



HZN

Hrvatski zavod za norme  
Croatian Standards Institute

## QUALITY POLICY

**The Croatian Standards Institute (HZN) is an autonomous non-profit public institution established as the national standards body of the Republic of Croatia with a view to accomplishing the goals of standardization. As the national standards body HZN is permanently committed to accomplishing the goals of Croatian standardization:** increasing the safety level of products and processes, protecting human health and lives and environmental protection, promoting the quality of products, processes and services, ensuring the appropriate use of work, materials and energy, improving production efficiency, controlling variety, ensuring compatibility and interchangeability, as well as removing technical barriers to international trade.

**HZN's work is based on the following principles of Croatian, European and international standardization:** the right of voluntary participation of all interested parties in the preparation of Croatian standards, adoption of Croatian standards, voluntary application of Croatian standards, consensus on the content of Croatian standards, transparency of work in all its stages and adequate informing of the public, preventing that individual interests prevail over common ones, mutual alignment of Croatian standards, taking into consideration the state of the art and the rules and results of international and European standardisation.

**As the national standards body HZN is permanently committed to:**

- operating on the basis of substantive legislation of the Republic of Croatia and the Regulation No. 1025/2012 on European standardization,
- carrying out its activities in accordance with the rules of international and European standardization bodies,
- ensuring the transparency of its work,
- ensuring coherence of the collection of standards and normative documents,
- ensuring the presence of Croatian standardization in European and international standardization processes,
- ensuring the participation and equal representation of all interested parties in the process of developing Croatian standards,
- ensuring the availability of Croatian standards to all interested parties,
- keeping pace with changes in international and European standardization,
- ensuring the transparency of the work of HZN bodies, informing the public about the work of HZN bodies and raising public awareness of the objectives and principles of standardization,
- ensuring protection of copyright to standards in the Republic of Croatia,
- with high-quality and transparent work permanently raising the level of satisfaction of HZN members and all users of our services,
- employing qualified staff who will have both opportunities and obligation to continually develop and improve,
- applying and continually improving the efficiency of the quality management system based on the requirements of HRN EN ISO 9001.

**At Zagreb, 8 June 2018**

**Director General  
Igor Božičević**