

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): Assoc. 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: 09-10.12.2013

Date of audit plan: 29.11.2013

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 lead auditor recommends:

The certificate can be confirmed.

1. Audit Results

1.1 Positive Observations

The following areas/processes/procedures were positively observed:

- Active commitment of the Management and QMS responsible staff with effective functioning, maintenance and improvement of the QMS,
- Adopted and performed versatile, effective and applicable quality objectives,
- Traditional good order in the planning, organization, execution and monitoring of education processes of students, Masters and PhD,
- Successful Management activity in the planning and realization of investment programs for improvement of the professional, educational, researching, social-living, culture and sport situation in the University,
- Gained 2 projects with the finance support of the Operative Program "Development of the Human resources" of the European Social Fund – BG051P001-3.1.09 (24.04.2013 – 23.12.2014) and BG051PO001-3.3.06 (18.07.2013 – 17.01.2016),
- Created 4 new research and consulting centers – Social Research Centre, Centre for Innovations and Development, Finance Research Centre, Information Centre.

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:

- Actualization of the University's structure acc. to real subdivisions, incl. established new centers,
- Evaluation and selection of used non-regular (apart-time) lecturers as subcontractors.

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.

1.4 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).

1.5 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.

1.6 Documentation of the management system

The current manual has the revision status 2 / 2010 (with current yearly issues and with some last changes in the University's structure).

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

1.7 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 2014 the organization defined among others the following main objectives:

- 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 competitiveness, confirmation of the national and international positions of the University,
- Development of the professional, educational, researching, social-living, culture and sport situation,
- Effective financial management of the University,
- International certification of the University.

The current status is challenged and communicated.

2.6 Legal / regulatory requirements

The company maintains an actual list of the applicable normative laws, ordinances and professional standards and uses the internet portals providing the latest updates of the national legislation.

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.

2. Conformance with the rules of certification

2.1 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.

2.2 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.

3. 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.

Place/Date: Varna, 16.12.2013

Lead Auditor:

S. Simov

4. Certification decision

The Audit Report summarizes all essential steps and data on the audit and includes the decision on the result of the certification. The documents / records relating to the audit were checked and assessed for compliance with GL Systems Certification procedures by a veto person not involved in the audit. He stated that the certification process was performed in compliance with the rules.

The head of certification body comes to the following decision regarding the certification of UNIVERSITY OF ECONOMICS - VARNA:

The certificate can be issued.

The validity of the certificate is confirmed.

The validity of the certificate is extended.

The certification is only possible after a successful re-audit.

The certificate must be suspended.

The certificate must be withdrawn.

The timeframe for the next audit 14.09.2014 – 14.12.2014

Validity of the certificate from until 08.01.2016

Place/Date:

**For the Certification Body
(Name)**

**Veto Person
(Name)**