



QUALITY POLICY

REPUBLIC HYDROMETEOROLOGICAL SERVICE OF SERBIA

The Republic Hydrometeorological Service of Serbia (RHMSS) is a special organization within the public administration system, which is, in line with national laws and ratified international agreements, in charge of performing meteorological and hydrological activities of interest for the Republic of Serbia, including the fulfilment of international commitments in the field of meteorology and hydrology.

In the framework of international hydrometeorological systems, RHMSS provides permanent operation of a hydrometeorological system of early warnings and alerts on the occurrence of meteorological, climate and hydrological hazards; it carries out the activities of the subregional South East European Virtual Climate Change Center within the system of Regional Climate Centers of the World Meteorological Organization; and it strives to evolve as a modern European National Meteorological and Hydrological Service, an authority in the field of meteorology, climate monitoring and research and hydrology. To this end, RHMSS cooperates both with national hydrometeorological services in the region and with leading services worldwide and continuously works on the harmonization of its programmes and processes with international technical standards and European Union regulations.

RHMSS is compliant with all quality management system requirements in accordance with the ISO 9001:2015 standard. A quality management system is an integral element of RHMSS business policy, and all activities related to the introduction, maintenance and improvement of the system are harmonized with the relevant legislative regulations. The quality policy is the basis for planning further modernization of technological resources and research and development activities, development of all working processes and continuous improvement of relationships related to working processes within the documented quality system.

Within RHMSS, working processes are managed by using the hydrometeorological infrastructure, skills of all employees and quality system methods and tools in order to respond to the growingly complex demands of users from the commercial and public sector. RHMSS strives to fully satisfy its users, enrich the life of the community in which it operates and contribute to sustainable development.

The management promotes the activities related to the improvement of the working processes, encourages all employees to participate in such activities and, by conducting permanent education and training, increases employees' competencies and raises their awareness of the quality management system significance.

The management establishes the quality policy and objectives and performs their continuous assessment in order to ensure the fulfilment of user and other stakeholders' requests. The quality policy is communicated to the employees, who take responsibility for their share in it and contribute towards the implementation of quality objectives leading to the continuous improvement of the quality of services, achievement of excellence and strengthening of the RHMSS reputation.

The quality policy is displayed at the entrances and other visible locations at RHMSS, it is communicated over the media and to all interested parties and it is binding for all RHMSS employees.

RHMSS Director

Professor Jugoslav Nikolić

Revision:	J
Issuance date:	22 January 2019