

Saga d.o.o. Beograd is a company whose activity is system integration and provision of complete solutions in the field of information and telecommunication products and services.

Clear strategic and annual business goals, an activity plan for their realization, state-of-the-art technology products, flexible organization, responsible and competent management, highly professional and competent employees, a system of clear assignment of responsibilities and employee motivation are prerequisites for our success.

The implementation of the quality management system, which corresponds to the requirements of ISO 9001:2015 and SORS 9000/14 standards, ensures the system assumptions for integrating quality in all areas of business.

We direct our knowledge, work and creativity towards the focus of all our activities and all interested parties (users, owners, partners, suppliers, employees, regulatory bodies and the wider community) satisfying their demands, needs and expectations.

User orientation

Satisfied users are our commitment.

One of our goals is to enable our users to develop their business with the support of our IT solutions, products, services and infrastructure.

We strive for the highest quality of proposed solutions, performed services and delivered products that provide users with the fundamental basis for achieving and improving their business goals.

We cultivate a caring attitude towards users with every employee.

Involvement and development of all employees

Satisfied employees are our commitment.

With the quality management system, we ensure and promote the high professional competence of all employees, as well as harmonious relationships and a healthy working atmosphere, the development of which every individual in the collective is responsible for. Full employee involvement is key to our success.

Teamwork, winning spirit and quality improvement at all levels are the daily responsibilities of every employee.

Relations with suppliers and partners and other interested parties

The trust of our business partners and the continuity of successful business cooperation are the basis of our business

and the decisive guarantor of our future.

Saga maintains and develops responsible relationships with all interested parties. It has developed partnership statuses with suppliers and partners that imply fulfilling the conditions prescribed for a certain level of partnership. With users, contractual obligations are predominantly the determining minimum factor (but not exclusive one) in prescribing business behavior.

Saga undertakes to apply the special requirements of users, partners and other interested parties in accordance with legal regulations, contractual obligations, environmental conditions, market conditions and special relations with users, suppliers and partners, specific industry standards and good practice recommendations.

Bearer of good results

Our goal is profitable and sustainable business and success.

The management is obliged to ensure the realization of the adopted strategies and associated business goals. Managers of all levels, in their domain of authority, are responsible for encouraging, implementing and constantly improving the quality management system.

We implement and improve quality to achieve good business results and business excellence.

Understanding the context of the organization and the relevant threats and opportunities

Our obligation is responsible business while identifying all impacts on the organization.

One of our goals is to enable an effective communication with the environment, with constant analysis of changes in the environment and identification of threats and opportunities, and to find adequate responses and action plans to successfully overcome threats and take advantage of potential opportunities, taking into account the interests of all interested parties.

Made by: Head of Integrated Management Systems
Maja Bulatović
Signature:

Approved by: Director
Radenko Radan
Signature: