



Quality policy

VIVACOM

About us

VIVACOM complies with the standards and requirements for its services, satisfies customers and develops strategic partnerships in order to achieve the company's strategic goals. The focus is on good business practices, legal requirements and exceeding customer expectations. We focus on positive corporate culture and team effectiveness.



Quality policy

Continuous quality of services improvement



Vision

Telecommunication services preferred provider



Mission and aim

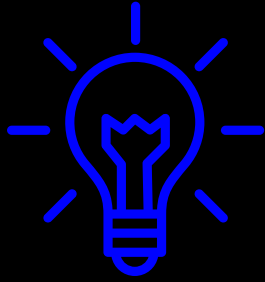
Customized comprehensive package of services



Strategy

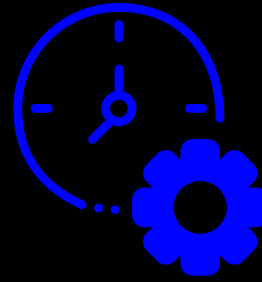
High quality of all provided services

Our values



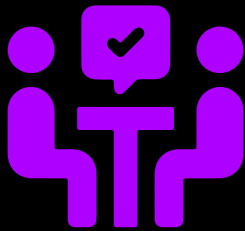
Innovative

We turn technology into innovative solutions that make our lives easier and provide more opportunities.



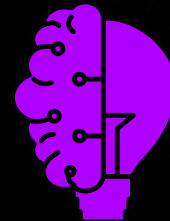
Effective

We provide practical and affordable solutions to achieve the best results.



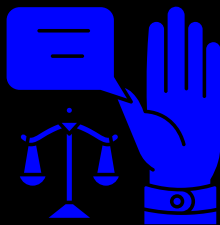
Responsible

We work together and stand behind our action and decision.



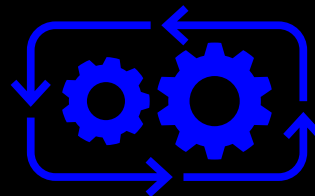
Inspiring

We have courage to do things in a new way with positive and professional attitude.



Honest

We share our experience and knowledge. We say what we do, and do what we say.



Dynamic

We manage customers expectations and respond to them.

Strategic quality objectives

**Vivacom
customers**

We put customers and their needs on focus, constantly improve the quality of our services through customer feedback and create effective communication to deliver services in the best way.

**We introduce new technologies and improve services with a personalized approach to customers.
We minimize the impact on the environment and aim for the least number of technical problems and high service continuity.**

**Vivacom
services**

**Vivacom
employees**

**We assure high-quality performance of duties through high employee's qualification and motivation.
We provide continuous skill's development and engage employees with company goals through their individual contribution.**

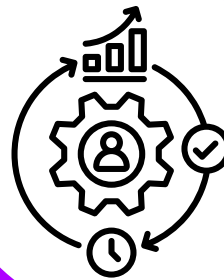
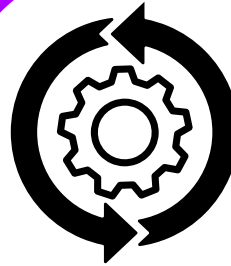
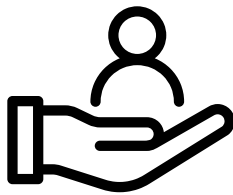
We strive working with established and reliable partners and top-rated suppliers for keeping business continuity. We achieve continuous quality improvement based on gathered feedback in our communication.

**Vivacom
partners**

Main focus of top management

Ensures customer focus in business activities.

Ensures the integrity and effectiveness of the quality management system.



Ensures compliance of activities with requirements of international standards and legal requirements.

Defines the business processes in company to achieve strategic quality objectives.

VIVACOM