

## QUALITY POLICY

**MISSION:** Economic Chamber of North-West Macedonia organizes, advances, protects interests and promotes businesses in the country and abroad, along with the challenges of global competition.

**VISION:** To become a leading institution in representing the interests of businesses, as well as in creating a favorable environment for sustainable and inclusive economic development.

The management of the Economic Chamber of North-West Macedonia is fully committed to establishing, maintaining and continuously improving the Quality Management System in accordance with the requirements of the ISO 9001:2015 standard.

In order to achieve its mission and vision, the Chamber is committed to:

- Continuous improvement of the quality management system and its effectiveness;
- Providing high-quality, timely and professional services to member companies;
- Compliance with the applicable legal and regulatory framework;
- Identifying and managing risks and opportunities that affect the quality of services;
- Increasing the satisfaction of member companies by monitoring and analyzing their needs and expectations;
- Developing partnerships with the public, private and international sectors;
- Supporting the green transition, sustainable development and the application of quality standards;
- Encouraging innovation, competitiveness and internationalization of businesses; Development and continuous improvement of the competencies, knowledge and motivation of employees;
- Ensuring transparency, professionalism and ethical conduct;
- Effective communication with all stakeholders;
- Providing resources necessary to achieve the set quality goals.

***The quality policy is publicly available and is an obligation for all employees and associates of the Chamber.***

Date: 16.03.2026

**Executive Director  
Durim Zekiri**

