



INSTITUTE FOR
STANDARDIZATION
OF SERBIA

РЕПУБЛИКА СРБИЈА
ИНСТИТУТ ЗА СТАНДАРДИЗАЦИЈУ СРБИЈЕ
Бр. 2019/Б-22-01/2024
21.08.2024 год
БЕОГРАД

Quality and Information Security Policy

ISS provides all interested parties in the Republic of Serbia with Serbian standards harmonized with International and European standards and offers them the possibility of equal participation in International and European standardization. By publishing various publications on standards as well as other promotional materials and thematic collections of standards, we help users in the implementation of Serbian standards. We provide timely and high-quality information to our users and all interested parties, and by organizing professional seminars and trainings, we contribute to spreading awareness of the importance of standards and standardization at the national level.

By actively participating in the work of the International and European organizations for standardization, ISS intends to maintain the status of a recognizable national organization for standardization in the coming period. In particular, with regard to full membership in European standardization organizations, the top management of ISS and its employees express their determination to constantly improve and advance ISS activities to maintain and preserve full membership and to fulfill all the conditions necessary for that. That is why ISS implemented and maintains, improves and continuously strengthens the effectiveness of fulfilling the criteria for full membership established by the European standardization organizations.

In order to achieve this, ISS ensures that the employees are competent and responsible, trained and independent in their scope of work, with the aim of providing the users with a high level of quality products and services.

Based on the acquired experience and following modern technical achievements, ISS constantly develops and improves its business processes, products and services, in accordance with the requirements of the laws and other regulations, with the aim of fulfilling the requirements of users and all relevant interested parties of ISS in an effective and efficient manner.

When implementing business processes, the business strategy of the management and all employees is focused on an integrated management system based on:

- the requirements of the SRPS ISO 9001:2015 and its amendment SRPS ISO 9001:2015/Amd. 1:2024 and SRPS ISO/IEC 27001:2022 and its amendment SRPS ISO/IEC 27001:2022/Amd. 1:2024;
- constant improvement of the quality of ISS products and services, as well as the protection of data and information held by ISS and those originating from users, in order to preserve the trust that ISS has gained from users and other stakeholders, acquire new users and preserve the reputation of ISS as a recognized national standards body;;
- constant improvement of integrated management systems and competence of employees;
- ensuring the continuity of ISS business operations and reducing the risk to information security by preventing incidents related to the information security and reducing their potential impact on the work of ISS by regularly reporting information security incidents in accordance with legal obligations and internal procedures;
- ensuring the confidentiality and availability of information and preserving its integrity;
- regularly analyzing information security risks and managing them.

Belgrade, August 2025.

Tatjana Bojanić

Acting director