CONSTAN
www.constan.com.mk

Project Management, Training,
Consulting,
Translation Services

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QUALITY POLICY OF CONSTAN LTD. SKOPJE

CONSTAN LTD. SKOPJE is a company that provides translation and interpretation services and operates in the field of management and consulting **(organization of conferences, seminars, workshops, as well as provision of equipment for simultaneous interpretation).**

The company's current principal activities consist of coordination and management of nationally and internationally financed projects in Macedonia, offering tailor-made products and services through a unique balance of dynamics and enthusiasm combined with comprehensive domestic and international expertise in various sectors.

Our approach is based on our belief that the organizations should be completely devoted to the process of transformation of the society and to the adequate flow of information and establishing functional partnerships between the public and the private sector.

Our main goals are **constant service innovation and complete customer satisfaction**. Today, we are one of the leading companies for project management and consulting in the development sector in Macedonia.

Constan's employees and partners are particularly specialized in translation and interpretation from all global languages into the Balkan languages and vice versa, advisory services and food safety trainings in the area of food safety.

With currently 5 members of staff and a wide range of partners and associates in Macedonia and the Western Balkan region, we are able to address the most complex and demanding tasks related to project development and project management in a wide range of sectors. This has been proven with our continuous economic growth.

As a result of the controlled and professional operation, we ensure the quality of the requested services to the satisfaction of our customers.

The quality policy of CONSTAN LTD. Skopje is based on the following:

- Complete record of the work processes and of each individual request per client (from the time of order to the invoice issuing stage);

- Full compliance with the quality management systems according to the requirements within the ISO 9001:2015 and ISO 17100:2015 standards;
- Professional relationship and excellent cooperation with clients and the utmost respect for their requests and deadlines;
- Appointment of a coordinator for each project, who shall be responsible for coordination and ensuring quality during the execution of the client's request – in accordance with the requirements within the ISO 9001:2015 and ISO 17100:2015 standards;
- Respecting privacy and ensuring discretion for all clients and requests;
- Encouraging and motivating employees and associates for quality performance of work tasks through constant communication and determining and addressing the possible problems and difficulties they face;
- Further improvement of the quality of service execution and the relationship with the clients through suggestions and remarks on possible irregularities in the original document provided by the client, as well as technical editing of the translation to improve the final product.

The following motto applies to us: **THE CLIENT IS KING!**

The quality policy is an obligation for all employees and associates of CONSTAN LTD. Skopje.

Skopje, 26.08.2022

Manager,
Zhan Stanoevski