



**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:	Mrs. 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:	02.09.2015	
<b>EAC Code:</b> EAC Код:	34.1, 37	<b>NACE Code:</b> NACE Код:	73, 73.1, 73.10, 73.2, 73.20, 80.30, 80.42	<b>Technical Area code:</b>	34.1, 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:	Grozdan KRASTEV		<b>Additional team member(s):</b> Допълнителни членове на одиторския екип:	Emilia KOSTADINOVA, George KONSTANTINOV, Yanna PETROVA	
<b>Additional Attendees and Roles</b> Допълнителни участници и функции					
<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.					

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; scientific 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 сертификацията, в резултат от проведеня 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*

*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*

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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. 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 / Свързани 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.);/
- Свързани с настоящия одит, включително всякакви значителни промени (напр. основен

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*персонал, дейност на фирмата, система за управление, степен на интегрираност и т.н.):*

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

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

Appendix 4 Organisation Structure dated 11.06.2010

Reviewed records:

Protocol – meeting of academic council – 07.10.2014

Protocol – meeting of academic council – 26.06.2015

Management review report from the management representative dated 07.10.2014;

Management review report from the management representative dated 26.06.2015;

Report for results of last SGS recertification audit conducted on 01-02.09.2014

Report for decision from last management review – 26.06.2014

Report for the control of MMD dated 10.06.2015

Report for maintenance of equipment dated 10.06.2015

Report for completion of the annual quality plan – 2014

Report for claims to suppliers dated 10.06.2015

OD 08.01-03 Internal audits summary report dated 25.06.2015

Report for meeting of academic council – 2014/2015 – protocols 6/07.10.2014, 7/21.11.2014, 1/31.01.2015, 2/31.03.2015, 3/22.05.2015, 4/26.06.2015

Report for realization of training plan - 2014

Order for team of QMS – 50/15.04.2014

Protocol of meeting of team of QMS – 02.06.2015

Protocol of meeting of team of QMS – 10.03.2015

Report for the customer feedback for 2014/2015 academic year

Quality objectives 2014-2015

Training plan 2015

OD 08.01-01 Internal audit schedule for 2015

Plan for repair, maintenance and sanitation of University for 2015

Plan for repair and maintenance of machines and equipment of heating and ventilation system for 2015

List of MMD dated 18.08.2015

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

Quality plan and Quality objectives for 2014-2015 – reporting of implementation of target on management review 26.06.2015

**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 2015

OD 08.01-01 Internal audit schedule for 2014

OD 08.01-02 Audit program – 30.01.2015 (CIUN) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 30.01.2015 (report from internal audit )

OD 08.01-02 Audit program – 20.02.2015 (International Cooperation Department) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 20.02.2015

OD 08.01-02 Audit program – 23.03.2015 (Administrative director, Head of EMD) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 23.03.2015

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OD 08.01-02 Audit program – 27.04.2015 (CHN) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 27.04.2015

OD 08.01-02 Audit program – 28.05.2015 (Management Representative) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 28.05.2015

OD 08.01-02 Audit program – 11.06.2015 (CITN) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 11.06.2015

OD 08.01-02 Audit program – 21.10.2014 (Team of QMS) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 21.10.2014

OD 08.01-02 Audit program – 26.11.2014 (CITN) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 26.11.2014

OD 08.01-02 Audit program – 16.12.2014 (Information Service Department) – OD 08.01-03 Report concerning the corrective actions after internal audit of department – 16.12.2014

OD 08.01-03 Internal audits summary report dated 25.06.2015

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” and “Quality Management” on Website of BFU ([www.bfu.bg](http://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. The BFU has subscription for APIS with software for automatically updated of modification of current legislation. The BFU has subscription for State newspaper

Appendix 3 List of Documented Procedures dated 11.06.2010

Appendix 9 List of actual University’s manuals, Internal rules, instructions and external documents

Reviewed records:

Order №RD-61/08.06.2015 for assignation of responsible person for updating of actual University’s manuals, Internal rules, instructions and external documents

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

OD 04.01–02 – Distribution of documents – 07.04.2014

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

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

OD 04.02–02 – Register of quality records – last update 11.06.2010

### **Quality department**

Rules are defined in Quality manual ver.03/11.06.2010, p. 8.2.3, DP 08.03, and 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:

SOPKO (System for evaluation and maintenance of quality of education), issued with No. 93-00-255/26.06.2015

General Report - Evaluation by the students of the quality of education Y2014/2015, their attitude and evaluation of the University – 05.2013, based on personal evaluation by teacher and discipline.

Checked evaluation for Mr. Dimitar Hadjirachev – senior teacher, “Law”

Checked evaluation for Mr. Pencho Ivanov – assisting professor, “Marketing”

Checked evaluation for Mrs. Gergana Kirova – professor, Language education

General Report from the evaluation by the candidate students, Y01-06/2015

General Report from the evaluation by the students who are graduating the University in May and December 2014 concerning their evaluation of the University and their realization in the professions

Filled enquiry cards from evaluation of students (of lectures – D.Binev, Yordanka Nikolova and Associated Prof. Kalina Lukova) winter term of 2014/2015

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General Report from the evaluation of the students' satisfaction from the administrative conditions in the University for 2013/2014

General report for realization of students graduated Y2011, prepared 08/2015

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

The rules are defined in DP 06.01/ver.03/11.06.2010 and Manual for organization of labour in BFU issued with No. 93-00-67a/13.06.2011. 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 issued from Mrs. Hristozova - Rector 29.09.2014

Filled OD 06.10-04 – inquiry for training from administrative director 24.09.2014

Filled OD 06.01-05 – annual plan for training for 2015, 07.10.2014

Personal file of Associate Professor Doc. Mrs. Evelina Dineva – Vise rector - labor contract – annex 28.02.2014, OD 06.01-07 Protocol from training for internal auditor, 25.11.2013, Job description 10.03.2014, Diploma 093393/1979 – mathematics, Diploma No.23617/23.05.1995 for candidate of science in pedagogy;

Personal file of Associate Professor Doc. Mrs. Itzka Derijan – Evaluation card from 11/2010 and Information letter for upcoming evaluation of Mrs. Itzka Derijan in 11/2015, Certificate 30096 / 27.12.2005 – doctor, Labour contract – annex 30.09.2014, Job description 24.06.2011, Diploma 014775/06.1980 – Pedagogy for preschool teachers, Diploma No. 24944/28.08.1997 for Doctor and Certificate 21032/21.01.2002 for Academic title Professor – Methodology of education (Technology of social work with children)

Personal file of Associate Professor Doc. Mrs. Pepa Miteva – Certificate 25272/29.12.2008 for Academic title Professor – Theory of education and didactics (Basics and methods in social work), Labour contract – annex 30.12.2014, Job description 10.06.2009, Job description 22.01.2014, Diploma 30220/06.02.2006 for Doctor in Theory of Education and didactics

## **Library**

The rules are defined in the Internal rules – for work in library and for customer relations in the library. Mrs. D. 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. Neikova dated 18.03.2015

OD 07.01-04 Request for buying new books from Prof. Guneva dated 23.03.2015

OD 07.01-04 Request for buying new books from Mrs. Adamova dated 26.06.2015

Report for satisfaction of the students of library – May 2015

List of available books in electronic view is communicated in “University Library” on Website of BFU ([www.bfu.bg](http://www.bfu.bg)).

Proposal for subscription to periodical press №93-00-142/24.11.2014

Library loan note of Mrs. Mariana Panaiotova dated 02.09.2015

Library loan note of Mrs. Teodora Peneva dated 02.09.2015

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

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

Inventory book for books 2015

Book for activity in library fund dated last record 31.08.2015

## **Planning of the education process- Mrs. Evelina Dineva Vice-rector. Education activities**

Rules are defined in Quality manual ver.03/11.06.2010, p. 7.1.3, Rules for application of students in Burgas Free University and Rules for organization of education process, Mrs. D. Dineva explain the application of rules. All Rules and Regulations are available on website.

Rules for Admission of candidate Students Y2015/2016, No.93-00-244/18.05.2015

Rules for organization of education process, approved 28.06.2013

Academic Calendar for 2015/2016 in the website of the University

Checked accreditation letter No. 809/24.07.2015 from NAAA (National Agency for assessment and accreditation) implementing of new educational training/specialty - Preschool and Primary School Education

List of education specialty in the website of the University

Education plan with programs for 2015/2016 in the website of the University

Education time-schedule for 2015/2016

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Plan-program for preparation and conduct of campaign of candidate students Y2015/2016, approved with protocol 7/21.11.2014

Examination schedule posted in website, checked examination plan for Aug-Sep/2015

Checked file from examination of candidate-students on 16.08.2015, subject: Bulgarian language, available Protocol with list of candidates, 16.08.2015; Protocol for results from examination, 17.08.2015; Protocol from decoding of written examination materials, 17.08.2015 and Protocol form examination theme pick up, 16.08.2015

Rules for organization of activities of Students' Commission, approved with protocol No.2/13.03.2015 issued with No. 93-00-2015/20.03.2015

### **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 28.06.2013, Rules for admission of students for 2015/2016 year. Internal rules for creating, usage and maintenance of university archive, issued with No. 93-00-1125/19.11.2003.

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

Reviewed records:

Reviewed Education plans for master degree: Preschool and Primary School Education and social consulting and psychology;

Education programs

Filled Register of issued diplomas - reviewed Mr. Kostadin Dikov - 1510246470 – master degree in Duties and taxes administration, and Mrs. Raina Koseva Dimitrova – 1540966986 – master degree in social consulting and psychology;

Students personal file for Mr. Raim Mehmed, form for registration of students No 475/304, diploma of high school No 026444-16310-50/18.06.2012, Bill for tax payment;

Students personal file for Mr. Mustafa Mustafafov, form for registration of students No 14311011, diploma of high school 069028/4514-40/12.06.2014, Bill for tax payment

Students personal file for Mrs.Mariana Valcheva, form for registration of students No 9370/417, Confirmation 1106552044/02.07.2015 for master degree in psychology, Bill for tax payment

Education plans and Catalogue for the alternative courses

Order for receiving of blanks for Diplomas (valuable documents), reg. No 1520146900, 1520146901, 1520146902, 1520146903, 1520146904, 1520146905

Protocol issued with No.93-00-174/14.01.2015 for wasted blank Diplomas dated 13.01.2015

Electronic register of students, checked Mrs. Albena Ganeva No 13421005

General register book "Humanities" No.13421001/15.11.2013 – records for Mrs. Evgenia Miltenova No 13421016, recorded a valuation from Protocols of examination - 25.10.2014, 15.02.2015, 12.06.2015

General register book "Humanities" No.13421001/15.11.2013 – records for Mrs. Albena Ganeva No 13421005, recorded a valuation from Protocols of examination - 25.10.2014, 15.02.2015

### **Dean of CHN Faculty (department)**

Rules are defined in Quality manual ver.03/11.06.2010, p. 7.1.4, 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 five bachelor disciplines taught in the department. The requirements are generally followed and the records are available.

Reviewed records:

Filled educational plan Bachelor degree – Journalism - approved (updated) with solution of academic counsel with protocol No 3/22.05.2015

Filled educational plan – Public relations - approved with solution of academic counsel with protocol No 3/22.05.2015

Filled educational plan – Psychology - approved (updated) with solution of academic counsel with protocol No 3/22.05.2015

Filled educational plan – Public communications and social psychology - approved with solution of academic counsel with protocol No 3/22.05.2015

Filled educational plan – Social activities and consulting - approved with solution of academic counsel with protocol No 3/22.05.2015

Catalogue with the alternative courses for the subject Psychology - approved with solution of academic counsel with protocol No 8/18.03.2015

Catalogue with the alternative courses for the subject Preschool and Primary school - approved with solution

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of academic counsel with protocol No 9/19.05.2015  
 Education program for discipline: Theory of education, approved with protocol 7/27.01.2015  
 Education program for discipline: History of pedagogy and Bulgarian education, approved with protocol 7/27.01.2015  
 Summarised evaluation (by the students) of the lecturers and the quality of the educational process (for year 2014/2015)  
 Reports by lecturers for evaluation of their performance (by the students), checked information for Professor Rumen Valchev, Associate Professor Diana Tzirkova, and for the year 2014/20015  
 Plan for science-research activities in CHN for Y2015, 01/2015  
 Report for activity of CHN for 2014, approved with protocol No.8/18.03.2015  
 Report for Science-research activities in CHN for Y2014 dated 27.01.2015

## **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.

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

Reviewed records:

Documentation for accreditation for professional direction "Informatics and computer sciences" 12-00-327/13.07.2012

Documentation for accreditation of professional direction "Communication and computer techniques" 12-00-15/15.01.2015

Documentation for accreditation of professional direction "Electrical engineering and Electronic. Automatic." 12-00-84/14.02.2013

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

Educational plan for "Electrical technique and Electronic. Automatic" – approved with solution of academic counsel with protocol No 1/30.01.2015

Educational plan for "Software Engineering" – approved with solution of academic counsel with protocol No 5/27.06.2014

Training program CS 104 – Programming - last update 11.11.2011

Training program EN 210 – Program product for engineering solutions - last update 31.01.2014

Training program EN 209 – Electrical technique - last update 10.06.2014

Training program EN 371 – Electrical apparatus - last update 10.06.2014

Catalogue of the alternative courses – last updated 27.06.2014

Summarised evaluation (by the students) of lecturer (Associated Mr. Dimitrov, Mr. Angelov, Mr. Seimenliiski, Mr.Lazarov, Mrs. Orozova and Mr.Jelev) for the year 2014/2015

Protocol № 10 dated 25.06.2015 from conducted faculty management meeting

Protocol № 9 dated 20.05.2015 from conducted faculty management meeting

Protocol № 8 dated 09.03.2015 from conducted faculty management meeting

Protocol № 7 dated 28.01.2015 from conducted faculty management meeting

## 7. Nonconformities / Несъответствия

**NonConformity**

N° of

Major

Minor

**Несъответствие**

*Критично*

*Второстепенно*

Department / Function:

Standard Ref.:

*Отдел / Функция:*

*№ на клауза от стандарта:*

Document Ref.:

Issue / Rev. Status:

*№ на документа:*

*Издание / Ревизия.*

*Статус:*

Details of

Nonconformity:

*Детайли на*

*несъответствието:*

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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.

- 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.

- 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.

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## 8. General Observations & Opportunities for Improvement / *Наблюдения и Възможности за Подобрене*

General Observation / *Наблюдение*:

1. Изключително добре разработен интернет сайт, публикуваната в него информация е добре организирана и лесно достъпна, което е доказателство за много добра комуникация и обмен на информация с клиентите(студентите).

Opportunity for Improvement / *Възможност за Подобрене*:

**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
Prof. Galya Hristozova	Rector	Yes	Yes
Evelina Dineva	Vice - rector – MR	Yes	Yes
Maria Aleksieva	Dean CHN	Yes	Yes
Darina Dimitrova	Chief of UO department	Yes	Yes
Neli Prodanova	Head of TRZ & KR	Yes	Yes
Diana Adamova	Head of University Library	Yes	Yes
Radostin Dolchinkov	Dean CIUN	Yes	Yes
Galina Kaltcheva	Quality department	Yes	Yes
Svetla Hadzhieva	Quality department	Yes	Yes