

AUDIT REPORT



UNIVERSITY OF ECONOMICS - VARNA

Certificate No. QS-5291 HH

General data

Name of organization: UNIVERSITY OF ECONOMICS - VARNA
Address: 77, "Knyaz Boris I" Blvd., 9002 Varna, Bulgaria
Contact person (Name / Function): Prof. E. Stanimirov, PhD, Vice Rector for Academic Studies

Scope of certificate (main activities and main products / services):

All administrative and academic processes leading to the taught awards of Bachelors and Masters, and to research degrees at Doctoral level as well as for academic research and scientific activities

Standard

<input checked="" type="checkbox"/> ISO 9001:2008	<input type="checkbox"/> Initial audit	<input checked="" type="checkbox"/> Surveillance audit	<input type="checkbox"/> Renewal audit
<input type="checkbox"/> DIN EN ISO 14001:2009	<input type="checkbox"/> Initial audit	<input type="checkbox"/> Surveillance audit	<input type="checkbox"/> Renewal audit
<input type="checkbox"/> BS OHSAS 18001:2007	<input type="checkbox"/> Initial audit	<input type="checkbox"/> Surveillance audit	<input type="checkbox"/> Renewal audit
<input type="checkbox"/> DIN EN ISO 50001 :2011	<input type="checkbox"/> Initial audit	<input type="checkbox"/> Surveillance audit	<input type="checkbox"/> Renewal audit
<input type="checkbox"/> Other:	<input type="checkbox"/> Initial audit	<input type="checkbox"/> Surveillance audit	<input type="checkbox"/> Renewal audit

Number of scope related effective employees: 170

Date of audit: 10-11.12.2014

Date of audit plan: 25.11.2013

Organization's location(s) (all location(s) covered by certification): Varna, Bulgaria

Audit location(s): Varna, Bulgaria

Lead Auditor (Standard): S. Simov (ISO 9001:2008)

Auditor(s) (Standard): (xxx)

Expert(s) (Standard): (xxx)

Trainee(s) (Standard): (xxx)

Conclusion

No. of Nonconformities: --

The recommendation for further action, see section 5.

1. Audit Results

1.1 Positive Observations

The following areas/processes/procedures were positively observed:

- Strict performance of QMS prescription in all aspects of University activities,
- Precise order in planning, organization, performance and control of all educational, research and scientific activities,
- Proved usefulness of new research and consulting centers,
- Remarkable achievement in realization of investment programs for improvement of the professional, educational, researching, social-living,
- Good order in maintenance of QMS as a whole.

1.2 Nonconformities

During the audit no nonconformities were detected.

1.3 Potential for Improvement

Potential for improvement was identified in the following areas/processes/procedures:

- Widening of competency and human capacity of personnel booked with re-certification of QMS and implementation of new version of standard ISO 9001.

2. Additional Audit Statements

The objectives of the audit are to:

- Determine the conformity of the organization's management system with the audit criteria
- Evaluate the ability of the management system to ensure the client organization meets applicable requirements
- Evaluate the effectiveness of the management system to meet the objectives
- Identify areas for potential improvement

The implementation and the effectiveness of the requirements of the management system were random spot checked in several units of the organization by interviews, examination of documents as well as by monitoring of activities and conditions. The responsible executives and the implementing employees were interviewed regarding these requirements.

The audit criteria is based on the requirements of the standards as per page 2, the GL Systems Certification audit plan as well as processes and documentations of the current management documentation of the organization.

The most important documents were checked during the audit such as records of the management review, internal audits and other documents and records, the employees audited, evidence as well as the observations of the audit were documented in audit records and audit matrix.

2.1 Scope of certification

There are no changes to the scope of the certification (scope of certificate, locations, no. of employees, etc.) compared to the agreement (order).

2.2 Audit plan

The date of the audit and the schedule were agreed upon with the audit plan. The audit was performed according to this audit plan.

2.3 Documentation of the management system

The current manual has the last revision status dd. 03.12.2014 (acc. to some last changes in the University's structure).

The documentation of the management system fulfil the requirements of the standard.

2.4 Assessment of corrective actions related to nonconformities from the last audit

No nonconformities were identified in the last audit. Thus, verification of corrective actions is not necessary.

2.5 Quality-, Environmental- and Energy Objectives, Occupational and Health Protection Objectives

In accordance with the organization's policy the management has defined objectives. These objectives are measurable and were communicated within the organization.

For the year 2015 the organization defined among others the following main objectives:

- Celebration the of 95-anniversary of University of Economics and 100-anniversary of Main University building,
- Continuing activity for maintaining and improving the quality of education through modernization of educational activities in accordance with the development of European educational trends and practices,
- Intensification of the research activity of the academic personnel and acceleration of the academic progress,
- Enhancing of competitiveness, confirmation of the national and international positions of the University,
- Continuing renovation of the University's infrastructure,
- Effective financial management of the University.

The current status is challenged and communicated.

2.6 Legal / regulatory requirements

The ability of the management system to ensure that the organization meets applicable statutory, regulatory and contractual requirements and professional standards was evaluated through sampling in different organizational units.

2.7 Permissible exclusions according to ISO 9001:2008

The company scheduled following exclusion:

- The requirements relating to clause 7.3 of the standard.

On the basis of the documentation review of the management system and the review of its implementation, it can be confirmed that the a.m. exclusion do not affect the organization's ability or responsibility to provide products and / or services that meet the customer demands and the applicable regulatory requirements.

3. Conformance with the rules of certification

3.1 Use of the certificate, the GL Systems Certification seal respectively the seal of the accreditation body

The use of the certificate as the case may be the seal by the certified organisation has been checked during the audit. There were no observations against the contract.

3.2 Complaints (as in the contract on the certification)

Potential complaints from customers of the organization regarding the QMS have been checked during the audit. As stated by the organization, there were no such complaints since the last audit.

4. Summary and aspects for the next audit

The findings and observations of the audit were presented and explained to the organisation during the closing meeting.

As already mentioned during the closing meeting, no nonconformities to the requirements of the standard were found. The conformity to the management system can be confirmed. Your comments are not required.

Findings graded as potential for improvement, if any, do not require immediate evidence of corrective actions.

Nevertheless, we would like to ask you to analyse these remarks regarding improvements as they might lead to non-compliances. These items will be reviewed again in the next audit.

Aspects for the next audit

The following items will be followed up during the next (renewal) audit:

- stage of the QMS implementation,
- fulfillment of the quality policy,
- fulfilment and acceptance of quality objectives,
- realization and quality of all administrative and academic processes as well as academic research and scientific activities,
- students, masters and doctors satisfaction,
- internal audit and monitoring results,
- performance of the corrective and preventive actions,
- resource needs,
- QMS improvement.

5. Recommendation for Certification / Maintaining Certification

- The Lead Auditor recommends the organization for certification / maintaining certification.
- The Lead Auditor shall recommend the organization for certification / maintaining certification when all Non-Conformities have been reviewed and accepted.
- A Follow-up audit will be performed to review the implemented corrective actions on:
 - The Follow-up audit will be performed based on a review of appropriate documentation at the office of the lead auditor
 - The Follow-up audit must take place on the customer's site.
- The Lead Auditor recommends the suspension / withdrawal of the certificate.

This report will be reviewed subsequently by the Certification Center.

If modifications are necessary, we will send the organization a revised report immediately.

Place/Date: Varna, 16.12.2014

Lead Auditor:

S. Simov