

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

