

# Biographical Note



**Tatjana Klačić**



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Ms. Klačić, graduated electrical engineer, is the manager of the Department of IMS in Electric Power Industry of Serbia (EPS) since 2011.

Electric Power Industry of Serbia is the largest company in Serbia, representing economic and power backbone of the country. The main activities of PE EPS are electricity generation, supply, distribution, and trading.

Ms. Klačić main activities and responsibilities are:

- Supporting the maintenance and improvement of the EPS Quality Management System;
- Mapping of potential customers and generate leads for the organization;
- Evaluation of business goals, identification of improvement opportunities and applying of the scientific methods, statistics, and problem-solving techniques to improve and sustain product quality and process effectiveness;
- Ensuring the application of current quality policies, procedures, and objectives by keeping informed of the latest updates/ modifications related to ISO quality systems;
- Planning and executing projects and team activities to facilitate changes that have a statistical impact on business results, especially as it relates to meeting and exceeding customer expectations;
- Assisting operating units with the development and implementation of corrective and preventive action plans to improve overall ISO compliance and quality results;
- Ensuring the application of the requirements Quality Infrastructure refers to all aspects of metrology, standardization, conformity assessment (testing, certification, inspection) and accreditation.