**INTERNATIONAL ISO STANDARD**

ISO is an international organization for standardization with its seat in Geneva (Switzerland). It was established in 1947 and operates as independent, non-governmental organization. Since then, ISO has published over 19 000 international standards covering almost all aspects of technology and manufacturing. Today it has members from 164 countries and 3 335 technical bodies to take care of standard development, and more than 150 people work for ISO’s Central Secretariat.

A standard is a document that provides requirements, specifications, guidelines or characteristics that can be used consistently to ensure that materials, products, processes and services are fit for their purpose.

ISO International Standards ensure that products and services are safe, reliable and of good quality. They are strategic tools for business because they reduce costs by minimizing waste and errors and increasing productivity. In that manner, they help companies to access new markets, level the playing field for developing countries and facilitate free and fair global trade.

**THE AGENCY AND ISO STANDARDS**

In July 2012, the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina (hereinafter: the Agency) received two ISO certificates: 9001:2008 and 27001:2005. The certificates were issued by the authorized certification body “SC CERTIND S.A.” with its seat in Bucharest. In accordance with the requirements of these standards, authorized external certification bodies perform supervisory and recertification checks, starting from 2013. Meanwhile, due to the release of new versions of the standards, ISO 9001: 2015 and ISO 27001: 2013, the Agency made the necessary adjustments to the quality system and information security system, and received ISO certificates for ISO 9001: 2015 and ISO 27001: 2013. The recertification of these standards was successfully carried out in 2021.

**THE QUALITY POLICY ISO 9001**

ISO 9001 is an international standard which defines requirements of a quality management system. It is a management system which guides an organization to achieve the set goals in terms of business quality and providing services. This system is made of organizational structure, responsibilities, processes and resources necessary for system management and everyone knows exactly who, what, when and how works in it.

The Agency establishes, implements and maintains the quality policy. The Agency always strives to fulfill completely the requirements defined by the Law on the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina (“Official Gazette of BiH” No.56/08), and other valid laws in Bosnia and Herzegovina, as well as to fulfill the requirements and expectations of end users and other interested parties, with constant increase of effectiveness and business efficiency.
The quality policy is established in accordance with legal jurisdictions of the Agency and includes:
•    Management’s leadership role in all processes of quality management in the Agency;
•    Fulfilling  the requirements of end users for the product and service of high level quality;
•    Compliance with legislation and fulfilling commitments to the state;
•     Providing continuous technical-technological development of the work process;
•    Permanent professional education and training of employees;
•    Motivating employees to actively participate in improving the quality of the work process.
The quality policy of the Agency represents the framework for establishing and reviewing the quality goals. Management of the Agency shall review periodically the effectiveness of its QMS and the quality goals in order to ensure their effectiveness and continuous implementation.
The policy and the quality goals are realized by strengthening the awareness among employees in the Agency, promoting positive relation and responsible attitude towards the work process for which the employees are responsible. Management of the Agency is obliged to ensure resources needed for achieving defined policy and the quality goals.

**INFORMATION SECURTY POLICY OF ISO 27001**

ISO 27001 is an international standard for the area of information security management. It is a systematic approach in managing information security risks inherent in an organization, and it also includes officials, processes, IT system and policy. It is intended for organizations that want to establish the highest level of data protection, and to prevent attacks on information by implementation and thus raise the availability of internal resources and reduce risks regarding the continuous business. Implementation and compliance with the norm means that the organization takes management processes seriously and that in the case of the catastrophe, it can continue providing its services, and it also raises the reputation in public to the organization by fulfilling legislation.

The Agency establishes, implements and improves the information security policy in accordance with the laws of Bosnia and Herzegovina, internal regulations and the requirements of the standard ISO 27001. The Agency is aware of the importance of the information and information resources as assets in its business processes and tends to establish adequate protection measures of all recourses from all kinds of threats, internal or external, deliberate or accidental, in order to comply with laws, ensure business continuity and reduce possible consequences on acceptable level according to the risk analyses.
Information security policy is established in order to protect information and information resources of the Agency and includes the following:
•    Active role and support of the management in all processes of information security management in the Agency;
•    Adequate protection of all information, data, transmission media and equipment for collection, transmission, processing or storing data which are used in business processes, in order to ensure their availability, integrity and confidentiality;
•    Compliance with law requirements, internal regulations and requirements envisaged by standard ISO 27001;
•    Ongoing monitoring and improvement of information security within the Agency;
•    Continuing education and training of employees in the field of information security;
•    Motivating employees to actively participate in improving information security.

The information security policy of the Agency represents the framework for establishing, reviewing and improving the information security of the Agency. Management of the Agency shall review periodically the effectiveness of ISMS and the situation of the information security in order to ensure their effectiveness and efficiency.
All employees of the Agency without exception, external associates, suppliers and third parties to which the access to data, information equipment or media for information transmission is approved by the director are obliged to implement the information security policy.
The information security policy is implemented in accordance with law jurisdictions of the Agency, and at all locations where information, data, information and other resources of the Agency are located.
The obligation of all employees is to report all events and incidents concerning the violation of information security policy. Information security policy is realized by strengthening the awareness among employees in the Agency, promoting positive relation and responsible attitude towards the work process for which the employees are responsible. Management of the Agency is obliged to ensure all necessary resources needed for effective and efficient establishment and implementation of the information security policy. In case of violation or non-compliance of the information security policy, disciplinary measures from the Rulebook on Disciplinary Responsibility of Civil Servants in the Institutions of Bosnia and Herzegovina and criminal provisions of the Law on Personal Data Protection shall be applied.