Owner substitution in day-to-day decisions · How to approach it?

For: Paušalni obrt · Obrtnici · j.d.o.o. · d.o.o.

Practical business guidance · Reviewed: 2026-11-22

Applicability: According to the profile and circumstances of the described case.

List the decisions by amount, impact on the customer and approval requirement.

A starting point in practice

Record which powers are temporary, where decisions are recorded and who oversees them.

Test a working day in which the owner does not respond to routine enquiries.

Working example · Owner substitution in everyday decisions

Test a working day in which the owner does not respond to routine enquiries.

Specific next steps

1. Record which powers are temporary, where decisions are recorded and who oversees them.
2. Test a working day in which the owner does not respond to routine enquiries.
3. Review the exceptions weekly and more precisely agree the boundaries of autonomous decision-making.

Limits of application

Apply the guideline to your documents and working methods.

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-delegiranje-zamjena-vlasnik-odluka