



Crocon d.o.o.
Representation of foreign companies
Čikovići 73b | 51215 Kastav | Croatia
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QUALITY POLICY

CROCON develops, maintains, and enhances a management system that ensures the safe and continuous growth and development of the company. Satisfied customers are essential for this, as well as all other stakeholders, along with positive financial effects. Long-term achievement of these goals is possible only through maintaining high and consistent quality of services and products, as well as continuous improvement of all key processes.

To achieve these objectives, CROCON has established twelve business and behavioral standards that all employees must adhere to and implement in their daily work with both foreign and domestic partners. CROCON actively manages quality, which means that quality is continuously integrated into all stages of service development and implementation. Additionally, information exchange aligns with CROCON's role in the service/production and distribution chain related to product and service safety.

To realize these efforts, CROCON's management sets quality objectives and ensures resources are allocated to achieve those goals. However, quality is the responsibility of all CROCON employees, who, as knowledge holders, contribute significantly to the quality management system.

Kastav, 24.04.2013.

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.

Marin 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 oneself 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 grows 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

Kastav, 24.04.2013.

*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.

Crocon d.o.o. za usluge i trgovinu
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