



UNIVERZITET U ZENICI  
UNIVERSITY OF ZENICA  
METALURŠKI INSTITUT "Kemal Kapetanović" ZENICA  
INSTITUTE OF METALLURGY "Kemal Kapetanović" ZENICA

### MISIJA

*Metallurški institut "Kemal Kapetanović" Zenica, jedna od organizacionih jedinica Univerziteta u Zenici, kao naučnoistraživačka i stručna institucija, pruža pouzdan kvalitet različitih usluga, među kojima su: ispitivanja i kontrola kvaliteta različitih materijala i proizvoda, kalibracije i verifikacije određenih ispitnih uređaja i mjerila. Kroz naučnu i stručnu podršku prvenstveno studentima Univerziteta u Zenici, ali i studentima drugih univerziteta, kao i mladim stručnjacima, Institut pomaže formiranju budućih lidera u razvoju privrede našeg Kantona i šireg regiona.*

### VIZIJA

*Nastavljajući tradiciju uspješnog poslovanja i postojanja na ovim prostorima više od 50 godina, želimo biti pokretač i nosilac razvoja i primjene modernih tehnologija i materijala kontrole kvaliteta proizvoda pri uvozu i izvozu, te konsalting usluga firmama u našem regionu. Institut ima namjeru i aktivno radi na tome, da u svom sastavu ima nekoliko državnih mjeriteljskih laboratorija, čime će doprinijeti značaju našeg Kantona i šire, te da bude podrška Univerzitetu u Zenici u stvaranju uvjeta za kvalitetnu praktičnu edukaciju studenata i mladih stručnjaka.*

*Obzirom da je BATA (Institut za akreditiranje BiH), od novembra 2012.godine postala bilateralni potpisnik sporazuma EA MLA u područjima kalibracije i ispitivanja (BAS EN ISO/IEC 17025) i inspekcije (BAS EN ISO/IEC 17020), te prednosti koju donosi ovaj sporazum i vezano za međunarodno priznavanje izvještaja i certifikata tijela akreditiranih od strane BATA-e stekle su se realne mogućnosti da usluge koje pružaju akreditovane laboratorije Instituta budu prihvaćene u svim zemljama Evropske unije i šire.*

### MISSION

*Institute of Metallurgy „Kemal Kapetanović“ Zenica, one of the organizational units of University of Zenica as scientific-research and professional institution, exists to provide reliable quality of different services including investigations and quality control of different materials and products, calibrations and verifications of certain testing devices and instruments. Through scientific and technical assistance primarily for students of the University of Zenica, but for students of other universities too, as well as young professionals, the Institute helps the formation of future leaders in economic development of our Canton and the wider region.*

### VISION

*Continuing the tradition of successful operation and existence in this region more than 50 years, we want to be the promoter and holder of the development and application of modern technologies and materials, quality control products in import and export, and consulting services companies in our region. The Institute has an intention and works actively on it, to have several national metrological laboratories in its structure, which will contribute to the importance of our Canton and beyond, as well as a support for the University of Zenica in creating conditions for high quality practical training of students and young experts.*

*Relating to BATA (B&H accreditation institute) becoming Bilateral signatory to EA MLA in the fields of calibration and testing (BAS EN ISO/IEC 17025) and inspection (BAS EN ISO 17020) since November 2012, and advantages of brought by this agreement and regarding to international recognition of reports and certificates by bodies accredited by BATA acquired the real possibilities that the services provided by accredited laboratories of the Institute are accepted in all countries of the European Union and beyond.*



## POLITIKA KVALITETA

Namjeru da zadržimo značajno mjesto unutar Univerziteta u Zenici, ali i vodeću ulogu u BiH i šire, ostvariti ćemo:

- kontinuiranim poboljšavanjem u oblasti naučnoistraživačkog rada i kod pružanja različitih usluga, kako bi se očuvalo stečeno povjerenje stalnih, ali i proširio krug potencijalnih kupaca;
- pridržavanjem dobre stručne prakse i kvaliteta kod pružanja svih usluga, a prvenstveno usluga ispitivanja i kalibracija;
- realizovanjem standardnih laboratorijskih usluga i izvođenjem aktivnosti u dogovorenim rokovima i kvalitetno, svaki put;
- uspostavljanjem, održavanjem i neprekidnim poboljšavanjem sistema upravljanja kvalitetom, **prvenstveno u laboratorijama** u skladu sa važećim izdanjima standarda BAS EN ISO/IEC 17025, vodeći računa da je on zastupljen i u ostalim organizacionim jedinicama unutar Instituta do tog stepena da ne ugrožava poslovanje onih kod kojih je sistem upravljanja kvalitetom već potvrđen;
- zadovoljavajući zahtjeve akreditacionog tijela BATA (Institut za akreditiranje BiH);
- dosljednom implementacijom dokumenata sistema upravljanja u praksi, od strane svih zaposlenika Instituta;
- aktivnim planskim i efikasnim korištenjem raspoloživih resursa, usmjerenih ka unapređenju kvaliteta, uz minimalne troškove procesa rada i poslovanja;
- obezbjeđenjem svih neophodnih resursa – vodeći računa o boljoj opremljenosti organizacionih jedinica i laboratorija, angažovanju kompetentnog osoblja na svim nivoima, kontinuiranoj edukaciji zaposlenika i motivisanosti istih.

Zenica, 10.12.2015.

## QUALITY POLICY

Intention to retain a significant place within the University of Zenica, and the leading role in B&H and beyond, we will achieve:

- permanent improvement in the area of scientific-research work and providing different services in order to preserve the confidence of the steady customers, but also expand to the circle of potential customers;
- adherence to good professional practice and quality in the provision of all services, especially services of testing and calibration;
- the standard realization of laboratory services and performance of activities within the agreed deadlines and quality, every time;
- by establishing, maintaining and constant improving of the quality management system, **primarily in laboratories** in accordance with valid standard editions BAS EN ISO 17025 by paying attention that it is present in all organizational units within the Institute to the level that it will not affect the business of those where the quality management system is confirmed;
- satisfiung the requirements of accreditation body BATA (Institute for Accreditation of Bosnia and Herzegovina).
- by persistent implementation of the management system documents in practice, by all employees of the Institute;
- active planning and efficient use of available resources, aimed at improving quality, with minimal costs of the work process and operations;
- providing all necessary resources - taking account of the better equipment of organizational units and laboratories, employing competent staff at all levels, continuous employee training and motivation of the same.

**Direktor/Director:**

Doc.dr.sci. Raif Seferović

