MISSION, VISION AND QUALITY POLICY OF "NIGOS-ELEKTRONIK"

Our previous work, based on the examination of market needs and customer requirements, has resulted in a wide range of products designed to meet the expectations of customers and interested parties. Therefore, ***the mission*** *of the company* ***"NIGOS-elektronik"*** *is to create additional value for our customers in the field of measuring and control equipment and wood drying kilns by improving the existing quality level and developing new products, by continuous innovation, providing after-sales services, improving business and preserving the environment and natural resources, thereby contributes to socially responsible business, improved the overall quality of life and meet the expectations of all interested parties.*

Thanks to our exemplary business practices and strict adherence to the requirements of our customers and the market, we have established a reputation as a reliable, responsible and successful company. ***The vision*** *of the company* ***"NIGOS-elektronik"*** *is to maintain and strengthen the leading position on the domestic market and gain a presence on very demanding world markets, constantly developing and innovating the production program, introducing new technologies and engineering, predicting future market expectations, and adequately positioning itself to adapt to market conditions.*

During our many decades of work, we have always been on the side of our customers, because they are our recommendation and incentive for constant progress. ***The quality policy*** *of the company* ***"NIGOS-elektronik"*** *is reflected in that we provide products of the highest quality, sustainable, energy efficient and innovative, which will gain upon and satisfy customers and always be one step ahead in relation to the competitive offer.*

We achieve our commitment to quality:

- *by continuously reviewing and fulfilling customer requirements and providing the best technical and technological solutions;*
- *high standards for manufacturing and testing devices;*
- *constant development of new products and improvement of existing performance of all our products, in terms of quality, reliability, functionality, safety, design, sustainability and energy efficiency;*
- *providing information and all kinds of assistance, both when purchasing products and during training for installing and operating equipment and during servicing;*
- *establishing and improving long-term partnership relations with all interested parties, based on mutual trust and common business goals;*
- *continuous training and development of employees in order to develop competence, innovation and participation;*
- *active participation of all employees in the planning, implementation and improvement of all activities in the production process, especially those that affect the final quality of products and services;*
- *increasing the standards and motivation of employees, encouraging self-initiative and teamwork, constant growth and development of the company, continuous improvement of all processes in the organization, risk-based thinking, expansion of production space and further investment in production capabilities and modern equipment;*
- *by increasing productivity, efficiency and profitability of business;*
- *environmental protection and rational consumption of natural resources and energy;*
- *taking care of employees' health and safe working conditions;*
- *identifying risks and implementing measures to reduce their impact on our business, and taking opportunities to improve our business performance;*
- *continuous improvement of the established and certified quality management system (QMS).*

The company ***"NIGOS-elektronik"*** *still intends to be dedicated to preserving and improving product quality and customer satisfaction, and what you, our customers, can always count on is:*

"Quality, reliability and decent prices"

Niš, 14.05.2025. ***Danijela Nikolić Kostić****, owner*