

QUALITY POLICY

CROCON develops, maintains and improves the quality management system which enables certain and constant growth of the company. In order to realize this it is necessary that the clients and all parties involved are satisfied, as well as positive financial results achieved, which is in long term possible to accomplish only by maintaining a high quality of services and products and continuous improvement of all key processes.

For this purpose CROCON has developed twelve business and life manners that all employees have to behave by and implement in daily business with foreign and domestic partners.

Crocon manages its quality actively, which means that quality is continuously built in all phases of development and realization of services, and exchanges information that are aligned with CROCON's role in the services/production/distribution chain related to safety of products and services.

In order to achieve these efforts, CROCON Management sets quality goals and secures resources to accomplish them. But quality is every CROCON employee's task as they are, as bearers of knowledge, skills and experience, the key element of the management quality system.

Kastav, 01.09.2015.

Linda Pošćić Borovac, mag.oec.
Managing Director

CROCON - TWELVE BUSINESS AND LIFE MANNERS*

Human progress is neither automatic nor inevitable...Every step toward the goal of justice requires tireless exertions and passionate concern of dedicated individuals.

Martin Luther King, Jr.

1) PASSION

Passion is our force, our driving force. That encompasses our work, moves our people, touches our lives.

2) POSITIVE OUTLOOK

A positive outlook is our decision, a powerful decision. Leading to continuous dedication and commitment. A positive attitude helps us cope more easily with the daily affairs of business and life.

3) CONTINUOUS DEDICATION

Dedication is giving 100% of ourself while we're at work, to work; it's being productive. Dedication is being on time, is doing the best job we possibly can, the first time around. Dedication, means always wearing a smile and courtesy and putting the customer first. For us, dedication also entails preparing for work and going over and beyond the call of duty. We know very well that from good deed to good deed, dedication reaps many rewards.

4) COMMITMENT

Our commitment contributes to well-being and better performance. We are willing to give our time and energy to something that we believe in, and when you are committed to something, you accept no excuses, only results. Commitment leads us to actions and actions bring us some answers.

5) GOOD COMMUNICATION

Good communication is our choice, our only choice. By listening actively, and speaking clearly, we create trust, an environment where our potential grow and where our efforts are recognized. Good communication is road to success.

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6) TRUST

Trust is everything. It is the most important currency in our company. Trust is the foundation for a good business and excellent team.

7) FOCUS

Focus and simplicity is our aim. Focus on clients, on doing business. Staying focused help to improve our professional life, help us listen to people better, and also help us come up with a solution to problems at a quicker speed.

8) PERSISTENCE

We never, never, never give up. We are refusing to quit. We are looking into face of difficulties and saying „We like our odds.“ Persistence is our tool we can change the failure into great achievement.

9) JOY OF SPIRIT

There's nothing better than spreading an array of happiness and peace throughout the workplace. It makes for a better work environment, better results, better ideas,...better people. Almost no one watch that spirit as we do.

10) LOYALTY

Someone said: Trust is earned, respect is given, and loyalty is demostarted. We don't betrayal of any one of those. Loyalty makes our team, our image, our names. We don't concede that opportunity controls our loyalty.

11) OPTIMISTIC POINT OF VIEW

Optimism means "best," which describes how an optimistic person is always looking for the best in any situation and expecting good things to happen. Optimism is our tendency to believe, expect or hope that things will turn out well. Nothing can be done without hope and confidence.

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12) YOUNG THINKING

Young thinking means being unafraid to try new things and understanding that the best way to learn is to do, fail, fix and learn from that. As Freddy sang:

Thinking young and growing older is no sin and I can't play the game of life to win...

Now there's more to do, than watch my sailboat glide

And every day can be, my magic carpet ride

And I can play hide and seek with my fears, and live my days instead of counting my years

Then everyone debates, the true reality, I'd rather see the world

The way it used to be, a little bit of freedom's all we lack

So catch me if you can, I'm going back!!! 😊

In fact we never even went off the track.

MANNERS MAKE US A MAN!!!

Linda Pošćić Borovac

Managing Director

*Certain rules of behavior are learned and acquired through work and life in CROCON the standards of behavior that Crocon accept, teach, cherish, but also create. These basic standards are not representing only a reason to do the excellent job, or to just meet and explain the world in which we operate, but to left long memorable and enjoyable trace in.

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