



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

<b>Organization:</b> Организация:	Burgas Free University Бургаски Свободен Университет				
<b>Address:</b> Адрес:	62, San Stefano Str, ул.Сан Стефано 62, Burgas, 8000				
<b>Standard(s):</b> Стандарт(и):	ISO 9001:2008	<b>Accreditation Body(s):</b> Акредитиращ орган:	UKAS		
<b>Representative:</b> Представител:	Evelina Dineva Доц. Евелина Динева				
<b>Site(s) audited:</b> Одитиран(и) обект(и):			<b>Date(s) of audit(s):</b> Дата(и) на одита:	1/9/2014 9:00:00 AM 2/9/2014 5:00:00 PM	
<b>EAC Code:</b> EAC Код:	37	<b>NACE Code:</b> NACE Код:	80.30, 80.42	<b>Technical Area code:</b>	37.2, 37.3
<b>Effective No. of Personnel:</b> Ефективен брой персонал:	168		<b>No. of Shifts:</b> Брой смени:	1	
<b>Lead auditor:</b> Водещ одитор:	Valentin VICHEV		<b>Additional team member(s):</b> Допълнителни членове на одиторския екип:	Grozdan Krustev	
<b>Additional Attendees and Roles</b> Допълнителни участници и функции					
<p><b>This report is confidential and distribution is limited to the audit team, client representative and the SGS office.</b> Този доклад е поверителен и разпространението му е ограничено до членовете на екипа, клиента и офиса на SGS.</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.

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## 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**

**Обучение на студенти за придобиване на бакалавърска, магистърска и докторска степен; научноизследователска дейност; международно сътрудничество в областта на висшето образование; квалификационна дейност**

**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.

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. (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)*

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- 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. Използваните 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 Да  No 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 Да  No 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 Да  No Не

*Организацията е поставила ключови цели и задачи за изпълнение, следи за тяхното 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 / Съвръзани с резултатите от предходен одит:

.....There are no non-conformity from last audit

**Relating to this Audit, including any significant changes (eg: to key personnel, client activities, management system, level of integration, etc.);/**

*Съвръзани с настоящия одит, включително всякакви значителни промени (напр. основен персонал, дейност на фирмата, система за управление, степен на интегрираност и т.н.):*

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

Prof. Hristozova, Prof. Baltov, Mrs.Dineva explained the application of the rules. The rules and responsibilities are defined in QM and Rules for activity in BFU.

Reviewed records:

Protocol – meeting of academic council – 27.06.2014

Management review report from the management representative dated 26.06.2014;

Report for results of last SGS surveillance audit – 2013

Report for decision from last management review –

Report for the control of MME dated 24.08.2014

Report for maintenance of equipment dated 25.08.2014

Report for completion of the annual quality plan - 2014

Report for meeting of academic council – 2013/2014 – protocols 5/18.10.2013, 6/22/11/2013, 1/17.2014, 2/28.0214, 3/7.03/14, 4/9.05.14, 5/27.06.14

Report for realization of training plan - 2013

Order for team of QMS – 50/15.04.2014

Protocol of meeting of time of QMS – 26.08.14

Protocol of meeting of time of QMS – 15.06.14

Report for the customer feedback for 2013/2014 academic year

Quality objectives 2014

Training plan 2014

OD NK. 01-01 – Quality policy – dated 10.06.2010 – reviewed, but not change

Quality plan and Quality objectives for 2013 – reporting of implementation of target on management review 26.06.2014

**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 - internal audit and DP 08.03. Mrs.Dineva explained the application of the rules. There are 9 trained internal auditors

Reviewed records:

OD 08.01-01 Internal audit schedule for 2014 – approved on 18.10.2013

OD 08.01-01 Internal audit schedule for 2013 – approved on 05.10.2012

OD 08.01-02 Audit program – 30.01.2014 (CUN) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 30.01.2014 (report from internal audit )

OD 08.01-02 Audit program – 19.02.2014 (CIUN) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 19.02.2014

OD 08.01-02 Audit program – 25.03.2014 (Library) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 25.03.2014

OD 08.01-02 Audit program – 27.05.2014 (CHN) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 27.05.2014

OD 08.01-02 Audit program – 23.06.2014 (Administrative director) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 23.06.2014

OD 08.01-02 Audit program – 15.11.2013 (management ) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 15.11.2013

OD 08.01-02 Audit program – 15.04.2014 (NID HR ) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 15.04.2014

OD 08.01-03 Internal audits summary report dated 25.06.2014

Report on quality of education work of the lecturers in BFU for 2013

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OD 08.03-01 Corrective/preventive action request

There are no registered corrective and preventive action for last year

There are no registered customer claims for last year

**Quality management system planning. Control of documents and records**

Quality policy and Quality objectives are established in QM and are communicated in “Mission” on Website of BFU (www.bfu.bg).

Rules for the control of documents and records are defined in DP 04.01 – Control of documents, DP 04.02 – Control of records, Rules for activity in BFU.. Mrs. Dineva explained the application of the requirements.

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

Reviewed records:

OD 04.01– 01 – List of subscribers of QM and QMS procedures – last update – 07.04.2014

OD 04.01– 03 – Registration lists for change of QMS documents

OD 04.01– 02 – distribution of documents – 07.04.2014

OD 04.01 – 04 – Preposition for change of QMS documents – dated 23.06.2014

OD 04.01 – 05 – Register of changes in QMS documentation – last records dated 23.06.2014

List of University’s manuals, Internal rules and instructions

OD 04.0-02 – Register of quality records – last update 11.06.2010

**Information service department**

The rules and responsibilities for this activity are defined in QM, DP 04.01 Control of records, 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:

Excel file: Register of computer techniques – 28.05.2013

Excel file: Register for new techniques

Excel file: Register of installed software by computers – 01.09.2014

Excel file List of IP address and user with access rights -

Excel file Register with e-mail address 01.09.2014

Contract No D01-4305/09.08.2013 – for Microsoft license

NOD32 antivirus programs

Software AB used in library

APIS – 09.12.2013 for 1 year

WI-FI

Hardware is maintenance from

Certificate compliant with request of ITmark Appraisal Method v2.0 – ITM13005\_E01 – 09.2013

Filled OD 06 02-01 Register with computer techniques with internal number – 26.08.2014

**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:

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General Report from the evaluation by the students who has graduated the University in 2010 concerning their attitude and evaluation of the University and their realization in the professions – 05.2013.

General Report from the evaluation by the students who has graduated the University in 2013

General Report from the evaluation by the students who are graduating the University in May and December 2013 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 2013

Filled enquiry cards from evaluation of students (of lectures – G.Nikolova, Kr.Koev and Associated Prof.. Lazarova ) winter term of 2013/2014

Summery report for evaluation of students of lectures 2013/2014

Inquiry for feedback of candidates students 2014

General Report from the evaluation of the students satisfaction from the administrative conditions in the University for 2012/2013

General report for realization of students 2010 – 05.2013

General report for feedback students

### **Human resources department (TRZ & KR)**

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

Reviewed records

Filled OD 06.10-04 – inquiry for training for 10.10.2013 – rectorate

Filled OD 06.10-04 – inquiry for training for 10.10.2013 – administration

Filled OD 06.01-05 – annual plan for training for 2014

Protocol of training – 16.01.2014

Personal file of Prof. Kolev – certificate Professor – 3/27.03.12, Job description 20.02.12, Labour contract – annex 30.08.13

Personal file of Senior assistant Mr. Filipov – , Labour contract – annex 28.02.2014, Valuation cart – 20.09.2013, Job description 16.06.2011, Diploma 054507 – magister English philology, ,

Personal file of Associated Prof. Nikolova – certificate 26500/12.08.2010 – associated professor , Certificate 30096 / 27.12.2005 – doctor, Labour contract – annex 30.05.2014, Job description 23.06.2011, Diploma 116048 /1991 – magister mathematics and informatics

Personal file of Prof. Baltov – vice rector – certificate 011/12.03.2014 – professor, Certificate 30096 / 27.12.2005 – doctor, Labour contract – annex 07.03.2014, Job description 10.03.2014- vice rector, Job description 22.01.2014 – Professor, certificate 25871/30.09.2010 – associated professor, Diploma 001177 /1994 – magister economics, Certificate 27169 / 02.05.2001 – doctor,

### **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. Iudov 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

Report for the carried out maintenance of equipment - 2013

Protocol for control of lightings – 3961/01.04.14

Plan for control of work environment - 2014

Protocol for control of safety electric equipment – 3960/01.04.14

Protocol for control of grounding – 3954/01.04.14

Lists of suppliers – OD 07.01-02 – last updates dated 20.06.2014

Proposal for participation in auction of computer technique - 26.03.2014

Comparison table for evaluation and choice of suppliers

Protocol for choice of supplier for above tender - 16.06.2014

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Application 7 to QM – list of MME

Plan for control of MMD – 2014

Check protocol № 52 for valve 11.07.2014 – 031213CE1115

Check protocol № 54 for valve 11.07.2014 – 120513CE1115

Check protocol № 55 for valve 11.07.2014 – 280809CE1115

Contract for borrow of thermo hygrometer – 26.03.2014 – Veber 2002

Certificate for calibration of thermo hygrometer – 7901/11.07.2013

Check protocol (internal check) of thermo hygrometers – 19.06.2014

List of equipment

Plans for maintenance of equipment - 2014

Plans for maintenance of cars - 2014

Report for conducted activities – repair activities – 2013

Plans for maintenance of equipment - 2013

Plan for maintenance of ventilation system – 2014

Filled OD 07.01-01 – Inquiries for purchase

Protocol for lack of non-conformity product from incoming control

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. Necheva dated 30.05.2014

OD 07.01-04 Request for buying new books from Mrs. Avrejski dated 03.04.2014

OD 07.01-04 Request for buying new books from Mrs. Adamova dated 09.05.2014

Report for satisfaction of the students of library – May 2014

Request Note for books in library - student Mr. Marinov dated 02.09.2014

Request Note for books in library - student Mrs. Papazova dated 02.09.2014

Request Note for books in library - student Mrs. Savova dated 02.09.2014

Cards of a reader (lecturer – Mr. Luizov) – registration on 14.12.2011

Card of a reader (student – Mrs. Stefanova) – registration on 24.09.2012

Card of a reader (student – Mrs. Dimova) – registration on 15.03.2013

Card of a reader (student – Mrs. Racheva) – registration on 02.10.2012

Inventory book for books

### **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 Mrs. D. Dineva explain the application of rules.

Academic Calendar for 2014/2015 in the website of the University

List of education specialty in the website of the University

Education plan with programs for direction for 2013/2014 in the website of the University

Education time-schedule for 2014

Weekly schedule

Order 77/13.03.2014 for establishment of a committee for organizing and supervising of entrance exams in 2014

Decision of the Academic Council establishing the Commission on Student Affairs dated 07.03.2014

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## **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:

Contract D17/31.07.2012 with Kazakh National University for cooperation - Conducted training in „Social Synergy and Self-knowledge: Psychological Aspects of Development, Crisis Intervention and Inclusive Education”

Filled application form – ERAZAM /dated: 27.02.2014 - for period 2013/2014

Bilateral agreement for the Academic Year 2013/2014: Socrates Programme: Higher education (Erasmus) with Polytechnic Institute of Beja, Portugal – Student mobility: 2 students in Business and Administration

Bilateral agreement for the Academic Year 2013/2014: Socrates Programme: Higher education (Erasmus) with University of Economic and Management, Prague - Student and teachers mobility: 1 student in Business Studies and Management Sciences

System for evaluation of the conducted trainings in Program ERAZAM 93-00-129/30.10.2009

Card for evaluation of the conducted trainings in Program ERAZAM - anonymous

Analyze of the evaluation of the conducted trainings in Program ERAZAM for 2012/2013

Contract No 2013-ERA-MOB-5 for financial support for students mobility program ERAZAM program "Lifelong Learning"

Order MC-75/10.03.2014 for establishment of a committee for organizing and supervising the implementation of commitments under the program "Erasmus" for 2013/2014

Order MC-5/08.10.2013 for preparation of faculty committees for selection of candidates for student mobility under program ERAZAM

Criteria for selection of candidates under the program ERAZAM for 2013/2014 dated 09.10.2013

Request dated 08.11.2013 from Mrs. Monika Georgieva for participation in training under program ERAZAM

Protocol from meeting for discussion of applications for training under program ERAZAM dated 08.11.2013

Contract for students mobility No OU6/15.01.2014 in Polytechnic Institute of Beja, Portugal and learning agreement: period of education - 28.02.2014 till 28.06.2014 (Ms. Monica Georgieva)

Contract for teachers' mobility No OU-01/14.01.2009 in Polytechnic Institute of Beja, Portugal and teaching agreement: period of teaching - 21.10.2013 till 29.10.2013 (Ms. Lina Atanasova)

## **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 26.03.2013, Rules for admission of students for 2014-2015 year. Internal rules for the Archiving the documents and records.

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

Reviewed records:

Reviewed Education plans for bachelor degree: Public Relation and for master degree in “Child adolescent psychology” and Catalogue for the alternative courses No 363/12.04.2013

Education programs

Filled Register of issued diplomas- reviewed Velizar Todorov- 11326017 – master degree in Communications and Electronics in renewable energy sources

Students personal file for Mrs. Elisaveta Asenova, form for registration of students No 104211024, diploma of

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high school No 696-89/01.07.1998, Bills for payment taxes; Application for choice of alternative training courses for 2013/2014, academic transcript dated 07.05.2014

Students personal file for Mrs.Milena Stantcheva, form for registration of students No 12421032, diploma of high school 615/18.10.1991, Bills for payment taxes

Filled application form No297/21.07.2014 and registration form No297/100/27.08.2014 of Mrs.Fatme Iliaz in Low Faculty

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) reg. No 1420046113, 1420046114, 1420046115, 1420046116, 1420046117, 1420046118

Protocol for wasted blank Diplomas dated 14.01.2014

Electronic register of students

Protocol of examination - 27.06.2014 ( Velislav Vasilev No 11113102)

General register book " Low" – records for Velislav Vasilev No 11113102, recorded a valuation from Protocol of examination - 27.06.2014

Students personal file for Mr.Velislav Vasilev, form for registration of students No 11113102, diploma of high school 7465-072/07.06.2011, Bills for payment taxes, Application for choice of alternative training courses for 2014/2015

**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 6 specialty: Finance, Accounting, Marketing and Business administration, MIO and Economic and marketing of tourism

Reviewed records:

Training program CS 102 – WEB Technology and Applications

Training program PS 101 – Psychology

Training program BA 101 – Macro Economy

Training program BA 102 – Micro Economy

Training program BA 105 – Economic theories

Training program BA 333 – Communication Policy

Educational plan for "Finance" – approved (updated) with solution of academic counsel with protocol No 4/26.08.2013

Educational plan for "Accounting – approved (updated) with solution of academic counsel with protocol No 4/28.06.2013

Educational plan for "Marketing" – approved (updated) with solution of academic counsel with protocol No 4/28.06.2013

Educational plan for "Business administration" – approved (updated) with solution of academic counsel with protocol No 6/05.10.2012

Educational plan for "MIO" – approved (updated) with solution of academic counsel with protocol No 4/28.06.2013

Educational plan for "Economic and marketing of tourism" – approved with solution of academic counsel with protocol No 1/17.01.2014

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Catalogue of the alternative courses – approved (updated) with solution of academic counsel with protocol No 4/28.06.2013

Protocol № 3/ 26.06.2014 for Council of CIUN

Protocol № 2/ 24.03.2014 for Council of CIUN

Attestation card of Doc.Dr. Dimov – 24.03.2014

Report note from Mrs. Dimitrova breach of requirements of endorsement from student Mrs. Lesova – order № 114/25.06.2014 for dismissing of Mrs.Dimitrova for 1 year

### **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 and 5 master programs.

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

Reviewed records:

Educational plan for master program “Administration and management of insurance and commercial activities with cultural values”- approved with solution of academic counsel with protocol No 4/31.10.2008

Educational plan for specialty „Low” - approved (updated) with solution of academic counsel with protocol No 3/01.07.2011

Catalogue with alternative courses for specialty “Low” ”- approved with solution of academic counsel with protocol No 1/11.01.2013.

Educational plan for master program „Administration and management of collector activity” - approved with solution of academic counsel with protocol No 1/09.05.2014

Summarised evaluation (by the students) of lecturer (Associated professor S.Tasev and Doc. Sv.Margaritova) for the year 2012/2013

Protocol № 3 dated 27.06.2014 from conducted faculty management meeting

Protocol № 2 dated 09.05.2014 from conducted faculty management meeting

Order LS-52/20.01.2014 for selection committee for attestation of Mrs. Slavka Dimitrova

Attestation card of Chief Assistant Mrs. Slavka Dimitrova – 06.02.2014

Order LS-80/18.03.2014 for selection committee for attestation of Mrs. Mila Ivanova

Attestation card of Chief Assistant Mrs. Mila Ivanova – 06.02.2014

Test reports in Civil Procedure Law dated 13.07.2014

Order UMO 142/02.03.2010 for dismissing for 1 year of students Mrs. Peeva, Mrs.Gentcheva, Mrs.Petrova, Mr.Kostitch, Mrs. Dimitrova, Mr.Iarumov for cheating

Application of Mr. Iarumov for recovery of student rights dated 05.10.2010

### **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. Aleksieva 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 – Public relations - approved (updated) with solution of academic counsel with protocol No 5/27.06.2014

Filled educational plan – social activities - approved with solution of academic counsel with protocol No 5/27.06.2014

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Filled educational plan – Journalism - approved (updated) with solution of academic counsel with protocol No 5/27.06.2014

Filled educational plan – Психология - approved with solution of academic counsel with protocol No 5/27.06.2014

Filled educational plan – Public communications and social psychology - approved with solution of academic counsel with protocol No 5/27.06.2014

Catalogue with the alternative courses for the subject social activities - approved with solution of academic counsel with protocol No 5/27.06.2014

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 Doc. Lazarova, Doc Cirkova, Doc. Bakratcheva, Mrs. Mineva, Doc. Baltadjieva, Doc Bostandjiev) for the year 2013/20014

Protocol № 3 dated 24.06.2014 from conducted faculty management meeting

Protocol № 2 dated 08.05.2014 from conducted faculty management meeting

Attestation card of Doc.Dr. Pepa Miteva – 07.10.2013

Report for activity of CHN for 2013

Report for Scientific research in CHN for 2013 dated 30.01.2014

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

Reviewed records:

Plan for the meetings of the management of the faculty for 2014

Educational plan for “Software engendering” – approved (updated) with solution of academic counsel with protocol No 5/27.06.2014

Educational plan for “Informatics and computer sciences” – approved (updated) with solution of academic counsel with protocol No 5/27.06.2014

Educational plan for “Engineer in Communication” – approved (updated) with solution of academic counsel with protocol No 2/28.06.2014

Catalogue of the alternative courses – last updated 27.06.2014

Educational plan for “Communication techniques and technology” - approved (updated) with solution of academic counsel with protocol No 2/28.06.2014

Catalogue of the alternative courses – last updated 26.03.2010

Training program EN 104 – Electrotechnique and Electronic - last update 11.11.2011

Training program CS 201 – Theory of Algorithms - last update 11.11.2011

Training program CS 201 – Office applications - last update 11.11.2011

Training program EN 103 – technical and computer documentation – last update 11.11.2011

Summarised evaluation (by the students) of lecturer (Associated Mr. Dimitrov, Mr. Angelov and Mr.Jelev) for the year 2013/2014

Protocol № 4 dated 25.06.2014 from conducted faculty management meeting

Protocol № 3 dated 10.06.2014 from conducted faculty management meeting

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## 7. Nonconformities / Несъответствия

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

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

- There are no non-conformity from this audit

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 **including a cause analysis**, 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, **включително анализ на причините**, 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 **including a cause analysis**, 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, **включително анализ на причините**, 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 **including a cause analysis**, 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, **включително анализ на причините**, трябва да бъдат документирани в план за действие и да бъдат изпратени за преглед от одитора от SGS в рамките на 90 дни. В случай, че одиторът от SGS одобри коригиращите действия, изпълнението им ще бъде проверено по време на следващия планиран одит.

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- Corrective Actions to address identified minor non-conformities **including a cause analysis**, 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, **включително анализ на причините**, 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 **cause analysis** and immediate **corrective and preventative** action taken in response to each non-conformance as required.  
*Подходящ **анализ на причините** и незабавни **коригиращи и превантивни** 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:

Много добре направен анализ на проучването на мненията на студенти – при постъпване, по време на обучението, при завършване, след завършване и реализация.

Много добре направен преглед от ръководството.

Много висока оценка на дейността на библиотеката от студентите.

Opportunity for Improvement / Възможност за Подобрене:

Добре би било Списъкът на действащите правилници, вътрешни правила и инструкции да се актуализира.

Добре би било по-ясно да се определят отговорностите и прегледа на приложимите външни нормативни документи за тяхната актуалност.

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	Rector	Yes	Yes
Milen Baltov	Vice - rector	Yes	Yes
Evelina Dineva	Vice - rector – MR		
Maria Aleksieva	Dean CHN	Yes	Yes

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Darina Dimitrova	Chief of UO department	Yes	Yes
Lina Anastasova	Deputy dean of CIUN Faculty (department)	Yes	Yes
Dimitar Iudov	Administration director	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	Dean CIUN	Yes	Yes
Svetla Hadzhieva	Quality department	Yes	Yes
Galina Kaltscheva	Quality department	Yes	Yes

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