



QUALITY POLICY

The citizens of Bijeljina have the right to expect their City officials to improve the quality of life through their continuous activities and decision-making system.

Recognizing this interest, we have directed our work toward providing effective services, developing the mechanism that allows our citizens to take part in decision-making, responsible managing of public goods, swift flow of information and especially transparent administrative work of good quality.

With this way of working, we expect the City of Bijeljina to be always an attractive, safe and satisfactory place for our citizens to live in.

Our strategic aim is to provide high-quality service to our citizens, legal and other entities, by delivering more than they require or expect.

The Bijeljina City administration and management are always at service to all citizens.

To achieve the quality policy, all employees in the City administration ensure continuous improvement of the Administrative service quality through their effective and dedicated work, optimized use of trusted resources, communication skills, kind and open behavior toward citizens, political parties, non-governmental organizations, legal and other entities' initiatives.

One of the ways to achieve the goals of our quality policy is to maintain and improve the quality management system in accordance with international standards.

No: 02-057-8/18
Bijeljina,
August, 01. 2018.

M A Y O R

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