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Appendix II

Institute for Accreditation of Bosnia and Herzegovina - BATA

BATA started its activities on December 10, 2000 as a body of general interest, with authorizations established in the Law on Accreditation of Bosnia and Herzegovina.

The basic tasks of **BATA** consist of assessment, accreditation and supervision of laboratories for examination and calibration, bodies for issuance of certificates and inspection bodies, organization of assessment of abilities, inter-laboratory comparative examinations and other measures that ensure the quality of examination and measurement results, including measures that build trust for final users and supervisory bodies.

In compliance with the standard ISO/IEC 17011 **BATA**, as the body in charge of accreditation, is responsible for creation of accreditation procedures.

On June 8, 2005, BATA became member of the **EA (European Accreditation Cooperation)** with a "cooperation agreement" member status.

General Information on BATA

Institute for Accreditation of Bosnia and Herzegovina – BATA

Hamdije Ćemerlića 2, 71000 Sarajevo

Bosnia and Herzegovina

www: www.bata.gov.ba

e-mail: info@bata.gov.ba

Appendix III

Overview of Universities and Technical and Economic Faculties and Institutes in the Federation of Bosnia and Herzegovina

1. University of Sarajevo

Obala Kulina bana 7, Sarajevo

website: <http://www.unsa.ba>

Faculties:

Faculty of Architecture

Patriotske lige 30, Sarajevo

e-mail: hasims@af.unsa.ba

website: <http://www.af.unsa.ba>

Faculty of Construction Engineering

Patriotske lige 30, Sarajevo

e-mail: gfsa@gf.unsa.ba

website: <http://www.gf.unsa.ba>

Faculty of Economics

Trg oslobođenja - Alija Izetbegović 1, Sarajevo

e-mail: efsa@efsa.unsa.ba

website: <http://www.efsa.unsa.ba>

Faculty of Electrotechnics

Zmaja od Bosne bb, Sarajevo

e-mail: etf@etf.unsa.ba

website: <http://www.etf.unsa.ba>

Faculty of Forestry

Zagrebačka 20, Sarajevo

e-mail: ttrestic@sufasa.org

website: <http://www.sufasa.org>

Faculty of Mechanical Engineering

Vilsonovo šetalište 9, Sarajevo

e-mail: dean@mef.unsa.ba

website: <http://www.mef.unsa.ba>

Faculty of Traffic and Communications

Zmaja od Bosne 8, Sarajevo

e-mail: fakskom@bih.net.ba

website: <http://www.fsk.unsa.ba>

Institutes:

Institute for Genetics and Biotechnology

Gajev trg 4, Sarajevo
e-mail: ingeb@ingeb.ba
website: <http://www.ingeb.ba>

University Tele-Information Center

Zmaja od Bosne 8, Sarajevo
e-mail: support@utic.net.ba
website: <http://www.utic.net.ba>

Economic Institute of Sarajevo

Branilaca Grada 47, Sarajevo
e-mail: emir.kurtovic@efsa.unsa.ba
website: <http://www.eis.ba/ei/index.php>

Institute for Hydrotechnics of the Faculty of Construction Engineering of Sarajevo

Stjepana Tomića 1, Sarajevo
e-mail: heis@heis.com.ba
website: <http://www.heis.com.ba>

2. University of Tuzla

M. Fizovića Fiska 6, Tuzla
website: <http://www.untz.ba>

Faculties:

Faculty of Economics

Univerzitetska 8, Tuzla
e-mail: ef@untz.ba
website: <http://www.ef.untz.ba>

Faculty of Electrotechnics

Franjevačka 2, Tuzla
e-mail: stfe@untz.ba
website: <http://www.fe.untz.ba/web>

Faculty of Mechanical Engineering

Univerzitetska 4, Tuzla
e-mail: stmf@untz.ba
website: <http://www.mf.untz.ba>

Faculty of Mining, Geology and Construction Engineering

Univerzitetska 2, Tuzla
website: <http://www.rggf.untz.ba>

Faculty of Technology

Univerzitetska 8, Tuzla
e-mail: tehnolog@untz.ba
website: <http://www.tf.untz.ba>

Institutes:

Institute of Economics Tuzla

Zvonka Cerića 1, Tuzla

Business Start-up Center

M. Fizovića Fiska 6, Tuzla
e-mail: bsc@untz.ba
website: <http://www.bsc.untz.ba>

3. University of Mostar

Trg hrvatskih velikana 1, Mostar
website: <http://www.sve-mo.ba>

Faculties:

Faculty of Economics

Matice hrvatske b.b., Mostar
e-mail: ef@sve-mo.ba
website: <http://www.sve-mo.ba/ef>

Faculty of Construction Engineering

Matice hrvatske b.b., Mostar
e-mail: gf.svemo@gmail.com
website: <http://www.gfmo.ba>

Faculty of Mechanical Engineering and Computer Science

Matice hrvatske b.b., Mostar
e-mail: office@fsr.ba
website: <http://www.fsr.ba>

Institutes:

Institute of Economics

Matice hrvatske b.b., Mostar

Institute of Construction Engineering

Kralja Zvonimira 14, Mostar

Institute of Mechanical Engineering

Matice hrvatske b.b., Mostar

4. University "Džemal Bijedić" in Mostar

University campus: "Midhat Hujdur-Hujka", Mostar

e-mail: info@unmo.ba

website: <http://www.unmo.ba>

Faculties:

Faculty of Construction Engineering

University campus: "Midhat Hujdur-Hujka", Mostar

e-mail: gf@unmo.ba

website: <http://www.gf.unmo.ba>

Faculty of Information Technologies

University campus: "Midhat Hujdur-Hujka", Mostar

e-mail: info@fit.ba

website: <http://www.fit.ba>

Faculty of Business Management

University campus: "Midhat Hujdur-Hujka", Mostar

e-mail: fpm@unmo.ba

website: <http://www.fpm.ba>

Faculty of Mechanical Engineering

University campus: "Midhat Hujdur-Hujka", Mostar

e-mail: mf@unmo.ba

website: <http://www.mf.unmo.ba>

Institutes:

Institute of Mechanical Engineering

e-mail: mf@unmo.ba

Institute for Design, Examination of Materials and Constructions - ZPIMK

e-mail: gf@unmo.ba

5. University of Bihać

Kulina Bana 2/II, Bihać

e-mail: rektorat@unbi.ba

website: <http://www.unbi.ba>

Faculties:

Faculty of Biotechnology

Kulina bana 2, Bihać

e-mail: kontakt@btf.unbi.ba

website: <http://www.btf.unbi.ba>

Faculty of Technology

Irfana Ljubijankića bb, Bihać
e-mail: tfb@bih.net.ba
website: <http://www.tfb.ba>

Faculty of Economics

Kulina bana 2, Bihać
website: <http://www.efbihac.org>

6. University of Zenica

Fakultetska 3, Zenica
e-mail: rektorat@unze.ba
website: <http://www.unze.ba>

Faculties:

Faculty of Metallurgy and Materials

Travnička cesta 1, Zenica
e-mail: fam@famm.unze.ba
website: <http://www.famm.unze.ba>

Faculty of Mechanical Engineering

Fakultetska 1, Zenica
e-mail: mf@mf.unze.ba
website: <http://www.mf.unze.ba>

Faculty of Economics

Travnička 1, Zenica
website: <http://www.ef.unze.ba>

Institute:

Faculty of Metallurgy – "Kemal Kapetanović"

Travnička cesta 7, Zenica
e-mail: miz@miz.ba
website: <http://www.miz.ba>

Appendix IV

List of Accredited Bodies for Compliance Assessment on 10 December 2008

In compliance with Article 7 of the Law on Establishment of the Institute for Accreditation of Bosnia and Herzegovina ("Official Gazette of Bosnia and Herzegovina", No. 10/02), the Institute for Accreditation of Bosnia and Herzegovina keeps a register of accredited bodies for compliance assessment, including data on sectors and scope of accreditation. A detailed description of the sectors and scope of accreditation is enclosed with the accreditation and may be obtained from the accredited body for compliance assessment or from the Institute for Accreditation of Bosnia and Herzegovina.

A. Laboratories for examination

Ord No.	Name of accredited body for compliance assessment and address	Scope of accreditation	Standard or regulation	Number of accreditation, dates of approval and extension	Number of review of data and date of issuance
1	UNIVERSITY OF ZENICA – INSTITUTE OF METALLURGY "Kemal Kapetanović" Mechanic Examination Laboratory Travnička 7, Zenica	Field: mechanic Scope: mechanical examinations of metal materials and products (stretching, bending, rigidity, rolling and bending, fatigue)	BAS EN ISO/IEC 17025	LI – 02 - 02 2007-04-30	Review 0 2007-04-30
2	UNIVERSITY OF ZENICA – INSTITUTE OF METALLURGY "Kemal Kapetanović" Mechanic Examination Laboratory Travnička 7, Zenica	Field: mechanic Scope: metallographic examination of metal materials and products (microstructure, rigidity and thermal analysis of metal materials)	BAS EN ISO/IEC 17025	LI – 02 - 03 2007-04-30	Review 0 2007-04-30
3	Inspekt RGH d.d. Examination Laboratory Kakanj Čatići bb, Kakanj	Field: chemistry Scope: examination of solid and fluid fuels, lubricants and bauxite	BAS EN ISO/IEC 17025	LI – 03 - 01 2002-08-22 2006-08-22	Review 1 2008-04-23
4	UNIVERSITY OF ZENICA – INSTITUTE OF METALURGY "Kemal Kapetanović" Chemical, Ceramic and Mineral Laboratory Travnička 7, Zenica	Field: chemistry Scope: examination of steel, iron, cast iron, fluid fuels and lubricants Field: construction engineering Scope: examination of natural stone, stone aggregate, concrete and fire-proof materials	BAS EN ISO/IEC 17025	LI – 02 - 04 2004-08-16 2008-04-23	Review 0 2008-04-23
5	INSTITUTE OF CONSTRUCTION ENGINEERING, CONSTRUCTION MATERIALS AND NON-METALS d.o.o. Construction Material Examination Laboratory Kojšino 29, Tuzla	Field: construction engineering Scope: examination of cement, natural stone, stone aggregate and concrete	BAS EN ISO/IEC 17025	LI – 04 - 01 2005-08-31 2007-11-27	Review 0 2007-11-27
6	HERKON d.o.o. Laboratory Biskupa Čule 10, Mostar	Field: chemistry Scope: examination of fluid oil fuels, coal, alcohol, water and agricultural products	BAS EN ISO/IEC 17025	LI – 16 - 01 2004-03-30 2008-03-30	Review 0 2008-03-30

7	EURO-INSPEKT d.o.o. Examination Laboratory Osječani, Doboj	Field: chemistry Scope: examination of fluid oil fuels Field: microbiology Scope: microbiological examination of water	BAS EN ISO/IEC 17025	LI - 06 - 01 2004-01-27 2008-01-27	Review 1 2008-07-17
8	SISTEM QUALITAS d.o.o O.J. Examination Laboratory Magistralni put b.b., Pale	Field: chemistry Scope: examination of fluid oil fuels, water and wastewater, alcohol, animal and agricultural products	BAS EN ISO/IEC 17025	LI – 14 - 02 2007-07-17	Review 0 2007-07-17
9	CANTONAL VETERINARY STATION SARAJEVO - Microbiology and Chemical Laboratory for Control and Examination of Foodstuffs Azize Šaćirbegović 16, Sarajevo	Field: chemistry Scope: physical and chemical examination of foodstuffs Field: biology, biochemistry and microbiology Scope: microbiological examination of foodstuffs and examination of foodstuffs based on the Elisa test	BAS EN ISO/IEC 17025	LI – 01 - 01 2004-06-25	Review 1 2006-08-23
10	JSC FOR PRODUCTION, PROCESSING AND TRADE IN OIL DERIVATIVES, OIL RAFFINERY MODRIČA Examination Laboratory Vojvode Stepe 49, Modriča	Field: chemistry Scope: examination of oil products, cooling and brake fluid Field: electrotechnics Scope: di-electrical examination of isolation oil Field: mechanics Scope: analysis of metal surfaces	BAS EN ISO/IEC 17025	LI – 09 - 01 2004-07-15	Review 1 2006-08-23
11	EURO INSPEKT d.o.o. P.J. Real INSPEKT O.J. Laboratory Hamdije Kreševljakovića 16, Sarajevo	Field: chemistry Scope: examination of agricultural products and products of animal origin Field: Textile and textile fibers, leather Scope: examination of textile, leather and ropes	BAS EN ISO/IEC 17025	LI – 20 - 01 2005-10-19 2008-02-26	Review 0 2008-02-26
12	BOBITA Co d.o.o. P.J. Laboratory Blizanci b.b., Čitluk	Field: chemistry Scope: examination of wine, spirits and refined alcohol	BAS EN ISO/IEC 17025	LI – 22 - 01 2007-03-09	Review 0 2007-03-09
13	PI VETERINARY OFFICE BIHAĆ Examination Laboratory Omera Novljanina b.b., Bihać	Field: biology, biochemistry and microbiology Scope: blood analysis, agricultural and animal products, food and beverages, animal food Field: chemistry Scope: chemical analysis – inorganic and organic analysis of agricultural and animal products	BAS EN ISO/IEC 17025	LI – 24 - 01 2007-11-27	Review 0 2007-11-27
14	MONACO d.o.o. O.J. Laboratory Stefana Dečanskog b.b. ATC, Bijeljina	Field: chemistry Scope: examination of fluid oil fuels	BAS EN ISO/IEC 17025	LI – 27 - 01 2007-11-27	Review 0 2007-11-27

Calibration laboratories

Ord No.	Name of accredited body for compliance assessment and address	Scope of accreditation	Standard or regulation	Number of accreditation, dates of approval and extension	Number of review of data and date of issuance
1.	UNIVERSITY OF ZENICA – INSTITUTE OF METALLURGY “Kemal Kapetanović” Mechanical Calibration Laboratory Travnička 7, Zenica	Field: mechanical characteristics Scope: calibration of measuring devices for force, moment of a force and rigidity	BAS EN ISO/IEC 17025	LK - 02 - 01 2003-01-08 2007-01-08	Review 1 2008-04-23
2.	BNT- FACTORY OF MACHINERY AND HYDRAULIC MACHINERY d.d. Calibration Laboratory Mehmeda Spahe 1, Novi Travnik	Field: dimensions (angle) Scope: calibration of measuring devices for length and angle Field: mechanical characteristics Scope: calibration of measuring devices for pressure	BAS EN ISO/IEC 17025	LK - 05 - 02 2001-12-03 2005-12-03	Review 0 2005-12-03
3.	DELTA PETROL d.o.o. Laboratory for Examination and Calibration of Flow (Volume) Measuring Devices for Liquid Oil Derivatives Čatići b.b., Kakanj	Field: mechanical characteristics Scope: calibration of measuring devices for liquid flow and volume	BAS EN ISO/IEC 17025	LK - 13 - 01 2003-01-08 2007-01-08	Review 0 2007-01-08
4.	UNIVERSITY OF ZENICA - INSTITUTE OF METALLURGY “Kemal Kapetanović” Laboratory for Technical Measurements Travnička 7, Zenica	Field: temperature Scope: calibration of reference standards and temperature measures Field: mechanical characteristics Scope: calibration of reference standards and pressure measurements	BAS EN ISO/IEC 17025	LK – 02 - 05 2005-08-31	Review 2 2007-11-27
5.	JSC FOR PRODUCTION AND REPAIR “ORAO” Metrological Laboratory Šabačkih đaka b.b., Bijeljina	Field: electrical characteristics Scope: direct and low-frequency electromagnetic characteristics (voltage, electricity, power, resistance) Field: dimensional characteristics Scope: calibration of measuring devices for length and angle Field: mechanical characteristics Scope: calibration of pressure measuring devices	BAS EN ISO/IEC 17025	LK – 18 - 01 2007-01-05	Review 0 2007-01-05

B. Bodies for product certification

Ord No.	Name of accredited body for compliance assessment and address	Scope of accreditation	Standard or regulation	Number of accreditation, dates of approval and extension	Number of review of data and date of issuance
1.	INSTITUTE FOR CONSTRUCTION ENGINEERING, CONSTRUCTION MATERIALS AND NON-METALS d.o.o. Body for Certification of Construction Materials Kojšino 29, Tuzla	Field: certification of construction materials and products Scope: cement, fraction stone aggregate for concrete and asphalt	BAS EN 45011	CP - 04 - 02 2002-03-27 2006-03-27	Review 0 2006-03-27
2.	TEHNOINSPEKT d.o.o. Body for Certification of Elevators Hamdije Kreševljakovića 18, Sarajevo	Field: certification of elevators Scope: electrically propelled elevators for transport of persons and load, hydraulic elevators	BAS EN 45011	CP - 12 - 01 2003-01-08 2007-01-08	Review 0 2007-01-08

C. Inspection bodies

Ord No.	Name of accredited body for compliance assessment and address	Scope of accreditation	Standard or regulation	Number of accreditation, dates of approval and extension	Number of review of data and date of issuance
1.	HERKON d.o.o. Inspection Body Biskupa Čule 10, Mostar	Field: high-quality inspection of fluid oil fuels Scope: motor gasoline, diesel, heating oil Field: quantitative inspection of products and content of their declarations Scope: motor gasoline, diesel, heating oil, fertilizers, motor oil, cooling and brake fluid, detergents, textile and leather products, furniture, cigarettes, animal food and foodstuffs	BAS ISO/IEC 17020	IN - 16 - 02 2004-03-24 2008-04-06	Review 0 2008-04-06
2.	Inspekt RGH d.d. Inspection Body Branilaca Sarajeva 3, Sarajevo	Field: inspection of oil and oil products, solid mineral fluids, bauxite and bauxite producers or basic chemistry products, sampling of natural gas and inspection of product declarations Scope: motor gasoline, diesel, jet fuels, lubricants, heating oil, all kinds of coal, bauxite, alumina, alumina hydrate, sodium hydroxide, sodium carbonate, sodium bicarbonate, sodium chloride, natural gas	BAS ISO/IEC 17020	IN - 03 - 02 2004-03-19 2008-03-19	Review 0 2008-03-19
3.	TEHNOINSPEKT d.o.o. Inspection Body for Elevators Hamdije Kreševljakovića 18, Sarajevo	Field: inspection of elevators Scope: electrically propelled elevators for transport of persons and loads, hydraulic elevators	BAS ISO/IEC 17020	IN - 12 - 02 2003-02-06 2007-02-06	Review 0 2007-02-06
4.	SISTEM QUALITAS d.o.o. Inspection Body Magistralni put bb, Pale	Field: inspection of fluid oil fuels Scope: motor gasoline, diesel, heating oil	BAS ISO/IEC 17020	IN - 14 - 01 2004-04-06 2004-04-06	Review 0 2004-04-06

5.	EURO-INSPEKT d.o.o. Inspection Body Osječani, Doboj	Field: inspection of fluid oil fuels Scope: motor gasoline, diesel, heating oil	BAS ISO/IEC 17020	IN – 07 – 01 2003-12-30 2007-12-30	Review 1 2008-04-24
6.	INSTITUTE FOR GOODS QUALITY VERIFICATION d.o.o. Inspection Body Sv. Leopolda Mandića 9/I, Mostar	Field: inspection of fluid oil fuels Scope: motor gasoline, diesel and heating oil	BAS ISO/IEC 17020	IN – 11 – 01 2004-03-24	Review 0 2004-03-24
7.	UNIVERSITY OF ZENICA – INSTITUTE OF METALLURGY “Kemal Kapetanović” Inspection Body - ITN Travnička 7, Zenica	Field: inspection of fluid oil fuels Scope: motor gasoline, diesel, heating oils	BAS ISO/IEC 17020	IN – 02 – 06 2005-12-23	Review 1 2006-08-23
8.	EURO INSPEKT d.o.o. P.J. Real INSPEKT Inspection Body Hamdije Kreševljakovića 16-18, Sarajevo	Field: inspection of textile and leather Scope: raw materials, semi-products and final products of textile, leather and rubber shoes	BAS ISO/IEC 17020	IN – 20 – 02 2006-03-31	Review 2 2008-04-23
9.	SiM CONTROL d.o.o. Stefana Dečanskog br.88, Bijeljina	Field: inspection of fluid oil fuels Scope: motor gasoline, diesel, heating oils	BAS ISO/IEC 17020	IN – 21 – 01 2006-03-31	Review 1 2007-07-17
10.	LIDER-CONTROL d.o.o. O.J. Inspection Body Jove Jovanovića b.b., Sokolac	Field: inspection of fluid oil fuels Scope: motor gasoline, diesel, heating oils	BAS ISO/IEC 17020	IN – 23 – 01 2006-11-09	Review 0 2006-11-09
11.	INSPEKT d.o.o. Karakaj b.b. (part of the premises of Birač factory), Zvornik	Field: inspection of fluid oil fuels Scope: motor gasoline, diesel, heating oils	BAS ISO/IEC 17020	IN – 25 – 01 2007-11-27	Review 0 2007-11-27

Appendix V – Form: Questionnaire I

QUESTIONNAIRE

INDUSTRIAL POLICY DEVELOPMENT IN THE FEDERATION OF BOSNIA AND HERZEGOVINA

A. BASIC INFORMATION ON THE COMPANY

1.	Full name of the company:	
2.	Abbreviated name of the company:	
3.	Address:	
4.	Postal code:	
5.	Place:	
6.	Telephone number:	
7.	Fax number:	
8.	E – mail:	
9.	Website:	

B. INFORMATION ON COMPANY REPRESENTATIVE

10.	Name:	
11.	Last name:	
12.	Profession:	
13.	Position at the company:	
14.	Phone number:	
15.	Fax number:	
16.	E-mail:	
17.	GSM:	

C. OTHER INFORMATION ON THE COMPANY

18.	Code and name of registered activity:	
19.	Additional activities:	
20.	Industrial branch:	

E. STAFF INFORMATION									
38.	Total employee number in 2007				399				
39.	Qualifications structure of employees:	PhD/ DSc	MA/ MSc	BA/BS c	Two-year post-secondary school qualifications	Highly qualified worker	Secondary school qualifications	Qualified worker	Low qualified worker
	Number:								
40.	Employment plan for the next three to five years:	PhD/ DSc	MA/ MSc	BA/BS c	Two-year post-secondary school qualifications	Highly qualified worker	Secondary school qualifications	Qualified worker	Low qualified worker
	Number:								
41.	Age structure of employees:	PhD/ DSc	MA/ MSc	BA/BS c	Two-year post-secondary school qualifications	Highly qualified worker	Secondary school qualifications	Qualified worker	Low qualified worker
	Up to 30 years								
	30 - 40 years								
	40 - 50 years								
	More than 50 years								
42.	Gender structure of employees:	PhD/ DSc	MA/ MSc	BA/BS c	Two-year post-secondary school qualifications	Highly qualified worker	Secondary school qualifications	Qualified worker	Low qualified worker
	men								
	women								
43.	Organizational structure of employees:	managers		administration			workers		
	Number:								
44.	Enter the qualification structure of expert staff that is missing for a faster development of the company.								
	(qualification)				(number)				
	Mechanical engineer								
	Mechanical technician								
	Locksmith								
	Welder								
45.	Do you provide scholarships for high school and university students for professions you need? If NOT, are you planning to provide scholarships and for which professions?								
46.	Do you invest enough in specializations, training and further education of your employees? If YES, which specializations and training do you invest in?								

F. PRODUCTION PROGRAM				
47.	Name of product	Projected capacity	% of use	
	48.	Does the company possess the ISO certificate?	YES	NO
	49.	Do your products have the CE label, and to what extent?	YES, _____%	NO

G. STATE OF TECHNOLOGIES

50.	Name the technologies you apply in production:			
51.	The state of technology as compared to your competitors:	New technology	Modernized technology	Old technology
52.	Investments into new technologies in KM			
53.	Investments for environmental protection in KM			
54.	Plan for the improvement of proper technologies:			
	A - Independently	(how?)		
	B – In cooperation with university institutions	(which)		
	C – Based on licenses	(If you use the assistance of a license partner, please explain why and what experiences do you have)?		

H. PRODUCTION				
55.	State of equipment:	old	new	modernized
56.	Possibility of equipment revitalization and modernization:	YES		NO
57.	Necessary assets for equipment modernization in KM:			
58.	If equipment modernization was performed, name in which year and in what way was it implemented?			
59.	Usage of production capacities %:			
60.	Do you believe that you have the relevant equipment considering the scope of production and product assortment? Please explain.			
61.	In how many shifts do you work?	1 shift	2 shifts	3 shifts
62.	How do you resolve production bottle necks?			

[illegible]

J. EXPORT / IMPORT OF RAW MATERIALS AND FINAL PRODUCTS

68.	Sale of final products in % :	
	<input checked="" type="checkbox"/> Domestic market	
	<input checked="" type="checkbox"/> Foreign non-EU market	
	<input checked="" type="checkbox"/> EU market	
69.	Raw materials and expendable supplies (name which raw materials and expendable supplies are imported and state their value in KM):	
	<input checked="" type="checkbox"/> Domestic market	
	<input checked="" type="checkbox"/> Import	

K. ECONOMIC POLICY MEASURES

70.	What are the limiting factors for the prosperity of the company and its unhindered development?
71.	Economic policy measures that the Government of the Federation of Bosnia and Herzegovina should take for urgent improvement of business conditions of your company.
72.	Economic policy measures that the Government of the Federation of Bosnia and Herzegovina and the Government of Bosnia and Herzegovina should take with the aim of strategic improvement of business conditions of your company in the period 2007-2010.
73.	Economic policy measures that the Government of the Federation of Bosnia and Herzegovina should take with the aim of faster and more efficient access to EU funds and creation of environment for foreign investments and promotion of export-orientedness.

L. FOREIGN INVESTMENTS AND DEVELOPMENT INCENTIVE SYSTEM	
74.	Investments (in KM): <div> <div>✗ Of the Government of the Federation or Canton</div> <div>✗ Foreign investments</div> <div>✗ Funds</div> <div>✗ Investments based on transfer of new technologies</div> <div>✗ Other</div> </div>
75.	How many foreign investments were there, what foreign company did you enter into a foreign investment contract with? <div> <div></div> <div></div> <div></div> </div>
76.	What is your opinion on the incentive system of the Government of the Federation? <div> <div></div> <div></div> <div></div> </div>
77.	What problems did you have in case of financial incentives, especially when it comes to foreign investments? <div> <div></div> <div></div> <div></div> </div>
78.	Are there clear rights, obligations and benefits for foreign investments? <div> <div></div> <div></div> <div></div> </div>
79.	Is the process of foreign investments approval and registration fast? <div> <div></div> <div></div> </div>
80.	What are your export plans for the coming period? <div> <div></div> <div></div> </div>
81.	What should be changed in the legislation? <div> <div></div> <div></div> <div></div> </div>

Appendix VI - Form: Questionnaire II

QUESTIONNAIRE

INDUSTRIAL POLICY DEVELOPMENT IN THE FEDERATION OF BOSNIA AND HERZEGOVINA

BASIC INFORMATION ON THE COMPANY

Name of the company:

Address of the company:

Ownership

(circle one of the given answers)

1 – state-owned; 2 – state-owned/private; 3 – private;

Part I

Instructions for filling the first part of the questionnaire

Please answer the following questions by circling one of the two given answers (**yes** or **no**). If your answer to the asked question is **yes**, then it is necessary to assess the impact of the mentioned problem on your company's business results, based on the given instructions. If you have an additional comment that relates to the asked question, you can write it in the box under the question, which is foreseen for comments.

Example

1.1	Are the existing laws not being applied?	Yes		No
	If the previous answer was positive, please circle one of the given answers	①	2	3
	Comment: XXXXXXXXXXXXXXXXXXXXX XXXXXXXXXX XXXXXXXX			

Significance of answers

- 1-The phenomenon has a material adverse impact on business operations, so that urgent action for problem resolution is necessary;
- 2-The phenomenon represents a problem for business operations, with an intensity that is acceptable for the company, and does not require urgent action;
- 3-The phenomenon is neutral and does not have a material (significant) impact on business operations;

Questions Part I

1.1	The existing laws are not being applied?	Yes		No
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.2	Is the law on labor relations restrictive?	Yes		No
	If the previous answer was positive, please circle one of the given answers	1	2	3

	Comment:			
1.3	Do local authorities interfere with business decision making?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.4	Is there a control and imposition of prices?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.5	Are salary taxes too high?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.6	Are contributions for health and social insurance too high?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.7	Is the profit tax too high?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.8	Are there domestic companies that do not comply with contract requirements?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.9	Are domestic business partners financially undisciplined?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.10	Are foreign business partners financially undisciplined?	Yes	No	

	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.11	Is there uncertainty in case of business disputes?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.12	Is there competition in the form of cheap import?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.13	Are you obliged to provide data on business operations of the company?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.14	Is public performance insufficiently transparent?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.15	Market information is not available?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.16	Only little information can be obtained from the Chamber of Commerce?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.17	Export promotion programs are insufficient and inefficient?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.18	Long-term crediting is not available?	Yes	No	

	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.19	Short-term crediting (for maintenance of liquidity) is not available?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.20	Is there a problem with other banking services?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.21	Does the interest rate size have a negative impact on your business operations?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.22	Do bank and payment service fees have a negative impact on your business operations?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.23	Is the staff of commercial banks unprofessional?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.24	The educational system is not adjusted to the needs of the industry?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.25	There is no sufficient skilled labor force in the market?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.26	There is no sufficient number of qualified engineers in the market?	Yes	No	

	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.27	Is the young staff leaving abroad?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.28	Is it noticeable that medium-age staff is not willing to accept changes?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.29	Is it evident that the workers are not willing to accept new working methods?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.30	Is it evident that workers are not disciplined?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.31	Do you have problems to motivate your workers?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			
1.32	Do the organization, company management system and business ethics prevent the increase in the value of the company?	Yes	No	
	If the previous answer was positive, please circle one of the given answers	1	2	3
	Comment:			

Part II

Instructions for filling the second part of the questionnaire

Please list the problems and their impact on your company's business results. The level of the impact of the problem on business results should be assessed based on the given instructions.

Example

x.xx	Problems with telecommunication services			
	1. Price	①	2	3
	2. Weak signal	①	2	3
	3. Internet services (slow access, slow transfer of data, etc.)	1	②	3
	4. ...	1	2	3

Significance of answers

1-The phenomenon has a material adverse impact on business operations, so that urgent action for problem resolution is necessary;

2-The phenomenon represents a problem for business operations, with an intensity that is acceptable for the company, and does not require urgent action;

3-The phenomenon is neutral and does not have a material (significant) impact on business operations;

Questions Part II

2.1	Problems that result from political instability			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
	6.	1	2	3
2.2	Problems in the existing legal framework			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
	6.	1	2	3
2.3	The following legal measures that would prevent unfair competition are missing			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
	6.	1	2	3
2.4	Problems resulting from poor functioning of courts and bureaucracy			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
2.5	Problems in the procedure of labor relation termination			
	1.	1	2	3

	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
2.6	Problems in company registration			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
	6.	1	2	3
2.7	Problems in the functioning of customs authorities			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
	6.	1	2	3
2.8	Problems of intellectual property protection			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
2.9	Problems with the VAT			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
	6.	1	2	3
2.10	Problems with inflation			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
2.11	Problems resulting from a strong convertible mark			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
2.12	Problems resulting from corruption			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
	6.	1	2	3
2.13	Problems resulting from crime			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3

	4.	1	2	3
	5.	1	2	3
	6.	1	2	3
2.14	Problems and obstacles to movement of goods in Bosnia and Herzegovina			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
2.15	Problems and obstacles to export of goods into the countries of former Yugoslavia			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
	6.	1	2	3
2.16	Problems and obstacles to export of goods to other countries			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
	6.	1	2	3
2.17	Problems with foreign payment transactions			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
2.18	Problems with electricity			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
2.19	Problems with telecommunication services			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
2.20	Problems with telecommunication services			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
	6.	1	2	3
2.21	Problems with roads			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3

	6.			
2.22	Problems with railways			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
2.23	Problems related to premises and equipment lease			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
2.24	Problems related to transport company services			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
	6.	1	2	3
2.25	Problems with insurance companies			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
2.26	Problems in negotiations with managers of other companies			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
2.27	Problems with labor force			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
	6.	1	2	3
	7.	1	2	3
2.28	Discrimination (nation, religion, language, etc.)			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3

2.29	Problems with the trade union			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3

2.30	Problems of management training program (offer, quality, price, etc.)			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
2.31	Problems of on-the-job training for workers (offer, quality, price, etc.)			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
2.32	Problems with consulting services (offer, quality, price, etc.)			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
2.33	Training programs that would help your company			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
	6.	1	2	3
	7.	1	2	3
	8.	1	2	3
	9.	1	2	3
2.34	Problems caused by changes in techniques and technology			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
2.35	Factors that prevent a competitive quality level (as compared to products from EU countries)			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
	6.	1	2	3
2.36	Problems that are not included in this questionnaire that you face and that have a negative impact on business operations of your company			
	1.	1	2	3
	2.	1	2	3
	3.	1	2	3
	4.	1	2	3
	5.	1	2	3
	6.	1	2	3

	8.	1	2	3
	9.	1	2	3
	10.	1	2	3
	11.	1	2	3
	12.	1	2	3
	13.	1	2	3
	14.	1	2	3
	15.	1	2	3
	16.	1	2	3
	17.	1	2	3
	18.	1	2	3
	19.	1	2	3
	20.	1	2	3