



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:	Prof. 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:	03-04.09.09		
EAC Code: EAC Код:	37	NACE Code: NACE Код:	80.30/2	Broad category: Broad категория:	R
No. of Employees: Брой служители:	194	No. of Shifts: Брой смени:	1		
Lead auditor: Водещ одитор:	Valentin Vichev	Additional team member(s): Допълнителни членове на одиторския екип:	Krasimir Peev		
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 документиранията 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 records.

Job n°:	BG05372	Report date:	04.09.09	Visit Type:	Surveillance	Visit n°:	2
CONFIDENTIAL		Document:	BGGS0304 Stage 2 Audit Report	Issue n°:	Issue 9	Page n°:	1 of 7

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.

Job n°:	BG05372	Report date:	04.09.09	Visit Type:	Surveillance	Visit n°:	2
CONFIDENTIAL		Document:	BGGS0304 Stage 2 Audit Report	Issue n°:	Issue 9	Page n°:	2 of 7

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:

Quality management system planning and Management review - Management representative/ector

Prof. Hristozova explained the application of the rules. The rules and responsibilities are defined in QM and Rules for activity in BSU.

Reviewed records

- Management review report (№ 2/19.06.2009);
- Report of commitment meeting
- 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 2008/2009 academic year;
- Report for training
- Report for activity of library
- Report for results from external audits
- Internal audits summary report – OD 08.01-03;
- Quality plan and Quality objectives for 2009

Assistant rector – infrastructure and work environment. Control of MMD

Rules are defined DP 04.01, DP 04.02, DP 06.02, DP 07.01, QM, DP 08.0

Mr. Dimov explained the application of the requirements. The management of the infrastructure conforms with the standard requirements. The required records are available.

Reviewed records:

- Application 8 to QM – description of infrastructure
- Plan for repair, maintenance 2009
- Lists of suppliers – OD 07.01-02
- List of equipment – OD 06.02 – 01
- Filled application 7 to QM – list of MMD
- Protocol for internal check of thermohygrometer
- Filled list of thermometers hygrometers
- Certificate for calibration 28105/03.10.08 t thermohygrometer
- Certificate for calibration 9K/01.10.08 thermometer
- Annual report for the maintenance of infrastructure

Job n°:	BG05372	Report date:	04.09.09	Visit Type:	Surveillance	Visit n°:	2
CONFIDENTIAL		Document:	BGGS0304 Stage 2 Audit Report	Issue n°:	Issue 9	Page n°:	3 of 7

- Filled OD 06.02-02 - Plan for maintenance of equipment
- Filled OD 06.02-04 - report card for conducted repair of equipment
- Filled OD 06.02-03 - Journal for maintenance of equipment
- Invitation letter for participation in auction (choice of suppliers)
- Records for supplier's assessment – dated 23.05.2009 (Vipkom)
- Filled OD 07.01-01 – Inquiries for purchase

Library

Internal rules – for work in library and for customer relations in the library. Mrs. Adamova explained the application of the rules. For control of books in library software “AB” is used

Reviewed records

- Request for buying new books from Prof.Vladimirov
- Request for buying new books from Mrs. Dimitrova
- Report for satisfaction of the students of library
- Request note for books in library
- Note for free of obligation to library
- Cards of reader
- Book “Low clinic” – ISBN 954-730-343-0

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. Prof. Hristozova explained the application of the rules.

Reviewed records:

- OD 08.01-01 Internal audits schedule for 2009- approved on 15.10.2008
- OD 08.01-02 Audit program – 03.06.09 /Management representative/, 12.03.09/CITH/
- OD 08.01-03 Report concerning the corrective actions after internal audit of department
- Report quality of education activities in BSU for 2008/2009
- Report for customer satisfaction from library services
- Report from customer satisfaction of graduated students
- OD 08.03-01 Offer for corrective/ preventive action dated: 10.06.2009
- Report of analysis of satisfaction from teachers
- Report of analysis of administrative services

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. D. Dimitrova explain the application of rules.

- List of education specialty
- Education plan with programs for direction
- Education time-schedule
- Weekly schedule

Chief of UMO department, Inspectors

Rules are defined in DP 04.01, DP 04.02, Rules for organization of educational activity in BFU, Rules for admission of students for 2009-2010 year. Internal rules for the Archiving the documents and records.

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

Reviewed records:

- Education plans and Catalogue for the alternative courses
- Protocol of commitment of scientific council
- Education programs
- Register of issued diplomas
- Order for the organization of the process of receiving of blank Diplomas (valuable documents)
- Protocol for wasted blank Diplomas

Job n°:	BG05372	Report date:	04.09.09	Visit Type:	Surveillance	Visit n°:	2
CONFIDENTIAL		Document:	BGGS0304 Stage 2 Audit Report	Issue n°:	Issue 9	Page n°:	4 of 7

- Students personal file for Cvetelina Gacheva , diploma of high school, Bills for payment taxes
- Students personal file for Zvezdalina Trifonova, diploma of high school, Bills for payment taxes, Application for choice of
- Electronic register of students
- Protocol of examination - 22.06.2009 (Georgi Petrov No 06411002)
- General register book “ Public relation” – records for Georgi Petrov No 06411002, recorded a valuation from Protocol of examination - 22.06.2009

Dean and Vice-dean of CUN Faculty (department)

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

Reviewed records:

- Educational plan for specialty “Low”- approved with solution of academic counsel with protocol No 4/31.10.2008.
- Catalogue with alternative courses for specialty “Low” ”- approved with solution of academic counsel with protocol No 4/31.10.2008.
- Educational plan for specialty ‘Public administration’- approved (updated) with solution of academic counsel with protocol No 3/11.07.2008
- Catalogue with alternative courses for specialty “Public administration” - approved (updated) with solution of academic counsel with protocol No 3/11.07.2008
- Program for “History of the European idea” approved with protocol No 9/19.04.2005
- Summarised evaluation (by the students) of lecturer (Associated professor d-r. V. Georgiev) for the year 2008/2009
- Protocol № 22 dated 12.05.2009 from conducted faculty management meeting
- Protocol № 23 dated 06.06.2009 from conducted faculty management meeting

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 taught in the department The requirements are generally followed and the records are available.

Reviewed records:

- Filled educational plan for the subject – Public relations - approved (updated) with solution of academic counsel with protocol No 1/06.02.2009
- Filled educational plan for the subject – social activities - approved with solution of academic counsel with protocol No 3/11.07.2008
- Filled educational plan for the subject – Public communications and informational sciences - approved (updated) with solution of academic counsel with protocol No 1/06.02.2009
- Catalogue with the alternative courses for the subject social activities - approved with solution of academic counsel with protocol No 3/11.07.2008
- Report from the evaluation (by the students – bachelors) of the lecturers and the quality of the educational process.(May-December 2008)
- Report from the evaluation (by the students) of the lecturers and the quality of the educational process.(for year 2008)
- Summarised evaluation (by the students) of lecturer (Associated professor d-r. Y. Baltadzhieva) for the year 2008/2009
- Education programme for Theory of communication – approved with solution of academic counsel with protocol No 3/14.05.2004
- Order UMO 231a dated 07.05.2009 for dismissing of 2 students (cheating during test exams) for 1 year
- Order UMO 288 dated 24.06.2009 for dismissing of 2 students (cheating during test exams) for 1 year
- Order UMO 293 dated 03.07.2009 for dismissing of 1 student (cheating during test exams) for 1 year

Job n°:	BG05372	Report date:	04.09.09	Visit Type:	Surveillance	Visit n°:	2
CONFIDENTIAL		Document:	BGGS0304 Stage 2 Audit Report	Issue n°:	Issue 9	Page n°:	5 of 7

- Order UMO 300 dated 08.07.2009 for dismissing of 3 students (cheating during test exams) for 1 year

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, Rules for International cooperation activity and Rules for selection of applicants for students and teachers mobility in ERAZAM. 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 2009/2010: Socrates Programme: Higher education (Erasmus) with University San Jorge – Saragossa - Student and teachers mobility: 2 students in Informatics Computer Science, 1 student in Journalism, 1 student in Public relations and 1 teacher in Informatics Computer Science, 1 teacher in Journalism and 1 teacher in Public relations
- System for evaluation of the conducting in Program ERAZAM
- Contract for students mobility No D 07/20.01.2009 and learning agreement: period of education in San Jorge – Saragossa – Spain - 13.02.2009 till 16.06.2009 (Ms. G. Petrova)
- Contract for teachers' mobility No OU-01/14.01.2009 and learning agreement: period of teaching in San Jorge – Saragossa – Spain - 26.04.2009 till 02.05.2009 (Associated professor d-r. D. Popova)

7. Nonconformities / Несъответствия

NonConformity	N° 1 of	<input type="checkbox"/> Major	<input type="checkbox"/> Minor
Несъответствие		<i>Критично</i>	<i>Второстепенно</i>
Department / Function:		Standard Ref.:	
<i>Отдел / Функция:</i>		<i>№ на клауза от стандарта:</i>	
Document Ref.:		Issue / Rev. Status:	
<i>№ на документа:</i>		<i>Издание / Ревизия.</i>	
		<i>Статус:</i>	
Details of Nonconformity:			
<i>Детайли на несъответствието:</i>			

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.*

Job n°:	BG05372	Report date:	04.09.09	Visit Type:	Surveillance	Visit n°:	2
CONFIDENTIAL		Document:	BGGS0304 Stage 2 Audit Report	Issue n°:	Issue 9	Page n°:	6 of 7

- 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.

- 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. Много добре разработени анкетни карти. Много добър анализ на информацията събрана чрез тях
2. Интернет старницата на БСУ е много добре разработена и поддържана.

Opportunity for Improvement / Възможност за Подобрене:

Job n°:	BG05372	Report date:	04.09.09	Visit Type:	Surveillance	Visit n°:	2
CONFIDENTIAL		Document:	BGGS0304 Stage 2 Audit Report	Issue n°:	Issue 9	Page n°:	7 of 7