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QUALITY POLICY

The Insurance Supervision Agency (ISA) implements a quality policy, which is an integral part of its mission and vision and is based on the establishment and maintenance of mechanisms for continuous improvement of its services.

Within its competencies, the ISA takes care of the legal and efficient functioning of the insurance market in order to protect the rights of insurance owners and users.

In its work, ISA applies the principles of responsibility, expertise, honesty and transparency.

The basic principles of quality policy, ISA is based on achieving the following goals:

- Realization of its mission, through full fulfillment of the legal competencies in accordance with the Law on Insurance Supervision and the Law on Compulsory Traffic Insurance;
- Creating conditions for a fair, competitive and transparent insurance market;
- Improving the legal framework of the insurance system;
- Making decisions, which will be based on systemic analysis in order to strengthen the public trust and confidence of insurance entities in the work of ISA;
- Improving the institutional and administrative capacity by investing in employees through training and professional development;
- Full commitment of all employees in achieving the set goals in a professional, transparent and impartial way of working;
- Uniting all employees for the development of ISA, using their knowledge, competencies, experience and recognizing their contribution;
- Setting professional standards for employees in order to strengthen integrity in dealing with forms of corruption;
- Continuous development of systems in the field of information and communication technologies;
- Identification and appropriate risk management in the work processes in ISA;
- Developing partnerships with other regulatory bodies of the financial sector in the country and promoting international cooperation with supervisory bodies in the field of insurance;
- Encouraging public awareness of the role of insurance and insurance supervision through activities of financial education and financial inclusion;
- Increasing the transparency in the operation of ISA by improving the availability of information to all stakeholders; and
- Continuous improvement of the quality management system.

President of the Council of Experts,
Krste Shajnoski

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