Owner substitution in day-to-day decisions · What if the process stalls?

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.

If formal authorisation is required, obtain it before committing.

When a plan meets an obstacle

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

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

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. List the decisions by amount, impact on the customer and approval requirement.
2. Record which powers are temporary, where decisions are recorded and who oversees them.
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-problem