

Review team of the certified body company "TUV Rheinland InterCert" from Belgrade during today's test inspection of ISO 9001:2008 standards application in the work of administrative services, stated the quality management system and is still present in the practice of the municipality Kozarska Dubica.

According to Ljuban Krnjajić, Chief of Department of General Administration and Veterans Protection, review team sent compliments to all procedures performed in the work of administrative services, and proposed minimum corrections.

He recalled that the objectives of introducing quality management systems is increasing the citizen satisfaction with services provided by local administration, reduction of operating costs, easier and more efficient administration, management, successfully managing resources, increasing the level of training and employee satisfaction, and improving service provision.

Positive assessment of the administrative service of the municipality Kozarska Dubica is based, among other things, on the feedback from the citizens - the consumers of local administration services.