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According to Article 12 Paragraph 3 of the Law on the Public Revenue Office ("Official Gazette of RM", No.43/14...61/15), the Director of the Public Revenue Office has brought

## QUALITY MANAGEMENT POLICY

The vision of the Public Revenue Office is to become a model of professional organization recognized in accordance with the best practices and quality standards.

In order to achieve our vision, we continue to strengthen the administrative capacity and to raise the quality standards. We started introducing a new climate in the tax administration performance based on quality, transparency and accountability. The Public Revenue Office creates a unique policy for improving the service quality, providing simplified tax procedures for timely and accurate compliance, as well as fair and efficient collection of taxes and other public duties in the Republic of Macedonia.

In accomplishing the business activities, PRO commits to nurture open and responsible approach towards the taxpayers, employees, state institutions, international organizations and the overall social community.

Along with the implementation of the international standards for contemporary operations and ISO 9001:2008, conditions will be created for improving the management of the business processes and the human resources which is expected to result in raising the productivity and the overall institutional performance.

The Public Revenue Office establishes effective system for quality management, by fostering the following values:

- **Professionalism** which provides lawful, objective, effective, simple and equal treatment towards all taxpayers and using taxpayers' data only for the purposes under the PRO competence.
- **Service oriented approach** allowing taxpayers quick and easy access to information needed for timely fulfilling their lawful tax liabilities.
- **Care for the human capital** by promoting and encouraging leadership, objective valuation of the skills and knowledge, as well as the employee's dedicated time and efforts.
- **Management and governance** based on the internal and external customers needs (ISO 9001:2008 quality management system) and on determined risks in all areas of institutional performance.
- **Fight against corruption and tax noncompliance** driven upon the basic constitutional rights that everyone is obliged to pay tax and other public duties and participate in settlement of public expenditure on a manner determined by law.

Director

Kiril Minoski