



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: 2008	Accreditation Body(s): Акредитиращ орган:	UKAS		
Representative: Представител:	Prof. G Hristozova				
Site(s) audited: Одитиран(и) обект(и):	Burgas Free University facility – address as above	Date(s) of audit(s): Дата(и) на одита:	07-08.09.2010		
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:	K. Peev	Additional team member(s): Допълнителни членове на одиторския екип:	R. Ilieva		
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

Exclusions from requirements of the Standard – par. 7.5.1f and par. 7.5.2

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:	08.09.2010	Visit Type:	Surveillance	Visit n°:	3
CONFIDENTIAL	Document:	BGGS0304 Stage 2 Audit Report	Issue n°:	Issue 9	Page n°:	1 of 8	

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 are 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:	08.09.2010	Visit Type:	Surveillance	Visit n°:	3
CONFIDENTIAL	Document:	BGGS0304 Stage 2 Audit Report	Issue n°:	Issue 9	Page n°:	2 of 8	

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 type="checkbox"/> N/A	<input checked="" type="checkbox"/> Yes
<i>Позоваването на сертификацията е в съответствие с процедурите на SGS</i>	Не е приложимо	Да
		<input type="checkbox"/> No
		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:

ISO 9001:2008 transition issues were discussed with management. Changes in documents were reviewed for compliance with the requirements of the new standard. New full edition of the QMS documents is available dated 10.06.2010

Management responsibility Management review - Management representative, Rector

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

Reviewed records

- Management review report (№ 3/11.06.2010);
- Report for the control of MMD
- Report for maintenance of equipment
- 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 2009/2010 academic year;
- Report for training
- Report for results from external audits
- Internal audits summary report – OD 08.01-03; dated 10.06.2010
- OD NK. 01-01 – Quality policy – dated 10.06.2010
- Quality plan and Quality objectives for 2010

Human resources department (TRZ & KR)

The rules are defined in DP 06.01. Mrs. Prodanova explained the application of the requirements. They are generally followed and the records are available.

Reviewed records

- Filled OD 6.1-04 – inquiry for training for 2010 (from Assistant rector, Vice-rector Education activity and Dean of CUN Faculty (department))
- Filled OD 06.01-05 – annual plan for training for 2010
- Job description of assistant rector (administrative director) Mr. Dimov

Job n°:	BG05372	Report date:	08.09.2010	Visit Type:	Surveillance	Visit n°:	3
CONFIDENTIAL		Document:	BGGS0304 Stage 2 Audit Report	Issue n°:	Issue 9	Page n°:	3 of 8

- Personal file of assistant rector (administrative director) Mr. Dimov – Job description, Diploma – registration № 16741/1977 – filled OD 06.01-07 – protocol from conducted training dated 07.06.2010 – concerning the new requirements of ISO 9001:2008 – filled attestation (evaluation) card for 2009
- Personal file of inspector Mrs. Pencheva – Job description, Diploma – registration № 9806210112/22.05.1098 – filled annual attestation (evaluation) card for 2009 – filled OD 06.01-02 Note for conducted instruction for safety of labour as per national legislation – filled OD 06.0 – 03 Initial training concerning the Requirements of QMS
- Personal file of specialist quality Mrs. Hadzhieva – Job description, Diploma – registration № 390/1993 – filled OD 06.01-07 – protocol from conducted training dated 07.06.2010 – concerning the new requirements of ISO 9001:2008

Quality department

Rules are defined in QM, DP 04.01, DP 04.02, DP 08.03, System for quality management of the education and the Academic staff of BFU.

Mrs. Hadzhieva and Mrs. Kalcheva 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 2009.
- General Report from the evaluation by the students who has graduated the University in 2007 concerning their attitude and evaluation of the University and their realization in the professions.
- General Report from the evaluation by the students who are graduating the University in May and December 2009 concerning their evaluation of the University and their realization in the professions
- Report for the analysis of the inquiry cards of the candidate students for 2009
- Filled enquiry cards from evaluation of students (of lectures – Prof. Dachev and Mrs. Kirova) summer term of 2010
- Schedule (and a list of inspectors) for carrying out of enquiries among students concerning their satisfaction from the administrative conditions in the University for 2010/2011
- General Report from the evaluation of the students satisfaction from the administrative conditions in the University for 2009/2010

Internal audits. Corrective and preventive actions. Analysis of data

The rules concerning monitoring, measuring and improvements are defined in Quality manual/ 10.06.2010 in par. 8

Appendix 5 Description of processes

Appendix 6 Criteria and evaluation of processes

The rules and responsibilities for internal audits are defined in QM 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 08.01-01 Internal audit schedule for 2010- approved on 30.10.2009
- OD 08.01-02 Audit program – 16.11.09 (CIUN) OD 08.01-03 Report concerning the corrective actions after internal audit of department- 16.11.2009
- OD 08.01-02 Audit program – 16.11.09 (CHN) OD 08.01-03 Report concerning the corrective actions after internal audit of department- 16.11.2009
- OD 08.01-02 Audit program – 31.05.2010 (CITN); 23.04.2010 (Bibliotheca); 29.03.2010 (CUN) OD 08.01-03 Report concerning the corrective actions after internal audit of department- 31.05.2010; OD 08.01-03 Report concerning the corrective actions after internal audit of department- 23.04.2010- one nonconformity are found- closed on 03.05.2010;
- OD 08.01-02 Audit program- 02.06.2010- after transition to new version

Job n°:	BG05372	Report date:	08.09.2010	Visit Type:	Surveillance	Visit n°:	3
CONFIDENTIAL		Document:	BGGS0304 Stage 2 Audit Report	Issue n°:	Issue 9	Page n°:	4 of 8

- Program for training of internal auditors 2010
- OD 06.01-07 Protocol for training results 07.06.2010
- OD 06.01-06 List of participants in training 07.06.2010- 9 internal auditors are trained from prof. Hristozova
- Report quality of education activities in BSU for 2009/2010
- Report of analysis of administrative services

Chief of UO (education activities) department

Rules are defined in DP 04.01, DP 04.02, Rules for organization of educational activity in BFU No 93-00-53/06.04.2010, 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:

- Reviewed Education plans for bachelor degree: Business administration and for master degree Business administration and Catalogue for the alternative courses No 301/11.06.2010
- Protocol of commitment of scientific council
- Education programs
- Filled Register of issued diplomas- reviewed Diliانا Harizanova- 1020311781- bachelor Business administration
- Check list Distribution of hall - filled
- Students personal file for Hristina Dzhondzharova , form for registration of students No 08211255;, diploma of high school No 916-75/26.06.2008 Bills for payment taxes; Application for choice of alternative training courses for 2010/2011
- Students personal file for Petia Ivanova, form for registration of students No 08211266, diploma of high school 432-36/10.06.2007, Bills for payment taxes, Application for choice of alternative training courses for 2010/2011
- Students personal file for Deliana Dimitrova, form for registration of students No 06211468, Bills for payment taxes,

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 services.

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 techniques
- Excel file: Register of installed software by computers- reviewed for hall 5; hall 012
- Excel file List of IP address and user with access rights.
- Excel file Register with e-mail address
- Agreement No 5230132 with Microsoft for using of licensed software- valid till 30.11.2012
- Contract with incoming number No 93-00-106/29.09.2009 with Stemo Ltd for using of antivirus software NOD 32
- Contract for maintenance of printers with Raise Ltd No 70/30.10.2007 valid till 30.10.2010
- Contract for maintenance of HP printers with Partners Ltd No 04/16.09.2009
- Contract for subscription to APIS- legal requirements -information system valid till 20.12.2010 with incoming number 93-00-95/14.12.2009

Job n°:	BG05372	Report date:	08.09.2010	Visit Type:	Surveillance	Visit n°:	3
CONFIDENTIAL		Document:	BGGS0304 Stage 2 Audit Report	Issue n°:	Issue 9	Page n°:	5 of 8

- Filled OD 06 02-01 Register with computer techniques with internal number
- Filled OD 06 02-03 Register of maintenance- last records 27.07.2010 general maintenance of Rack No 3 and Rack No 4; 26.07.2010 general maintenance of Rack No 1 and Rack No 2
- Filled OD 06 02-04 Reported card for performed repairing- 09.09.2010- new power supply cable was installed ; 08.07.2010- software upgrade
- Reviewed register for computer hall No 105- last records- maintenance of multimedia Infoeou- 16.06.2010; 18.08.2010

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

Reviewed records:

- National Accreditations of the three subjects – “Informatics and computer sciences”, “Communication techniques and computer networks” and “Computer systems and technologies” dated 05.01.2010 and 12.11.2008
- Plan for the meetings of the management of the faculty for 2010
- Educational plan for “Computer systems and technologies” – last updated 26.03.2010
- Educational plan for “Communication techniques and computer networks” – last updated 26.03.2010
- Educational plan for “Informatics and computer sciences” – last updated 26.03.2010
- Catalogue of the alternative courses – last updated 26.03.2010
- Training program MA 101 – Mathematics I part
- Training program MA 102 – Mathematics II part
- Training program MA 201 – Mathematics III part
- Training program EN 102 – Electronic elements
- Training program CS 104 – Programming
- Training program EN 201 – Theoretical electro techniques
- Individual plans for the lecturers
- Decision for choice of external lecturers dated 17.06.2010
- Attestation card of Assistant Mr. Minchev – 16.02.2010 – graduated to a Senior Assistant

Dean of CIUN Faculty (department), Vice-dean of CIUN Faculty (department)

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, Accounting, Marketing and Business administration

Reviewed records:

- Training program BA 445 – logistics
- Plan for 2010-2011 – scientific activities – draft
- Educational plan for “Finance” – last updated 27.10.2006
- Educational plan for “Accounting – last updated 27.10.2006
- Educational plan for “Marketing” – last updated 31.10.2008
- Educational plan for “Business administration” – last updated 11.06.2010
- Catalogue of the alternative courses – last updated 11.06.2010

Job n°:	BG05372	Report date:	08.09.2010	Visit Type:	Surveillance	Visit n°:	3
CONFIDENTIAL		Document:	BGGS0304 Stage 2 Audit Report	Issue n°:	Issue 9	Page n°:	6 of 8

- Protocol № 8/ 06.02.2009 for Council of CIUN
- Filled analysis of enquiry cards from evaluation of students of lecture Mr. Mosinov for 2009/2010
- Filled analysis of enquiry cards from evaluation of students of lecture Mr. Chobanov for 2009/2010
- Filled analysis of enquiry cards from evaluation of students of lecture Mrs. Anastasova for 2009/2010
- Attestation card of Senior Assistant Mr. Petrov – 06.02.2010 – graduated to a Chief Assistant
- Attestation card of Chief Assistant Mr. Baltov – 06.02.2010 – graduated to a Associate Professor
- Report note from Mrs. Anastasova concerning attempt for cheating from student Mrs. Stoycheva – order № 213 30.06.2010 for dismissing of Mrs. Stoycheva for 1 year

7. Nonconformities / Несъответствия

NonConformity	N° 1 of	<input type="checkbox"/> Major	<input type="checkbox"/> Minor
Несъответствие		Критично	Второстепенно
Department / Function:		Standard Ref.:	
Отдел / Функция:		№ на клауза от стандарта:	
Document Ref.:		Issue / Rev. Status:	
№ на документа:		Издание / Ревизия.	
Details of Nonconformity:		Статус:	
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 an 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 – **No CARs are raised during this audit**

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.

Job n°:	BG05372	Report date:	08.09.2010	Visit Type:	Surveillance	Visit n°:	3
CONFIDENTIAL		Document:	BGGS0304 Stage 2 Audit Report	Issue n°:	Issue 9	Page n°:	7 of 8

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. Би трябвало всички цели по качеството (за 2010 – например цел 5, цел 10) да са измерими
2. Би трябвало да се определят по-точно изискванията за „професионален стаж“ в длъжностните характеристики за да отговарят на действителността (например в досието на г-жа Пенчева)
3. В бланката ОД 06.02-04 Карта за ремонтни дейности на производственото оборудване не се вписва инвентарен номер

Opportunity for Improvement / *Възможност за Подобрене:*

1. Би могло документът ОД 8.01-03 Отчет за несъответствието от вътрешен одит да отпадне като задължителен, в случаите, когато няма констатирано несъответствие по време на вътрешния одит.
2. Би било добре в бланката за несъответствия от вътрешен одит да се записва винаги причината на несъответствията.

Job n°:	BG05372	Report date:	08.09.2010	Visit Type:	Surveillance	Visit n°:	3
CONFIDENTIAL		Document:	BGGS0304 Stage 2 Audit Report	Issue n°:	Issue 9	Page n°:	8 of 8