

QUALITY POLICY AND SAFETY INFORMATION

“INFORA RESEARCH GROUP” d.o.o., Novi Sad deals with development of software solutions for cost rationalization and efficiency increase of complex systems. These software solutions are client oriented (desktop applications, web-based solutions), and essentially rely on mathematical modeling of real problems which are solved using methods of mathematical optimization.

In order to improve our business, and provide our clients with better quality service and reliable partner we implemented Quality Management System according to standard of ISO 9001:2015 and Information Security Management System in accordance with ISO/IEC 27001:2013.

Integrated Management System is based on principles of focus and commitment to customers, security, confidentiality, integrity and availability of complete information assets of “INFORA RESEARCH GROUP” d.o.o. and its services users, orientation processes, systemic approach to management, ensuring business continuity and its continuous improvement.

The policy applies to all business processes related to documents and data or its processing in which they use information technologies for the following areas:

- Development of software solutions for cost rationalization and efficiency increase of complex systems.
- Sale and implementation of software

In order to accomplish all of the above:

- We build proper relations with our clients, we respect their demands and remarks which help us to fulfill their expectations and improve our services.
- We choose reliable suppliers with whom we build partnership and mutual trust taking into account the requirements of information security as well as interests of our clients in order to ensure confidentiality, continuity and quality of work.
- We define quality goals, information security and degree of their achievement which is checked and evaluated through procedures of our system at certain time periods.
- We respect legal and contractual requests on which is based our business.
- We regularly evaluate and manage risks that occur during work and are related to property, data and services. Evaluated risks we strive to bring on acceptable level thereby we constantly improve our Information Security Management System.
- We improve efficiency of business processes using standardized operational procedures which are based on modern concepts of management.
- We teach our employees and external co-workers about information security and better quality of service delivery.

In order to preserve information security, incident management, quality management and comply with the requirements of standard, CEO, employees and external co-workers are aware of their obligations and responsibilities which are defined in the context of their job description or their contract and they must provide all the conditions for the absolute usage of this policy.

In Novi Sad, 20.01.2016

Nebojša Gvozdenović