

INTERNATIONAL STAR  
QUALITY CONVENTION  
GENEVA 2015



As Executive President of BID, it is a privilege to present this

# CERTIFICATE

to

## Luka Kotor AD (Port of Kotor)

in recognition of outstanding commitment  
to Quality and Excellence,  
which merits the

### INTERNATIONAL GOLD STAR FOR QUALITY AWARD

in the realm of Customer Satisfaction, Leadership, Innovation and Prestige,  
as established in the QC100 TQM model.

Geneva, September 20, 2015

A handwritten signature in blue ink, appearing to read "Jose E. Prieto".

Jose E. Prieto  
President and CEO of Business Initiative Directions

