the market of converged (fixed and mobile) and ICT services
- **To understand and satisfy customer`s needs and requirements by providing high quality and the most valuable services (digitalized and personalized) regardless as to whether they are at home, at work or on the go** for all subscriber segments and using direct and indirect channels of sale and service distribution and by implementing new technologies according to the latest global standards
- To transform the **technology leadership** into the best customer experience
- Makedonski Telekom AD – Skopje is committed to the creation of corporate **culture that supports transformation and innovation** in a daily work, as well as teambuilding and strengthening of the "T" brand
- Following the ISO 9001:2015 standard's requirements, Makedonski Telekom AD – Skopje applies **process organization approach** in its operation with the main accent on the definition and the implementation of the processes important for the company's performance improvement and permanently acquiring and using data from those processes in the decision making
- The **satisfaction of the customers and the employees is widely measured** and the results are analysed in order to improve the efficiency of our operations and we will work on increasing the quality of our services
- Our goal is to identify ourselves with a **corporate culture of permanent improvement and growth** by developing competent personnel through appropriate trainings which will enable them to perform their duties diligently and professionally
- To create and maintain a **mutually beneficial relationship with our vendors and outsourced companies**

Skopje, September 2019

Chief Executive Officer

Nikola Ljusev

Modification inserted by Lingva Ekspert