

## Quality Policy

*Quality policy of the Faculty of Economics & Business is founded on a long-standing commitment to achieving high-level quality and competition, satisfaction of all stakeholders, continuous education and training, and (good) effective/open communication in business and working environment.*

*Attentive to the students' and the stakeholders' needs FEB will strive to meet the expectations and the requirements, and thus enhance the quality of its services persistently while adhering to the legal provisions and statutes of the Faculty of Economics & Business, University of Zagreb. It will resolve all requests and appeals efficiently and promptly within the prescribed time limit.*

*FEB's business goals are to:*

- *identify the students' requests, needs and expectations,*
- *implement into its business operations the legal regulations and the acts of the Faculty of Economics & Business, University of Zagreb,*
- *meet the expectations of the students and the stakeholders,*
- *oversee the implementation of business processes in order to remedy the sources of possible decline of service quality,*
- *maintain independence and self-sufficiency of the Faculty of Economics & Business,*
- *prescribe and implement internal rules (e.g. regarding project participation, achieving more evenly distributed workload of the teaching staff and associates, criteria for the use of the Fund for scientific research and cooperation with the external associates for competitive advantage reasons),*
- *plan projects and seminars on an annual basis*
- *create preconditions for primary involvement of FEB's teaching staff and joint action in developing and upgrading its performance,*
- *improve the working conditions for students and teaching staff, and*
- *enhance the performance of IT and other technology in order to supply additional services or to further develop FEB's business operations.*

*The business goals can only be achieved through total engagement of all employees and by creating the necessary preconditions for permanent employee training and education, which will indirectly reflect on the quality of the service provision to the students and business excellence.*

*Quality Policy is the constituent part of the Quality Assurance Handbook and implementing its provisions is mandatory for all FEB's employees.*