

# AAVMU obtains ISO 9001:2008 Certificate

✘ **Skopje, 17.03.2016** – The Agency for Audio and Audiovisual Media Services completed the process of introducing and implementing the ISO 9001:2008 standard in its work. This standard is an indicator of the quality of this institution's operations and its implementation will notably improve the efficiency of the internal processes management, create a shorter cycle of performance of the activities and lead to a more efficient use of the resources.

The Agency started its preparations for practical implementation of the standard's requirements back in 2014, as part of the EU project IPA TAIB 2009, titled "Enhancing Administrative Capacities of Telecom and Media Authorities for Efficient Regulation of New Digital and Multiple Play Services". Using expert assistance within this project, the Professional Service of the Agency for Audio and Audiovisual Media Services prepared a total of 27 internal quality-related procedures to regulate the most important processes in the Agency and enable rational division of responsibilities among the employees, establish operational standards and standards of communication and exchange of information.

Action protocols have been prepared for each procedure, clearly stating all activities, steps for acting upon them and deadlines for meeting the obligations on the part of the Agency employees. Apart from the internal procedures, systematic procedures have been adopted as well, along with a Quality Systems Handbook and a Quality Policy which contains all the most important segments and incorporates the most relevant processes in the Agency's work.

"I wish to note that, even before this, the Agency has been doing its work professionally and with dedication, however,

the implementation of this standard will make it possible to upgrade the quality of its functioning and identify the risks related to the processes and the activities that are to be taken up in order to overcome these risks," said Mr. Zoran Trajcevski, the Agency's Director, upon receiving the Certificate.

The Certification was conducted by one of the first companies accredited by the Accreditation Institute of the Republic of Macedonia, MKD SERTIFIKAT at AM Cert D00EL Skopje. Regarding cooperation with the Agency, the Director of this certification authority, Ms. Tatjana Kuzmanovska, stated the following:

"I met responsible officials in the Agency who showed interest in and motivation for establishing a best practice methodology that will enhance customer satisfaction with the services. Now that we have successfully completed the process of implementation, we can conclude together that the ISO 9001:2008 Standard will have a positive effect on the entire process."