

## Management System Certification Audit Summary Report *Доклад от одит на Система за Управление (СУ)*

<b>Organization:</b> <i>Организация:</i>	Burgas Free University				
<b>Address:</b> <i>Адрес:</i>	62, San Stefano Str. 8001 Burgas / Bulgaria				
<b>Standard(s):</b> <i>Стандарт(и):</i>	ISO 9001:2008	<b>Accreditation Body(s):</b> <i>Акредитиращ орган:</i>	UKAS		
<b>Representative:</b> <i>Представител:</i>	Prof. G Hristozova				
<b>Site(s) audited:</b> <i>Одитиран(и) обект(и):</i>	Free University Burgas facility – address as above		<b>Date(s) of audit(s):</b> <i>Дата(и) на одита:</i>	12-13.09.2013	
<b>EAC Code:</b> <i>ЕАС Код:</i>	37	<b>NACE Code:</b> <i>НАСЕ Код:</i>	80.30/2	<b>Technical Area code:</b>	37.2
<b>Effective No. of Personnel:</b> <i>Ефективен брой персонал:</i>	177		<b>No. of Shifts:</b> <i>Брой смени:</i>	1	
<b>Lead auditor:</b> <i>Водещ одитор:</i>	K. Peev		<b>Additional team member(s):</b> <i>Допълнителни членове на одиторския екип:</i>		
<p><b>This report is confidential and distribution is limited to the audit team, client representative and the SGS office.</b> <i>Този доклад е поверителен и разпространението му е ограничено до членовете на екипа, клиента и офиса на SGS.</i></p>					

### 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 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

*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*

*система 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. (Refer to Section 6 for details)

*Всяко несъответствие, открито по време на предишни одити е коригирано и коригиращите действия са ефективни. (вж. точка 6 за подробности)*

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 **and is capable of achieving its policy objectives.**  Yes  No  
*Да Не*

*Организацията показва ефективно внедряване и поддържане / подобряване на системата си за управление и е в състояние да постигне целите на политиката си.*

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*

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спазване, и контролира процеса на постигането им.

The internal audit program has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system.

Yes Да  No Не

Програмата за вътрешни одити е напълно изпълнена и демонстрира ефективност при поддържане и подобряване на системата за управление.

The management review process demonstrated capability to ensure the continuing suitability, adequacy and effectiveness of the management system.

Yes Да  No Не

Прегледът от ръководството демонстрира способност да осигури непрекъснато съответствие, адекватност и ефективност на системата за управление.

Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard.

Yes Да  No Не

По време на процеса на одита, системата за управление демонстрира пълно съответствие с изискванията на стандарта.

Certification claims are accurate and in accordance with SGS guidance **and the organization is effectively controlling the use of certification documents and marks.**

N/A Не е приложимо

Yes Да  No Не

Позоваването на сертификацията е в съответствие с процедурите на SGS и организацията ефективно контролира използването на сертификационните документи и знаци.

## 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:

- Relating to Previous Audit Results / *Свързани с резултатите от предходен одит:*

### No CARs raised during the previous audit

- Relating to this Audit, including any significant changes (eg: to key personnel, client activities, management system, level of integration, etc.);/ *Свързани с настоящия одит, включително всякакви значителни промени (напр. основен персонал, дейност на фирмата, система за управление, степен на интегрираност и т.н.)*

### **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 from the management representative dated 28.06.2013;
- Report for the control of MME dated 25.01.2013
- Report for maintenance of equipment dated 25.01.2013
- Report for completion of the annual quality plan dated 28.06.2013
- Report for the check up of decisions from the previous management review dated 28.06.2013
- Report for the discussed nonconformities from the meetings of the board of trustees for year 2012/2013 dated 28.06.2013
- Report for the customer feedback for 2012/2013 academic year dated 28.06.2013
- Report for training during 2012 dated 28.06.2013
- Report for claims towards suppliers dated 28.06.2013
- Internal audits summary report – OD 08.01-03; dated 27.06.2013
- OD NK. 01-01 – Quality policy – dated 10.06.2010 – reviewed, but not updated – Protocol from the Management review dated 28.06.2013
- Quality plan and Quality objectives for 2013 dated 05.10.2012

### **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

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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 2013 – approved on 05.10.2012
- OD 08.01-02 Audit program – 28.03.2013 (CITN) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 28.03.2013
- OD 08.01-02 Audit program – 25.04.2013 (CIUN) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 25.04.2013
- OD 08.01-02 Audit program – 22.02.2013 (Library) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 22.02.2013
- OD 08.01-02 Audit program – 22.01.2013 (CHN) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 22.01.2013
- OD 08.01-02 Audit program – 28.05.2013 (Administrative director) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 28.05.2013
- OD 08.01-02 Audit program – 20.06.2013 (International cooperation department) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 20.06.2013
- OD 08.01-03 Internal audits summary report dated 27.06.2013
- Report on quality of education work of the lecturers in BFU for 2013
- OD 08.03-01 Corrective/preventive action request

**Assistant rector (administrative director) – Purchasing, infrastructure and work environment. Control of MME**

Rules are defined DP 04.01, DP 04.02, DP 06.02, DP 07.01, QM – par. 6.4 and 7.6,

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

Reviewed records:

- Application 8 to QM – description of infrastructure
- Plan for repair and maintenance of equipment for 2013 dated 11.12.2012
- Report for the carried out maintenance of equipment dated 25.01.2013
- Lists of suppliers – OD 07.01-02 – last updates dated 05.10.2012
- Application 7 to QM – list of MME
- Check protocol № 258 for valve № 04/2012 dated 22.08.2012
- Check protocol № 257 for valve № 03/2012 dated 22.08.2012
- Check protocol № 256 for valve № 02/2012 dated 22.08.2012
- Check protocol № 255 for valve № 01/2012 dated 22.08.2012
- Comparison table for evaluation and choice of suppliers (office equipment for 2012/2013)
- Invitation letter for participation in auction (choice of suppliers) dated 27.08.2013
- Comparison table for evaluation and choice of suppliers (office consumptives for 2012/2013)
- Invitation letter for participation in auction (choice of suppliers) dated 03.08.2013
- Comparison table for evaluation and choice of suppliers (office cleaning and disinfection chemicals for 2012/2013)
- Invitation letter for participation in auction (choice of suppliers) dated 28.07.2013
- Filled list of thermometers hygrometers
- Certificate for calibration 28105/03.10.2008 – thermo hygrometer
- Check protocol (internal check) of thermo hygrometers
- Certificate for calibration 9K/01.10.2008 – digital thermometer
- Filled OD 06.02-01 – List of equipment
- Filled OD 06.02-02 – Plans for maintenance of equipment

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- Filled OD 06.02-04 – Report cards for conducted repairs of equipment
- Filled OD 06.02-03 – Journals for maintenance of equipment – e.g. – Drill machine HILTI TE 54 № 1284 – last records 05.09.2013; Drill machine Bosch GBH7-46DE № 1707 – last records 05.09.2013
- Filled OD 07.01-01 – Inquiries for purchase dated 27.08.2013 and 28.08.2013

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

Rules are defined in DP 04.01, DP 04.02, Rules for organization of educational activity in BFU dated 28.06.2013, Rules for admission of students dated 30.11.2012, Internal rules for the Archiving the documents and records.

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

Reviewed records:

- Catalogue for elective courses for master of Law degree № 338/02.07.2013 (for students started in 2010), Catalogue for elective courses for master of Law degree № 469/02.07.2013 (for students started in 2011, 2012 and 2013)
- Education plans for master of Law degree № 336/06.07.2011 (for students started in 2009 and 2010 – full time) and for master degree Law № 337/06.07.2011(for students started in 2011 – part time)
- Education plans for master degree Law № 334/06.07.2011(for students started in 2011 – full time) and for master degree Law № 335/06.07.2011(for students started in 2011 – part time)
- Education plan for bachelor degree: Business administration № 467/28.06.2013
- Electronic register of students
- Education programs – e.g. for CUN Faculty (department)
- Application form for Master Program – № 9411 (Mrs. Bozhinova)
- Application form after secondary school № 324 (Mr. Sotirov)
- Student's personal file for Mr. Kaloyan Stanchev, form for registration of student's № 11411026, diploma of secondary school 4864-110/14.06.2011, Bills for payment of taxes.
- Protocol of examination – specialty Public relations dated 26.05.2013 (part time students) – regular test session
- Protocol of examination – specialty Public relations dated 18.06.2013 (part time students) – correction test session.
- Training schedule for CHN faculty (department) – electronic view ([www.bfu.bg](http://www.bfu.bg)) – bachelor degree – part time students – public relations.
- Training schedule for CIUN faculty (department) – electronic view ([www.bfu.bg](http://www.bfu.bg)) – bachelor degree – part time students – public relations.
- Test (examination) results are web-based and accessible for the students via a personal access password.
- Filled for 98 – request for issue of academic info for Mrs. D. Tsoneva dated 31.07.2013 – Academic info with identification number 1432 – Ж – 38/31.07.2013 is issued.

## **Library**

The rules are defined in the 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:

- OD 07.01-04 Request for buying new books from Mrs. Neycheva dated 12.08.2013
- OD 07.01-04 Request for buying new books from Mrs. Adamova dated 27.05.2013
- OD 07.01-04 Request for buying new books from Mrs. Ivanova dated 14.05.2013
- Report for satisfaction of the students of library – May 2013
- Request Note for books in library - student Mrs. Dineva dated 12.09.2013
- Request Note for books in library - student Mrs. Skarlatova dated 12.09.2013
- Cards of a reader (lecturer – Mrs. Kaneva) – registration on 25.07.2013 – dead line for returning

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the books – 30.09.2013

- Card of a reader (student – Mr. Ralev) – registration on 05.09.2013 – dead line for returning the books – 16.09.2013

### **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 ERASMUS. 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:

- System for evaluation of the conducting in Program ERASMUS
- Order № MC-7 dated 01.10.2012 for determining the Committee for administrating and control of the Life long learning programe Erasmus for the academic year 2012/2013
- Order № MC-8 dated 01.10.2012 for determining the selection Committees for defining of the evaluation criteria and choice of applicants (students and lecturers) of the Lifelong learning programe Erasmus for the academic year 2012/2013
- Bilateral agreement № D 24/15.02.2010 for the Academic Year 2010/2011 – 2012/2013: Lifelong learning program Erasmus with Instituto Politechnico De Beja – Portugal – Student and teachers mobility: 2 students (from Bulgaria to Portugal and from Portugal to Bulgaria) in business studies and 2 teachers (from Bulgaria to Portugal and from Portugal to Bulgaria) in business studies
- Bilateral memorandum for exchange of lecturers and students, bachelors and masters with Almaty Humanitarian-technical University – Republic of Kazakhstan dated 04.03.2013
- Bilateral contract for exchange of lecturers and students, bachelors and masters with Volzhsky University after V.N. Tatischev – Russia dated 13.05.2013
- Defined evaluation criteria for choice of applicants (students from CIUN faculty (department)) of the Lifelong learning programe Erasmus for the academic year 2012/2013.
- Application to the Dean of CIUN Faculty (department) from Ms. Vasileva – for participation in the Lifelong learning programe Erasmus dated 25.10.2012
- Decision protocol from the selection Committee (CIUN Faculty (department)) dated 30.10.2012 – approving Mr. Ivanov and Ms. Vasileva
- Filled application form – ERASMUS dated 30.10.2012 for period end of February – end of June 2013 of Ms. Vasileva – Instituto Politechnico De Beja
- Letter of acceptance from Instituto Politechnico De Beja dated 28.01.2013
- Contract for students mobility № OU 02/08.01.2013 and learning agreement: period of education in Instituto Politechnico De Beja – Portugal – 28.02.2013 till 28.06.2013 (Ms. Vasileva) – annex № OU 135/28.08.2013
- Order for a trip № MC 15/22.01.2013 for Ms Vasilieva
- Official Academic Record (info) from Instituto Politechnico De Beja dated 13.08.2013 for the examination results (marks) of Ms. Vasilieva
- Report from Mrs. Vasilieva for the results from her trip dated 15.08.2013
- Decision protocol from the selection Committee (CIUN Faculty (department)) dated 28.08.2013 – accepting the examination results (marks) of Ms. Vasilieva

### **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 explained the application of the requirements.

Reviewed records:

- List of education specialties – Bachelor’s degree – 18 specialties (in the University Intranet and at [www.bfu.bg](http://www.bfu.bg))
- List of education specialties – Master’s degree – 39 specialties (in the University Intranet and at [www.bfu.bg](http://www.bfu.bg))

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- Education plan for International Economic Relations (Bachelor's degree) – ending 2013 (in the University Intranet and at [www.bfu.bg](http://www.bfu.bg)) – Training program BA 101 – Macroeconomic – last update 28.06.2011, training program CM 313 – Business communication, training program – last update 25.02.2005, training program BA 105 Economical theories – last update 28.06.2011 etc. – all available in the University Intranet and at [www.bfu.bg](http://www.bfu.bg)
- Education plan for International Economic Relations (Master's degree) – ending 2013 (in the University Intranet and at [www.bfu.bg](http://www.bfu.bg)) – Training program BA 517 – European and other international management systems standards – last update 27.04.2012, training program BA 583 – Trans and multinational corporations and banks – last update 27.04.2012, training program BA 508 Financial strategies of the EU – last update 06.02.2011 etc. – all available in the University Intranet and at [www.bfu.bg](http://www.bfu.bg)
- (Weekly) schedules – e.g. (CUN) – Bachelor's degree (part time) – 3-rd semester – Public administration (16.09-02.10.2013) – available in the University Intranet and at [www.bfu.bg](http://www.bfu.bg)
- (Weekly) schedules – e.g. (CUN) – Bachelor's degree (part time) – 3-rd semester – Low (16.09-10.10.2013) – available in the University Intranet and at [www.bfu.bg](http://www.bfu.bg)
- Order № UMO 137/29.08.2013 – for administration punishment of students
- Order № UMO 73/21.02.2013 – for allowing of students to attend examination session (lost students wrights for less than 5 years)
- Order № 62/31.01.2013 of the Rector forbidding attendance of examinations of students who did not fulfilled the requirements for participation in the training process (full time students)

#### **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 five specialities: Low – master degree (full time and part time students) and Public administration – master degree (full time and part time students) and bachelor degree (full time and part time students), Tax administration – master degree (part time students), Custom's investigation and inquest – master degree (part time students) and Administration and management of the National security system – master degree (part time students)

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

Reviewed records:

- Education plan for Administration and management of the National security system – master degree (part time students) – ending 2013 (in the University Intranet and at [www.bfu.bg](http://www.bfu.bg)) – Training program AD 531 – Institutional and legal aspects of the security system – last update 26.03.2013, training program AD 533 – Security – Essence, structure, functions and main directions – last update 26.03.2013, training program AD 535 Intelligence and counter intelligence – last update 26.03.2013 etc. – all available in the University Intranet and at [www.bfu.bg](http://www.bfu.bg).
- Education plan for Custom's investigation and inquest – master degree (part time students) – ending 2013 (in the University Intranet and at [www.bfu.bg](http://www.bfu.bg)) – Training program AD 543 – Customs' administration – last update 26.03.2013, training program LW 577 – Tax procedure – last update 05.10.2012, training program AD 545 Crimes against the Customs' system etc. – all available in the University Intranet and at [www.bfu.bg](http://www.bfu.bg).
- Educational plan for specialty Custom's investigation and inquest № 405/02.07.2013
- Protocol № 17 dated 22.06.2012 including evaluation (attestation) of the lecturers (six persons)
- Protocol № 19 dated 30.11.2013 from conducted faculty management meeting
- Protocol № 21 dated 28.06.2013 from conducted faculty management meeting

#### **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. Mrs. Anastasova explained the application of the requirements. The requirements are generally followed and the records are available. There are 5 specialties (bachelors degree): Finance, Accounting, Marketing, Business administration and International Economic Relations and 13 specialties (masters degree): Finance, Accounting, Marketing, Business administration, Marketing and management in tourism business, International Economic Relations, Business project and entrepreneurship, Bank management, E-marketing, Management and development of human resources, Integrated Marketing

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communications, Customs control and clearance and Estate management

Reviewed records:

- Educational plan for "Business project and entrepreneurship" masters degree (full time students) – № 375/22.05.2012
- Educational plan for "Marketing and management in tourism business" masters degree (full time students) – № 374/22.05.2012
- Educational plan for "International Economic Relations" bachelor degree (full time students) – № 396/02.07.2013
- Educational plan for "International Economic Relations" bachelor degree (part time students) – № 397/02.07.2013
- Educational plan for "Finance" bachelor degree (full time students) – № 460/02.07.2013
- Educational plan for "Accounting" bachelor degree (full time students) – № 461/ 02.07.2013
- Educational plan for "Marketing" bachelor degree (full time students) – № 463/ 02.07.2013
- Educational plan for "Business administration" bachelor degree – (full time students) – № 464/ 02.07.2013
- Protocol № 13/28.06.2013 for Council of CIUN
- Report for the activities in CIUN during 2012-2013
- Filled analysis of enquiry cards from evaluation of students of lecture Mrs. Kuneva for 2009/2010 and 2011/2012 dated 22.01.2013
- Attestation card of Chief Assistant Mrs. Kuneva – 28.06.2013
- Order № 58/31.01.2013 of the Rector forbidding attendance of examinations of students who did not fulfilled the requirements for participation in the training process (full time students)
- Order № 63/31.01.2013 of the Rector forbidding attendance of examinations of students who did not fulfilled the requirements for participation in the training process (full time students)

## 7. Nonconformities / Несъответствия

<b>NonConformity</b>	N° of	<input type="checkbox"/> Major	<input type="checkbox"/> Minor
<b>Несъответствие</b>		<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>			

- Client Proposed Action to Address Minor Non-Conformances Raised at this Audit: / Предложени от клиента действия за отстраняване на второстепенните несъответствия от настоящия одит:

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.*

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- 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 – **No CARs raised during this surveillance 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.*
- Appropriate immediate action taken in response to each non-conformance as required. / **Подходящи незабавни действия, предприети в отговор на всяко несъответствие**

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. За ресертификационни одити посочените срокове могат да бъдат съкратени, за да бъде възможно ресертификационния процес да приключи преди изтичането на валидния сертификат.*

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:

Би трябвало да има хронологично съответствие (дати на издаване) между заповед № МС-8 от 01.10.2012 за определяне на комисии и одобренията в критерии за избор на студенти от ЦИУН за участие в Програма Еразъм от 28.09.2012

Би трябвало да има съответствие между ОД 07.01-04 и използваното приложение 1 към Правилника за работа в Университетската библиотека.

Би трябвало винаги да се попълват датите на връщане в читателските карти – например за г-н Д. Добрев.

Би трябвало за вътрешните проверки на термохигрометрите да се определи максималното допустимото отклонение на на t° и RH на проверяваните с еталонния термохигрометър.

### Opportunity for Improvement / Възможност за Подобрене:

Би било удачно да се ревизира ОД 07.01-02 Списък на одобренията доставчици за да се прецизира необходимостта от колона „Продукт (услуга), за които е одобрен”

Би било удачно в Учебна програма ВА 517 „Европейски и международни стандарти за качество” да се упоменават актуални станарти (ISO 9001:2000 цитиран в т. Б „Семинарни занятия” (под точка 3) отдавна не е в сила)

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Please submit your opinion for this audit on / Моля изразете мнението си за този одит на:

**MAIN audit:** <http://www.zoomerang.com/Survey/WEB227K2LQTFUN>

**SURVEILLANCE audit:** <http://www.zoomerang.com/Survey/WEB227Q8EVYPLS>

9. Opening and Closing Meeting Attendance Record / Списък с присъстващи на откриваща и закриваща срещи

Name / Име	Position / Длъжност	Opening Отриване	Closing Закриване
Galya Hristozova	Vice- rector (research activities) – MR	Yes	Yes
Vasil Yankov	Rector	Yes	Yes
Darina Dimitrova	Chief of UO department	Yes	Yes
Lina Anastasova	Deputy dean of CIUN Faculty (department)	Yes	Yes
Neli Prodanova	Head of TRZ & KR	Yes	Yes
Elka Mavrodieva	Head of Information service department	Yes	Yes
Diana Adamova	Head of University Library	Yes	Yes
Valya Pavlova	International cooperation department	Yes	Yes
Radostin Dolchinkov	Assistant rector (administrative director)	Yes	Yes
Svetla Hadzhieva	Quality department	Yes	Yes
Galina Kaltscheva	Quality department	Yes	Yes