



## Management System Certification Audit Summary Report

<b>Organization:</b>	Burgas Free University				
<b>Address:</b>	62, San Stefa№ Str. 8001 Burgas / Bulgaria				
<b>Standard(s):</b>	ISO 9001:2008	<b>Accreditation Body(s): UKAS</b>			
<b>Representative:</b>	Prof. G Hristozova				
<b>Site(s) audited:</b>	Free University Burgas facility – address as above	<b>Date(s) of audit(s):</b>	03.09.2012		
<b>EAC Code:</b>	37	<b>NACE Code:</b>	80.30/2	<b>Technical Area code:</b>	37.2
<b>Effective No. of Personnel:</b>	183	<b>No. of Shifts:</b>	1		
<b>Lead auditor:</b>	K. Peev	<b>Additional team member(s):</b>	G. Krustev		
This report is confidential and distribution is limited to the audit team, client representative and the SGS office.					

### 1. Audit objectives

The objectives of this audit were:

- to confirm that the management system conforms with all the requirements of the audit standard;
- to confirm that the organization has effectively implemented the planned management system;
- to confirm that the management system is capable of achieving the organization's policy objectives.

### 2. Scope of certification

**Education of students to be awarded Bachelor's, Master's and Doctoral degrees; research activity; international cooperation in the area of 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

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

### 3. Current audit findings and conclusions

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.

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

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.

Number of nonconformities identified: 0 Major 0 Minor

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:

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

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#### 4. Previous Audit Results

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:

- Any nonconformity identified during previous audits has been corrected and the corrective action continues to be effective. (Refer to Section 6 for details)
- 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.

#### 5. Audit Findings

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.

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

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

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

The internal audit program has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system.  Yes  No

The management review process demonstrated capability to ensure the continuing suitability, adequacy and effectiveness of the management system.  Yes  No

Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard.  Yes  No

Certification claims are accurate and in accordance with SGS guidance  N/A  Yes  No

#### 6. Significant Audit Trails Followed

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:

- Relating to Previous Audit Results:

**No CARs raised during the previous audit**

- Relating to this Audit

##### **Management responsibility Management review - Management representative, Rector**

Prof. Hristozova explained the application of the rules. (Mr. Yankov – Rector was not present due to an illness). The rules and responsibilities are defined in QM and Rules for activity in BFU.

Reviewed records

- Management review report from the management representative dated 20.06.2012;
- Report for the control of MME dated 25.01.2012
- Report for maintenance of equipment dated 21.01.2012
- Report for completion of the annual quality plan dated 22.06.2012
- Report for the check up of decisions from the previous management review dated 22.06.2012
- Report for the discussed nonconformities from the meetings of the board of trustees for year 2011/2012 with report on the fulfilled corrective actions and dated 22.06.2012
- Report for the customer feedback for 2011/2012 academic year dated 22.06.2012;
- Report for training dated 22.06.2012
- Report for results from external audit (renewal audit) dated 22.06.2012
- Internal audits summary report – OD 08.01-03; dated 20.06.2012

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- OD NK. 01-01 – Quality policy – dated 10.06.2010 – reviewed, but Net updated – Protocol from the Management review dated 20.06.2012
- Quality plan and Quality objectives for 2012 dated 28.10.2011

## **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. There are 10 trained internal auditors

Reviewed records:

- OD 08.01-01 Internal audit schedule for 2012- approved on 28.10.2011
- OD 08.01-01 Internal audit schedule for 2011- approved on 19.11.2010
- OD 08.03-01 Corrective/preventive action request № 2/23.01.2012 – closed 20.02.2012
- OD 08.03-01 Corrective/preventive action request № 3/20.02.2012 – not closed yet (longer period for application)
- OD 08.03-01 Corrective/preventive action request № 4/20.02.2012 – not closed yet (longer period for application)
- OD 08.03-01 Corrective/preventive action request № 5/16.03.2012 – closed 17.07.2012
- OD 08.01-02 Audit program – 23.01.2012 (CITN) – OD 08.01-03 Report concerning the corrective actions after internal audit of department- 23.01.2012
- OD 08.01-02 Audit program – 20.02.2012 (CIUN) – OD 08.01-03 Report concerning the corrective actions after internal audit of department- 20.02.2012
- OD 08.01-02 Audit program – 16.03.2012 (Library) – OD 08.01-03 Report concerning the corrective actions after internal audit of department- 16.03.2012
- OD 08.01-02 Audit program – 17.04.2012 (CHN) – OD 08.01-03 Report concerning the corrective actions after internal audit of department- 17.04.2012
- OD 08.01-02 Audit program – 28.05.2012 (Administrative director) – OD 08.01-03 Report concerning the corrective actions after internal audit of department- 28.05.2012
- OD 08.01-02 Audit program – 29.06.2010 (CIUN) – OD 08.01-03 Report concerning the corrective actions after internal audit of department- 29.06.2012
- OD 08.01-03 Internal audits summary report – 20.06.2012
- Report on quality of education work of the lecturers in BFU for 2011

## **Documented quality system – Control of documents and records, Design and development**

Rules are defined in QM, DP 04.01, DP 04.02, Rules for research activities dated 28.10.2011. Prof. Hristozova explained the application of the rules.

Reviewed records:

- Folder with data for project „Web-based system for electronic journals”, Application form dated 05.01.2011 up to 30.11.2011, Contract for research activities dated 27.01.2011, Report for the research project, Recension of the research project №587/28.11.2011.
- Folder with data for project „Ethno Psycholinguistic and Sociolinguistic Aspects of Media Language in Bulgaria”, Contract DTK0215/16.12.2009 a period of 3 years, Report for the research project № 94GG/17.06.2011, Recension of the research project №94GG/02.04.2012.
- Built Intranet system with latest documents of QMS
- List of documentation of QMS in electronic view – actual to 03.09.2012
- List of Legal documentation in electronic view – actual to 03.09.2012
- List applicable regulation, internal rules and instructions in electronic view – actual to 03.09.2012
- List of Forms in QMS last records 11.06.2010

## **Dean and Vice-dean of CITN Faculty (department)**

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The rules and responsibilities of the Management and personnel of CITN Faculty are defined in QM and regulations for university activity.

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” and “Computer systems and technologies” dated 05.01.2010 and 12.11.2008
- Plan for the meetings of the management of the faculty for 2012/13
- Educational plan for “Computer systems and technologies” – last updated 06.07.2011
- Educational plan for „Communications and computerization of renewable energy” – last updated 23.11.2010
- Educational plan for “Informatics and computer sciences” – last updated 06.07.2011
- Catalogue of the alternative courses – last updated 06.07.2011
- Training program MA 101 – Mathematics I part actual to 11.11.2011
- Training program MA 102 – Mathematics II part actual to 11.11.2011
- Training program MA 201 – Mathematics III part actual to 11.11.2011
- Training program EN 102 – Electronic elements actual to 11.11.2011
- Training program CS 104 – Programming actual to 11.11.2011
- Training program CS 102 – WEB Technologies and applications actual to 11.11.2011
- Training program EN 201 – Theoretical electro techniques actual to 11.11.2011
- Individual plans for the lecturers in electronic view
- Decision for choice of external lecturers dated 19.06.2012
- Attestation card of Assistant Mr. Germanov – 22.10.2010 – graduated to a Chief Assistant

### **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. Mr. Baltov was not present – due to a business trip abroad and Mrs. Hristozova and Mrs. Dimitrova explained the application of the requirements.

Reviewed records

- List of education specialties – Bachelor’s degree – 12 specialties (in the University Intranet and in the internet site of the University – in Bulgarian language)
- List of education specialties – Master’s degree – 23 specialties (in the University Intranet and in the internet site of the University – in Bulgarian language)
- Education plan on Finances (Bachelor’s degree) – ending 2012 (in the University Intranet and in the internet site of the University – in Bulgarian language)
- Education plan on Journalism (Bachelor’s degree) – ending 2012 (in the University Intranet and in the internet site of the University – in Bulgarian language)
- Education plan on Investigative Journalism (Master’s degree) – ending 2012 (in the University Intranet and in the internet site of the University – in Bulgarian language)
- Weekly schedules – e.g. (CHN) – Journalism Bachelor’s degree (part time) – 7 semester – 2012
- Weekly schedules – e.g. (CITN) – communication and electronisation of the renewable energy sources Bachelor’s degree (part time) – 3 semester

### **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 2012 (Vice-rector Education activity Administrative Director)
- Filled OD 06.01-05 – annual plan for training for 2012
- Filled OD 06.01-07 – Protocol of Training dated 11.01.2011 Trainig for new opportunities in

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information retrieval

- Protocol of Training 241/27.06.2012 Health and safety at work from Occupational health service – Medigrup – Burgas
- Filled OD 06.01–07 Protocol of Training – education in program product 04.02.2011
- Filled OD 06.01-06 – List of Trainers dated 03.02.2011
- Rules for attestation of academic staff No 93-00-51/06.04.2010
- Personal file of Manager of department EMO Mr. Dimitar Ivanov – Protokol for Training №TH-483J/ 17.02.2012 for Safety exploitation of devices under pressure , Protokol for Training for Safety work 242/27.06.2012, Certificate for qualification in electrical safety work №3231 valid until 05.03.2015, Job description Manager of EMO signed at 21.06.2011, Attestation Card dated 05.01.2010, Contract 047/15.02.2008, Diploma – registration № 1230/26.04.1978, Medical opinion dated 05.02.2008
- Personal file of specialist quality Mrs. Svetla Hadjieva – Job description signed at 21.06.2011, filled OD 06.01-07 – protocol from conducted training dated 07.06.2010 – concerning the new requirements of ISO 9001:2008, Contract 389/03.11.2004, Diploma – registration № 390/05.1993, Medical opinion dated 09.11.2004

## **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, Mrs. Vuzeva and Mrs. Kalcheva explained the application of the requirements. The requirements are generally followed and the records are available.

Reviewed records:

- Report on quality of education work of the lecturers (educational process) in BFU for 2011
- Two inquiry cards have been changed since the previous audit
- General Report from the evaluation by the students who has graduated the University in 2009 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 2011, concerning their evaluation of the University and their realization in the profession
- General Report from the evaluation by the students from the University library for 2012
- Report from the evaluation of inquiry cards of the candidate students for 2011
- List of the lecturers from CIUN Faculty (department) subjected to inquiry (evaluation) during 2011/2012
- List of the lecturers from CUN Faculty (department) subjected to inquiry (evaluation) during 2011/2012
- List of the lecturers from CITN Faculty (department) subjected to inquiry (evaluation) during 2011/2012
- List of the lecturers from CHN Faculty (department) subjected to inquiry (evaluation) during 2011/2012aa
- Schedule (and a list of inspectors) for carrying out of enquiries among students concerning their satisfaction from the administrative conditions in the University for 2011/2012
- General Report from the evaluation of the students satisfaction from the administrative conditions in the University for 2011/2012

## **Chief of UO (education activities) department**

Rules are defined in DP 04.01, DP 04.02, Rules for organization of educational activity in BFU dated 22.06.2012, Rules for admission of students for 28.10.2011 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.

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Reviewed records:

- Reviewed Education plans for bachelor degree: Social activities and consulting No 351/02.02.2012, PR 358/02.02.2012 and for master degree Social consulting and psychology No 379/02.07.2012 and Catalogue for the alternative courses No 364/02.07.2012
- Education programs
- Application form for Master Program – No 9204
- Application form after high school No 432
- Students personal file for Stela Asenova , form for registration of students No 10421021,, diploma of high school No 220-39/30.06.2004, Bills for payment taxes
- Students personal file for Iliana Mudeva, form for registration of students No 11424011, Assurance for complete bachelor education №42317/24.08.2011, Bills for payment taxes.
- Students personal file for Krasimir Atanasov, form for registration of students incoming No 424/352/03.09.2012, Bills for payment taxes, Diploma for education
- Electronic register of students
- General register book “Public Relation ” – records for Stela Asenova No 10421021, recorded a valuation from Protocol of examination
- Protocol of examination - 07.04.2012 (Stela Asenova No 10421021), and protocol of corrective examination – 07.06.2012

**Information service department**

The rules and responsibilities for this activity are defined in QM, DP 04.01 and University regulations for Information service department dated 07.2010, Internal rules for computer hall, Internal rules for using Internet services 07.2010.

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 is licence.

Reviewed records:

- Excel file: Register of computer techniques electronic view
- Excel file: Register for new techniques view
- Excel file: Register of installed software by computers
- Excel file List of IP address and user with access rights dated 28.08.2012
- Excel file Register with e-mail address 31.08.2012
- Fill OD 06.02.-04 Reported card for performed repairing of equipment of computer hall No113 – last record 13.08.2012 – cleaning of motherboards, change of term paste, new CMOS batteries, lubrication of fans.
- Fill OD 06.02-03 Register of maintenance of the workgroups - last records 21.06.2012
- Agreement No 5230132 with Microsoft for using of licensed software- valid till 30.11.2012
- Proposal to purchase of license for NOD32 – от 10.10.2011
- Contract for subscription to APIS- legal requirements -information system valid till 20.12.2012
- Contract for maintenance of printers with “Partners” Ltd 28.12.2007 with annex from 20.04.2011
- Filled OD 06 02-01 Register with computer techniques with internal number

**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 BFU, 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 subject Journalism (Bachelor’s degree) – last update 27.01.2012

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General Observation / *Наблюдение*:

Opportunity for Improvement / *Възможност за Подобрене*:

## 9. Opening and Closing Meeting Attendance Record

Name	Position	Opening	Closing
Galya Hristozova	Vice- rector (research activities) – MR	Yes	Yes
Dimitar Yudov	Dean of CITN Faculty (department)	Yes	Yes
Evelina Dineva	Dean of CHN Faculty (department)	Yes	Yes
Neli Prodanova	Head of TRZ & KR	Yes	Yes
Darina Dimitrova	Chief of UO department	Yes	Yes
Valya Pavlova	International cooperation department	Yes	Yes
Dilyana Vuzeva	Quality department	Yes	Yes
Svetla Hadzhieva	Quality department	Yes	Yes
Galina Kaltscheva	Quality department	Yes	Yes
Elka Mavrodieva	Information service department	Yes	Yes