



## QUALITY POLICY

The Quality Policy of the e-Development Association represents a fundamental framework guiding the activities of all members, governing bodies, and collaborators of the Association, aimed at achieving defined objectives through the continuous improvement of efficiency, relevance, and sustainability of all activities.

In a time of rapid digital transformation, the primary objective of this Quality Policy is to provide ongoing support for the development of the information society, innovation, and digital transformation, in line with global standards and sustainable principles.

### **Principles of the Quality Policy of the e-Development Association:**

- Commitment to quality across all areas of the Association's work, with active leadership by the founders and governing bodies.
- Support for the digital transformation of members through the application of modern technologies, artificial intelligence, and sustainable business models.
- Promotion of the importance of developing the information society at local, national, and international levels.
- Continuous improvement of knowledge and skills of members and stakeholders through education, mentorship, and open learning platforms.
- Support for the implementation of projects that contribute to societal development, in accordance with national and international trends.
- Efficient and transparent management of finances and resources, with the rational use of both domestic and international funding sources.
- Introduction and implementation of a quality management system based on performance measurement and user satisfaction.
- Development of cooperation with partners, institutions, funds, and other organizations through joint initiatives and knowledge exchange.
- Application and promotion of information security standards and cyber resilience to protect members' digital infrastructure.
- Encouragement of innovation, teamwork, and trust within the membership through open communication and inclusive decision-making.

- Regular review of the Quality Policy and quality management practices to achieve improved results, efficiency, and impact.

This Quality Policy represents a living document, periodically reviewed and adapted to the needs of the Association and its members, with the aim of maintaining high standards and creating value for all stakeholders.

**Belgrade, July 4, 2025**  
**President of the e-Development Association**  
**Slobodan Krstić**