



**BOSNIA AND HERZEGOVINA
INSTITUTE OF METROLOGY
OF BOSNIA AND HERZEGOVINA**

MISSION AND VISION

MISSION of the Institute of Metrology of Bosnia and Herzegovina is to establish, maintain, and manage the metrology system of Bosnia and Herzegovina in accordance with legal regulations and international standards, with the aim of effective support to legislation, scientific development, economic growth and competitiveness, consumer, health and environmental protection, technical safety, quality of life improvement, support of international metrological coherence, and removal of technical barriers.

VISION of the Institute of Metrology of Bosnia and Herzegovina is to be recognized as a reputable and competitive national metrology institute in Europe and globally, ensuring long-term fulfillment of international agreements that advance society, economy, science, and development in Bosnia and Herzegovina.

QUALITY MANAGEMENT POLICY

The Institute of Metrology of Bosnia and Herzegovina has established and maintains an adequate quality management system that meets legal requirements, applicable standards, and the requirements of BAS EN ISO 9001, the BAS EN ISO/IEC 17025 standard for competent calibration and testing laboratories, BAS EN ISO/IEC 17020 for inspection bodies, and BAS EN ISO/IEC 17043 for proficiency testing providers. To ensure authenticity, confidentiality, integrity, and availability of data and information, a management system for information security has been established in accordance with BAS EN ISO/IEC 27001. The quality management system also covers the implementation of the BAS EN ISO 17034 standard for producers of certified reference materials and BAS EN ISO/IEC 17065 for certification of products, processes, and services in relevant areas of interest.

To establish and maintain a quality management system, as well as an information security management system, the Institute has established a Quality Committee. The quality management system is subject to external evaluation by third parties, including certification, accreditation, and self-declaration within the regional metrological organization EURAMET. The Institute participates in planning and implementing activities of international organizations in the field of metrology (BIPM, OIML, EURAMET, COOMET, IAEA, WELMEC, GULFMET, etc.), implementing and transferring acquired knowledge through the realization of scientific-research projects, practices, and experiences from international organizations in its work and promoting the application of research results and development in Bosnia and Herzegovina.

The Institute of Metrology of Bosnia and Herzegovina carries out activities within its jurisdiction to satisfy the interests of stakeholders (industry, economy, science, society) by providing expert and consultancy services, according to demand and on a fee or voluntary basis.

The basic resource of the Institute represents its highly qualified staff with internationally proven competence and work ethic, enabling successful implementation of all processes. By ensuring adequate working conditions, opportunities for professional development and training, they are motivated to apply knowledge and positive experience to improve results and the quality management system. The public is continuously informed about achieved competencies and references, established procedures, policies, and results of conducted activities through the IMBiH website, as well as other communication channels with interested parties.

Sarajevo, September 1, 2023

GENERAL DIRECTOR

Milica Ristović Krstić, mr

