



Management System Certification

Audit Summary Report

Доклад от одит на Система за Управление (СУ)

Organization: Организация:	Burgas Free University				
Address: Адрес:	62, San Stefano Str. 8001 Burgas / Bulgaria				
Standard(s): Стандарт(и):	ISO 9001: 2000	Accreditation Body(s): Акредитиращ орган:	UKAS		
Representative: Представител:	Mrs. G Hristozova				
Site(s) audited: Одитиран(и) обект(и):	Free University Burgas facility – address as above	Date(s) of audit(s): Дата(и) на одита:	28-29.08.08		
EAC Code: EAC Код:	37	NACE Code: NACE Код:	80.30/2	Broad category: Broad категория:	
No. of Employees: Брой служители:	192	No. of Shifts: Брой смени:	1		
Lead auditor: Водещ одитор:	Krasimir Peev	Additional team member(s): Допълнителни членове на одиторския екип:	Rosalina Ilieva Valentin Vichev Pavlina Lyutova		
This report is confidential and distribution is limited to the audit team, client representative and the SGS office. Този доклад е поверителен и разпространението му е ограничено до членовете на екипа, клиента и офиса на SGS.					

1. Audit objectives / Цел на одита

The objectives of this audit were: / Целите на проведения одит бяха:

- to confirm that the management system conforms with all the requirements of the audit standard / да потвърди, че документираната система за управление съответства на всички изисквания на стандарта;
- to confirm that the organization has effectively implemented the planned management system / да потвърди, че организацията е внедрила ефективно планираната система за управление;
- to confirm that the management system is capable of achieving the organization's policy objectives / да потвърди, че системата за управление е разработена така, че да постигне целите и политиката на организацията.

2. Scope of certification / Обхват на сертификация

Education of students for acquiring of bachelor's, master's and doctoral degree; research activity; international cooperation in the area of the higher education; qualification activity

Has this scope been amended as a result of this audit? Yes No

Направени ли са корекции в обхвата на сертификация, в резултат от проведения одит?

This is a multi-site audit and an Appendix listing all relevant sites and/or remote locations has been established (attached) and agreed with the client Yes No

За одитите, провеждани на повече от една площадка се попълва Приложение, описващо всички площадки и/или отдалечени райони, което се съгласува с клиента (приложено към доклада)

3. Current audit findings and conclusions / Заключение от одита

The audit team conducted a process-based audit focusing on significant aspects/risks/objectives required by the standard(s). The audit methods used were interviews, observation of activities and review of documentation and

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records.

The structure of the audit was in accordance with the audit plan and audit planning matrix included as annexes to this summary report.

Одиторският екип осъществи одит, базиран на процесите в организацията и фокусиран върху важни аспекти/рискове/цели, изисквани от стандарта. Изполваните методи за проверка бяха интервюта, наблюдение на дейностите, и преглед на документацията и записите.

Одитът беше организиран в съответствие с плана за одита и приложената към този доклад Матрица за Планиране на Одита.

The audit team concludes that the organization has has not established and maintained its management system in line with the requirements of the standard and demonstrated the ability of the system to systematically achieve agreed requirements for products or services within the scope and the organization's policy and objectives

Одиторският екип заключи, че организацията е не е внедрила и поддържа системата за управление съгласно изискванията на стандарта и демонстрира способността на системата систематично да реализира съгласуваните изисквания за продуктите или услугите, включени в обхвата, целите и политиката на организацията

Number of nonconformities identified: 0 Major 0 Minor

Брой на установените несъответствия: _____ Критични _____ Второстепенни

Therefore the audit team recommends that, based on the results of this audit and the system's demonstrated state of development and maturity, management system certification be:

Базирайки се на резултатите от този одит и показаното ниво на развитие на системата, одиторският екип препоръчва, сертификацията на системата за управление да бъде:

Granted / Continued / Withheld / Suspended until satisfactory corrective action is completed.

Разрешена Продължена Отказана Прекратена докато не се проведат задоволителни коригиращи действия.

4. Previous Audit Results / Резултати от предишния одит

The results of the last audit of this system have been reviewed, in particular to assure appropriate correction and corrective action has been implemented to address any nonconformity identified. This review has concluded that:

Резултатите от последния одит на системата бяха прегледани, за да се докаже, че подходящи коригиращи действия са били предприети за отстраняване на всички открити несъответствия. В следствие на това се заключи, че:

Any nonconformity identified during previous audits has been corrected and the corrective action continues to be effective. – No CARs raised during the previous audit

Всяко несъответствие, открито по време на предишни одити е коригирано и коригиращите действия са ефективни.

The management system has not adequately addressed nonconformity identified during previous audit activities and the specific issue has been re-defined in the nonconformity section of this report

Откритите по време на предишния одит несъответствия не са отстранени и в резултат на това отново са записани като такива в настоящия доклад.

5. Audit Findings / Заключение от одита

The audit team conducted a process-based audit focusing on significant aspects/risks/objectives. The audit methods used were interviews, observation of activities and review of documentation and records.

Одиторският екип проведе одит, фокусирайки се върху значимите аспекти/рискове/цели. Изполваните методи бяха интервюта, наблюдение на дейностите и преглед на документацията и записите.

The management system documentation demonstrated conformity with the requirements of the audit standard and provided sufficient structure to support implementation and maintenance of the management system. Yes No
Да Не

Документираната система за управление демонстрира съответствие с изискванията на стандарта и осигурява база за внедряването и поддържането ѝ.

The organization has demonstrated effective implementation and maintenance / improvement of its management system. Yes No
Да Не

Организацията показва ефективно внедряване и поддържане / подобряване на системата си за управление.

The organization has demonstrated the establishment and tracking of appropriate key performance objectives and targets and monitored progress towards their achievement. Yes No
Да Не

Организацията е поставила ключови цели и задачи за изпълнение, следи за тяхното спазване, и контролира процеса на постигането им.

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The internal audit program has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Програмата за вътрешни одити е напълно изпълнена и демонстрира ефективност при поддържане и подобряване на системата за управление.</i>	Да	Не
The management review process demonstrated capability to ensure the continuing suitability, adequacy and effectiveness of the management system.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Прегледът от ръководството демонстрира способност да осигури непрекъснато съответствие, адекватност и ефективност на системата за управление.</i>	Да	Не
Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
<i>По време на процеса на одита, системата за управление демонстрира пълно съответствие с изискванията на стандарта.</i>	Да	Не
Certification claims are accurate and in accordance with SGS guidance	<input checked="" type="checkbox"/> N/A	<input type="checkbox"/> Yes <input type="checkbox"/> No
<i>Позоваването на сертификацията е в съответствие с процедурите на SGS</i>	Не е приложимо	Да Не

6. Significant Audit Trails Followed / По-важни одитирани процеси

The specific processes, activities and functions reviewed are detailed in the Audit Planning Matrix and the Audit Plan. In performing the audit, various audit trails and linkages were developed, including the following primary audit trails, followed throughout:

Прегледът на специфичните процеси, дейности и функции е детайлизиран в Матрица за Планиране на Одита и в План за Одита. По време на одита са разгледани следните по-важни процеси и следните по-важни документи:

Rector, Vice-rector research activity – Management representative, Vice-rector Education activity - Quality management system planning and Management review

Interviewed Mr. Chobanov – Rector, Mrs. Hristozova – Management representative – Vice Rector presented the current organizational status and recent changes. Quality policy was not changed and remains suitable for the organization and in conformance with the standard requirements. The rules and responsibilities of the Management representative and all top management are defined in QM. Quality policy and Quality objectives are established in QM and are communicated in “Mission” on Website of BSU (www.bfu.bg). Rules are defined in DP 04.01 – Control of documents, DP 04.02 – Control of records, Rules for activity in BSU. The rules and responsibilities for Control of nonconforming product are defined in DP 08.02. One observation was observed and documented in par. 8 below.

Reviewed records

- Management review report (№ 3/11.07.2008);
- Report for completion of the annual quality plan;
- Report for the check up of decisions from the previous management review.
- Report for the customer feedback for 2007/2008 academic year;
- Internal audits summary report – OD 08.01-03;
- Quality plan for 2008

Assistant rector – infrastructure and work environment. Control of MMD

Rules are defined DP 04.01 – Control of documents, DP 04.02 – Control of records, DP 06.02 - Infrastructure, DP 07.01 – Purchasing, QM – Control of MMD, DP 08.03 – Corrective and preventive actions.

Mr. Dimov explained the application of the requirements. The management of the infrastructure conforms with the standard requirements. There is preventative approach for maintenance of the basic equipment and work conditions. The required records are available.

Reviewed records:

- Application 8 to QM – description of infrastructure
- Lists of suppliers – OD 07.01-02
- List of equipment – OD 06.02 – 01 – last updated 29.05.2008
- Filled application 7 to QM – list of MMD
- Annual report for the maintenance of MMD’s (03.10.2007) and whole infrastructure (08.01.2008)
- Filled OD 06.02-02 - Plan for maintenance of equipment
- Records for supplier’s assessment – dated 22.07.2008

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- Filled OD 07.01-01 – Inquiries for purchase
- Annex to contract № 133 dated 02.04.2007 – with the supplier of repair and maintenance service of lifts Lita Ltd.
- Filled OD 08.03-02 – Register of claims (towards suppliers) – one claim for 2008 (19.03.2008) for supplier Kovex Ltd.

Quality department

Rules are defined in DP 04.01 – Control of documents, DP 04.02 – Control of records, System for quality management of the education and the Academic staff of BSU.

Mrs. Vuzeva explained the application of the requirements. The requirements are generally followed and the records are available..

Reviewed records:

- General Report from the evaluation (by the students) of the lecturers and the quality of the educational process for all faculties for 2006-2007.
- Report for the analysis of the inquiry cards of the candidate students for 2007
- Report for the analysis of the inquiry cards of the candidate students for 2008

Control of documents and records

Rules are defined DP 04.01 – Control of documents, DP 04.02 – Control of records,. Internal rules for creation, issued, registration and preservation of documentation and correspondence of BFU. The BFU has subscription for APIS with software for automatically updated of modification of current legislation. The BFU has subscription for State newspaper

Mrs. Hristozova explained the application of the requirements. They are generally met and records are available.

Reviewed records:

- Filled OD 04.01-01 List of subscribers -
- Filled OD 04.01-02 Subscription cards – 20.04.07
- Filled OD 04.01-03 Register of modification of documents
- Filled OD 04.01-04 Offer for modification of documents – 20.11.2007
- Filled OD 04.01-05 03 Register of offers for modification of documents
- Register of incoming and outgoing correspondence
- Filled OD 04 02 -01 Protocol for destroying of documentation
- Filled OD 04 02-02 Register of records

Human resources department (TRZ & KR)

Rules are defined in DP 04.01 – Control of documents, DP 04.02 – Control of records, DP 06.01 – Human resources.

Mrs. Prodanova explained the application of the requirements. The requirements are generally followed and the records are available.

Reviewed records:

- Filled OD 06.01.05 – Training plan – 2008
- Protocol No TX 133 / 11.04.07 for training for working with LPG equipment
- Filled OD 06.01-06 list with participants in internal training course
- Filled OD 06.04.01 – Protocol with valuation of participants in internal training course
- Personal file of Mrs. Valchovska – “Librarian” - Job description for “Librarian”, Diploma No 001544 – Librarian’s University, Labour agreement, Diploma No 051692, valuation of personal
- Regulation of attestation
- Personal file of Professor Lazarov – “Professor” - Job description for “Professor”, Diploma No 897840 – Technical University, Labour agreement, Certificate for academic rank No 25487 – “ Doctor of science, Attestation card
- Filled OD 06.01-04 – Application (request) for training

Library

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Internal rules – for work in library and for customer relations in the library. Mrs. Adamova explained the application of the rules.

Reviewed records

- Request for buying new books from Mr. Atanas Luizov
- Request for buying new books from docent d-r Nikola Avrejski
- Report for satisfaction of the students of library – 2008.
- Certificate for used software in the library– issued in 1999.
- Filled order for subscription for newspapers and magazines -
- Filled questionnaires for satisfaction of the students – 2008.
- Request note for books in library
- Note for free of obligation to library
- Cards of reader

Information service department

The rules and responsibilities for this activity are defined in QM, DP 04.01 and University regulations for Information service department, Internal rules for computer hall, Internal rules for using Internet,.

Mrs. Mavrodieva explained the application of the requirements. The requirements are generally followed and the records are available. All electronic records are appropriate archived. All used software are licence.

Reviewed records:

- - Register of computer technics
- - Register of installed software by computers.
- - List of IP address and user with access rights.
- - Register with e-mail address
- - Filled OD 06 02-01 Register with computer technics with internal number
- - OD 06-02 02 Plan for maintenance
- - Filled OD 06 02-03 Register of maintenance
- - Filled OD 06 02-04 Reported card for performed repairing
- - Requests for using computer technic

International cooperation department

The rules and responsibilities of the Management and personnel of International cooperation department are defined in QM par. 7.5.1.3 and rules for International cooperation activity. The main activities are correlated with contacts with other University, application in International programs for exchange of experience, organization of conference.

Mrs. Pavlova explained the application of the requirements.

Reviewed records:

- Filled application form- ERAZAM/ dated: 10.03.2008- for period 10 June 2008- 30. September 2009
- Bilateral agreement for the Academic Year 2000/2010: Socrates Programme: Higher education (Erasmus) with University Duisburg- Essen- Student mobility: 18 students Informatics Computer Science
- Application for higher and post-graduate students in Bulgaria for Eletu Adetunji Davis
- Contract for students mobility No D 21/12.02.2007 and learning agreement: period of education in Kenniz, Germany- 01.04.07-30.08.07
- Contracts for lecturer mobility with Ph. D Deana Popova- University Grenada

Internal audits. Corrective and preventive actions. Analysis of data

The rules and responsibilities for internal audits are defined in DP 08.01 and DP 08.03. Mrs. Hristozova explained the application of the rules.

Reviewed records:

- OD 08.01-01 Internal audits schedule for 2008- approved on 14.03.2008
- OD 08.01-02 Audit program – 20.02.2008 /CINT/, 15.07.2008/Library/
- OD 08.01-03 Report concerning the corrective actions after internal audit of department: dated October 2007 - July 2008
- Report concerning the corrective actions after internal audit of department 11.06.2007
- Protocol Analysis of results from winter semester session- dated:27.03.08

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- Report quality of education activities in BSU for 2006/2007 for CIUN, CITN, CUN, CHN
- Report for customer satisfaction from library services
- Report for analysis of candidate students company
- Report from customer satisfaction of graduated students-2004/2005
- OD 08.03-01 Offer for corrective/ preventive action dated: 20.11.2008, corrective action is undertaken and closed on 29.02.2008

Planning of the education process- Vice-rector. Education activities

Rules are defined in Quality manual, Rules for application of students in Burgas Free University and Rules for organization of education process, Rules for candidate students company. Prof. Yankov and Mrs. Darina Dimitrova explain the application of rules.

- Filled List for application after secondary education No 2571- Dragomira Stefanova
- Filled List for application after college education for education degree "Master" No 9009- Ivanka Kasarova -Toneva
- Time- schedule for carrying out for competition examination for 2008/2009
- Time- schedule for reception of documents and classification of candidates for 2008/2009
- List of education specialty
- Education plan with programs for direction- Finances
- Education time-schedule for Finance
- Report for extra ordinary session- 28.01.08-Obligation law; 24.02.2007 Criminal law

Dean and Vice-dean of CUN Faculty (department)- center of juridical faculty

The rules and responsibilities of the Management and personnel of CUN Faculty are defined in QM and regulations for university activity. There two specialities: Low and Public administration.

Mrs. Guneva and Mr. Rashkov explained the application of the requirements. The requirements are generally followed and the records are available.

Reviewed records:

- Educational plans for specialty "Low"- approved with solution of academic counsel with protocol No 3/29.06.2007 and changed with protocol No 3/11.07.2008
- Catalog with alternative courses for specialty "Low"
- Educational plans for specialty 'Public administration'- approved with solution of academic counsel with protocol No 3/11.07.2008
- Catalog with alternative courses for specialty "Public administration"
- Programs for "General theory of low" approved with protocol No 40/30.09.1997
- Programs for " Base of low " approved with protocol No 9/19.04.2005
- List with graduated students for specialty " Low" from 19 July 2007-18 July 2008
- Reports from the evaluation (by the students) of the lecturers and the quality of the educational process for 2007
- List of lecture
- Report of administrate servicing in CUN- there are five recommendation from specialty "Low" 3-th course and seven from specialty " Low"- 4-th course, all of recommendation are reviewed and the appropriate action are taken

Dean of CIUN Faculty (department), Vice-dean of CIUN Faculty (department)- center economic and management science

The rules and responsibilities of the Management and personnel of CIUN Faculty are defined in QM and regulations for university activity. Mr. Chobanov and Mrs. Anastasova explained the application of the requirements. The requirements are generally followed and the records are available. There are 4 specialty: Finance, Book- keeping, Marketing and Business administration

Reviewed records:

- Education plan for specialty Book-keeping- for Master degree
- Report for suspending of students Georgi Stankov with fak. No 06211480 and Manuel Klinkov with fak. No 06211415
- Individual plan 2007/2008 for ass. Prof. Ph. D Lina Atanasova
- Protocol No 6/ 14.03.2008 for Council of CIUN
- Testimonial card for Viara Slavianska

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- Catalog of alternative courses- approved with protocol No 2/14.03.2008
- Individual plans for research activities of post- graduated students in CIUN
- Personal evaluation of lecture (by students)- ass. Prof. L. Atanasova- object of study “Marketing of tourism”
- Personal evaluation of lecture (by students) for ass. Prof. N. Kolev- object of study “Budget book-keeping”
- Analysis of students satisfaction for 2007/2008
- Order No 10/7/ 25.08.2008 for commission members for evaluation of candidates for assistant
- Order No 227/24.06.08 for commission members for state final certification examination for specialty “ Finance”, “Marketing” and “Business administration”

Dean of CHN Faculty (department)

Rules are defined in DP 04.01 – Control of documents, DP 04.02 – Control of records, Rules for activity in BSU, Rules for educational activities. Mrs. Dineva explained the application of the requirements. There are three subjects are taught in the department The requirements are generally followed and the records are available.

Reviewed records:

- Order № 1 dated 09.05.2008 – annual teaching schedule for the academic year 2008/2009
- Filled educational plan for the subject – social activities approved 11.07.2008
- Catalogue with the alternative courses for the subject social activities
- Reports from the evaluation (by the students) of the lecturers and the quality of the educational process.(summer term of the academic year 2007/2008)
- Report for personal development of Pepa Miteva – 2008
- Protocol № 25 dated 09.07.2008 for the part time lecturers
- Order UMO 244 dated 22.07.2008 for dismissing of 6 students (cheating during test exams)
- Order UMO 247 dated 24.07.2008 for dismissing of 2 students (cheating during Final State exams)

Chief of UMO department, Inspectors

Rules are defined in DP 04.01 – Control of documents, DP 04.02 – Control of records, Rules for organisation of educational activity in BFU, Rules for admission of students for 2008-2009 year. Internal rules for the Archiving the documents and records. Nomenclature of the files 2007

Mrs. Dimitrova and Mrs. Pavlova explained the application of the requirements. The requirements are generally followed and the records are available. Two observations were revealed and documented in par. 8 below.

Reviewed records:

- Order № RD/138 dated 25.01.2006 for the appointment of the responsible of the archived records and documents – Mrs. Tzoneva
- Order № 28 dated 21.05.2008 for the taxes for reissuing of documents.
- Education plan for “Law” specialty registered on 11.07.2008 and Catalogue for the alternative courses registered 07.08.2008
- Register of issued diplomas started 25.04 2006
- Order № UMO 309 dated 19.07.2007 for the organization of the process of receiving of blank Diplomas (valuable documents)
- Register of archived documents (records) with archiving period different from “permanent”
- Register of archived documents (records) with archiving period “permanent”
- Students file for Mariika Kirova- specialty: Social activities, fak No 0541203/5106140872
- Qualification characteristic for Bachelor’s degree for “ Social activities”
- Education program for Financial administration specialty
- Students file for Gergana Georgieva – specialty: Public relation
- Individual protocol for evaluation (by students) Personal file Mrs. Gergana Georgieva – Form Faculty No 06421002, subject “Public relation”, Medical examination Card, Diploma No 084805 – High school, Application for elective course, Note for payment taxes
- Electronic register of students

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- Protocol of examination of "Criminal Law" – 24.02.2007, the Protocol is recorded Journal of Examination protocols – I – III, Subject "LOW" regularly study – 2006-2007
- Protocol of examination of "Criminal Law" – 24.02.2007, the protocol is recorder Journal of Examination protocols – I – III, Subject "LOW" corresponding study – 2006-2007

Dean and Vice-dean of CITN Faculty (department)

The rules and responsibilities of the Management and personnel of CITN Faculty are defined in QM and regulations for university activity. There three subjects taught in the department.

Mr. Yudov and Mr. Simeonov explained the application of the requirements. The requirements are generally followed and the records are available, but an observation was revealed and documented in par. 8 bellow

Reviewed records:

- Educational plan for "computer systems and technologies" – last updated 19.10.2007
- Catalogue of the alternative courses – last updated 19.10.2007
- Training program EN 201 – Theoretical electrotechnics
- Training program EN 203 – Measurements in electrotechnics and electronics
- Training program EN 212 – Analysis and synthesis of logical schemes
- Safety instructions

7. Nonconformities / Несъответствия

NonConformity N° 1 of

Major

Minor

Несъответствие

Критично

Второстепенно

Department / Function:

Standard Ref.:

Отдел / Функция:

№ на клауза от стандарта:

Document Ref.:

Issue / Rev. Status:

№ на документа:

Издание / Ревизия. Статус:

Details of

Nonconformity:

Детайли на несъответствието:

Nonconformities detailed here shall be addressed through the organization's corrective action process, in accordance with the relevant corrective action requirements of the audit standard, including actions to analyse the cause of the nonconformity and prevent recurrence, and complete records maintained.

По изброените в настоящия доклад несъответствия трябва бъдат предприети действия, съгласно процеса на коригиращи действия на организацията, съобразно съответните изисквания на стандарта, включително действия за анализ на причината за възникването им и предотвратяване на повторението им, и поддържане на пълни записи.

Corrective actions to address identified major nonconformities shall be carried out immediately and SGS notified of the actions taken within 30 days. An SGS auditor will perform a **follow up visit** within 90 days to confirm the actions taken, evaluate their effectiveness, and determine whether certification can be granted or continued.

*Коригиращите действия за отстраняване на критични несъответствия трябва да бъдат предприети незабавно и в рамките на 30 дни да бъде изпратено уведомление за отстраняването им до SGS. Одитор от SGS ще осъществи **последваща проверка** до 90 дни, с цел одобрение на предприетите коригиращи действия, оценяване на тяхната ефективност и вземане на решение за сертификация или продължаване на сертификацията.*

Corrective actions to address identified major nonconformities shall be carried out immediately and **records with supporting evidence sent to the SGS auditor** for close-out within 90 days.

*Трябва да бъдат предприети коригиращи действия, отнасящи се до установените критични несъответствия, както и да бъдат изпратени **записи с придружаващи доказателства до одитора на SGS** за закриването им до 90 дни.*

Corrective Actions to address identified minor non conformities shall be documented on a action plan and sent by the client to the auditor within 90 days for review. If the actions are deemed to be satisfactory they will be followed up at the next scheduled visit

Коригиращите действия за отстраняване на второстепенни несъответствия трябва да бъдат документирани в план за действие и да бъдат изпратени за преглед от одитора от SGS в рамките на 90 дни. В случай, че одиторът от SGS одобри коригиращите действия, изпълнението им ще бъде проверено по време на следващия планиран одит.

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- Corrective Actions to address identified minor non-conformities have been detailed on an action plan and the intended action reviewed by the Auditor, deemed to be satisfactory and will be followed up at the next scheduled visit.

Коригиращите действия за отстраняване на второстепенни несъответствия бяха документирани в план за действие и бяха прегледани от одитора. Одиторът одобри коригиращите действия и изпълнението им ще бъде проверено по време на следващия планиран одит.

Note:- Initial, Re-certification and Extension audits – recommendation for certification cannot be made unless check box 4 is completed. For re-certification audits the time scales indicated may need to be reduced in order to ensure re-certification prior to expiry of current certification.

Забележка: При Първоначален, Ре-сертификационен и одит за Разширяване на обхвата – решение за сертификация не може да бъде взето, ако не е попълнена четвъртата кутийка.

Note: At the next scheduled audit visit, the SGS audit team will follow up on all identified nonconformities to confirm the effectiveness of the corrective actions taken.

По време на следващия одит, одиторският екип на SGS ще провери всички установени на предишния одит несъответствия, с цел да потвърди ефективността на предприетите коригиращи действия.

8. General Observations & Opportunities for Improvement / Наблюдения и Възможности за Подобрене

General Observation / Наблюдение:

1. Периодът за записване проверките на влажността и температурата би трябвало да се актуализира за да съответствува на действителността (тетрадката е попълнена десетина пъти от 20.05.2008)
2. Би трябвало да има запис за преглед на актуалността на политиката по качеството (например в протокола от прегледа на ръководството проведен на 11.07.2008)
3. Контрола на влагомера – термометър в архива би трябвало да се изясни
4. Би трябвало да се приложи контрола на СНИ в лабораториите на ЦИТН в зависимост от необходимата точност на измерванията по време на процеса на обучение.(приложение 7 на НК)

Opportunity for Improvement / Възможност за Подобрене:

1. Да се прецизира използването на бланката за коригиращи и превантивни действия за резултати получени от одити (съгласно т 4.3.2 от ДП 08.03)

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