

Lumen Spei is a company based in Osijek whose goal is to guide clients in modernizing their business through digital transformation. From apps, websites, UI/UX design, brand identity, and technological solutions to consulting, our multidisciplinary team of creators turns problems into digital solutions. With our continuous work, we position ourselves as the go-to development company for Web 3.0 projects and blockchain technology. The company Lumen Spei Ltd currently has 3 locations (Croatia, Serbia, Canada) and clients from all over the world.

In the company Lumen Spei Ltd we decided to implement the requirements of the international standard ISO 9001:2015 to achieve a higher level of company management and obtain a certificate that we are a company that successfully manages its business processes and continuously improves them through a process approach. At the same time, Lumen Spei Ltd considers all risks and opportunities for each described process, as well as measures for their resolution. The company pays special attention to all interested parties that can influence its business and on whose business the company has a certain influence.

Lumen Spei Ltd provides services for digital transformation and the development of digital products. strives to meet the needs of all its clients with a professional approach, good communication, and quality of all products and services from the business.

To achieve the satisfaction of our clients and partners, we will implement a quality policy, while emphasizing our products and services fully adapted to the requirements of our clients. We are ready to respond to all the demands of the market with the knowledge, competencies of the personnel, and regular attendance of education, the effectiveness of which we measure and evaluate.

The fundamental imperative of our organization is to provide our clients with quality products and services according to world standards, whose satisfaction we implement by constantly monitoring and analyzing client requests. The company sets the responsibility for each employee for the dedicated performance of assigned tasks, to meet the set quality goals.

By applying the ISO 9001:2015 standard, we will systematically manage quality in the following ways:

1. We will strive to achieve the highest possible satisfaction of users of our products and services
2. We will determine, analyze and implement goals and evaluate them to improve the system
3. We will permanently improve the Quality Policy by the ISO 9001:2015 norm
4. We will strive to be among the leaders in the regional market in digital transformation services and digital product development
5. We will encourage the motivation, education, and teamwork of Lumen Spei d.o.o. employees.
6. We will ensure a high level of quality in every business segment

In Zagreb, 29 March 2023.



signature

Krunoslav Ris

name

CEO

title

Lumen Spei Ltd

Organization