

Broj ugovora/ Contract numbers:	UG-17-098/	EA scope: 37	Broj certifikata/ Cert. number: 7466
Poduzeće/ Organization:	SVEUČILIŠTE U ZAGREBU AGRONOMSKI FAKULTET University of Zagreb Faculty of Agriculture		
Adresa/Address:	Svetošimunska cesta 25, 10000 Zagreb, Croatia		
Norma/ Standards:	ISO 9001:2015		
Predstavnik poduzeća /Company representatives:	Aleksandra Gečević - Voditeljica ureda za upravljanje kvalitetom		
Broj auditiranih lokacija/ Visited sites:	1	Datum audita/ Audit date:	12.10.2018.
Efektivan broj zaposlenih/ Effective number of employees:	20	Broj smjena/ Number of shifts:	1
Vodeći auditor/ Lead auditor:	Marjeta Miholić Jeić	Auditor/i: Auditor/s:	-
Prilikom dostave pismenog izvještaja s audita izjavljujemo da su sudionici audita bili obaviješteni o obavezama auditora certifikacijskog tijela o apsolutnoj nepristranosti i privatnosti, a nakon provedbe audita o povjerljivosti. With the in writing delivered audit announcement the audit participants were informed about the obligation of the auditor/ auditors of the certification body to absolute impartiality and privacy, while and after the auditing activity for confidentiality.			

Izveštaj s certifikacijskog audita/ Report certification audit:	<input type="checkbox"/>	Broj audit dana/ Number of audit days:
Izveštaj s nadzornog audita/ Report surveillance audit:	<input checked="" type="checkbox"/> s1 <input type="checkbox"/> s2	Broj audit dana/ Number of audit days: 0.60
Izveštaj s re-certifikacijskog audita/ Report recertification audit:	<input type="checkbox"/>	Broj audit dana/ Number of audit days:

## 1. Ciljevi audita/ Audit objectives:

Ciljevi audita su/ The objectives of the audit are:

- **potvrditi, da je sustav upravljanja u skladu sa svim relevantnim zahtjevima norme/**  
to confirm, that the management system conforms to all relevant requirements of the standard;
- **potvrditi, da je Fakultet učinkovito implementirala opisan sustav upravljanja/**  
to confirm, that the organization has effectively implemented the described management system;
- **potvrditi, da je sustavom upravljanja moguće postići ciljeve navedene u Politici poduzeća/**  
to confirm, that the management system is able to achieve the objectives of the enterprise policy.

## 2. Opseg certifikacije (područje djelovanja) Scope of certification (field of activity)

Opseg sustava upravljanja – hrvatski/ Scope management system - Croatian:	Upravljanje fakultetom i pružanje usluga korisnicima vezano za akademsko obrazovanje, gospodrastvo te znanstveno istraživački rad
Opseg sustava upravljanja – engleski/ Scope management system - English:	<i>College management and service offers to users regarding academic education and economy and scientific and research work</i>
EA code:	<b>EA 37</b>
Nije primjenjivo (samo za ISO 9001): Not applicable(only for ISO 9001):	7.1.5 Resursi za praćenje i mjerenje 7.1.5 Monitoring and measuring resources
Broj originalnih certifikata: The number of the original certificates:	1 certifikat na engleskom jeziku, 1 na hrvatskom jeziku 1 certificate in English, 1 certificate in Croatian
Logo tvrtke na certifikatu: Logo of company on certificate:	-

### 3. Rezultati audita i pronalasci/Current findings and assessments

**Auditor/Auditori su proveli proces orijentirajući audit na značajna obilježja, rizike i/ili ciljeve.**

**Metode audita su intervjui, promatranja i pregled dokumenata i zapisa.**

The auditor/auditors conducted a process oriented audit with focus on significant features, risks and/or objectives. The audit methods were interviews, observations and review of documents and records.

**Audit je proveden prema prethodno dostavljenom planu audita poduzeću. Audit tim potvrđuje da je Fakultet uspostavila i održava sustav upravljanja koji ispunjava zahtjeve i principe norme koji omogućuje organizaciji sustavno ispunjavanje bitnih zahtjeva vlastite Politike za proizvod i uslugu.**

The audit was performed according to the previous audit program submitted to the company. The audit team confirmed that the organization has set up and maintains a management system, which meets the requirements and the principle of the standard which enables the organization to systematically meet the relevant requirements of its own policy for products and services.

DA (yes)  NE (no)


Broj pronalazaka/ Number of assessment detected:	00 velika nesukladnost major nonconformity	00 manja nesukladnost minor nonconformity
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**Auditor/auditori preporučuju temeljem pronalazaka dobivenih provedbom audita da će organizaciji certifikat biti:**

The auditor/auditors recommended based on the findings which could be obtained during the audit that the certification of the organization will be:

<input type="checkbox"/> izdan issued	<input checked="" type="checkbox"/> produljen continuing	<input type="checkbox"/> odbijen refused	<input type="checkbox"/> Suspendiran do provedbe odgovarajućih korektivnih mjera Suspended until sufficient corrective measures are given.
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<b>Dogovoreni datum sljedećeg audita:</b> Agreed date for the next audit:	<b>Datum: 11.10.2019.</b> date
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<b>Auditor:</b> release	<b>Datum:</b> date	<b>Potpis:</b> signature
Lead Auditor: Marjeta Miholić Jeić	18.10.2018.	

### 4. Organizacijske promjene/ Organisational change

Tijekom 2018. je došlo do reorganizacije radnih mjesta te je izrađena nova organizacijska schema 2.10.2018. Imenovan je Prodekan za znanost i međunarodnu suradnju, Prodekan za znanstvenu infrastrukturu i pokušališta te Prodekan za organizaciju i kvalitetu 2.10.2018.

Ažuriranje dokumenta Pravilnik o ustroju radnih mjesta je u planu do kraja godine.

Izrađen je novi Statut Fakulteta koji je odobren od Sveučilišta 31.10.2017.

During 2018 there was a reorganization of work places and a new organizational chart was created on 2.10.2018. Vice-Dean for Science and International Cooperation, Vice Dean for scientific infrastructure and experimental and Vice Dean for organization and quality were appointed on 2.10.2018.

The creation of new document The Ordinance on job is planned by the end of the year.

A new Statute of the Faculty was created and approved by the University on 31.10.2017.

### 5. Rezultati prethodnog audita/ Results of the previous audit

**Pronalasci s prethodnog audita su provjereni. Utvrđeno je sljedeće:**

The assessments from the previous audit were checked. The following findings were obtained:

- Sve nesukladnosti/primjedbe uočene tijekom prošlog audita su otklonjene i potvrđena je učinkovitost provedenih mjera (zabilješke odjeljak 12).**  
All deviations/observations detected during the last audit have been corrected, and the effectiveness of these measures was confirmed (remarks see section 12).
- Nesukladnosti/primjedbe uočene tijekom prošlog audita nisu adekvatno otklonjene. Odgovarajuće točke su zabilježene kao nove nesukladnosti u ovom izvještaju.**  
The deviations/observations detected during the last audit were not adequately executed. Appropriate points were recorded as new deviations in this report.
- Nije primjenjivo (Prva certifikacija – nije bilo nesukladnosti/primjedbi)**  
Not applicable (First certification – or there was no deviation/observation).

## 6. Pronalasci/ Audit findings

Dokumentacija sustava zadovoljava zahtjeve norme i dovoljno je detaljna kako bi pridonijela provedbi i održavanju sustava.

The system documentation meets the requirements of the standard and is detailed enough to support the implementation and maintenance of the system

DA (yes)  NE (no)

Fakultet je pokazala učinkovitu implementaciju, održavanje i poboljšanje svojega sustava upravljanja te je u mogućnosti ostvariti svoje ciljeve.

The organization has demonstrated the effective implementation, maintenance and improvement of their management system and is able to achieve their objectives

DA (yes)  NE (no)

Fakultet može pokazati da je uspostavila odgovarajuće ciljeve i da je njihova implementacija nadzirana i bazirana detaljno na kvantitativnim karakteristikama.

The organization can demonstrate that it has formulated appropriate objectives and their implementation is monitored in detail based on characteristic quantities

DA (yes)  NE (no)

Interni audit je proveden i pokazuje uspješnost u odnosu na održavanje i poboljšavanje sustava upravljanja.

The internal audits are carried out and show efficacy in relation to the maintenance and improvement of the management system

DA (yes)  NE (no)

Upravina ocjena koristi se za dokazivanje primjerenosti i učinkovitosti sustava upravljanja.

The management review will be used to demonstrate the adequacy and effectiveness of the management system

DA (yes)  NE (no)

Tijekom audita može se dokazati da su zahtjevi norme ispunjeni.

During the audit, it could be demonstrated that the standard requirements are met

DA (yes)  NE (no)

Integracija nekoliko normi u jednom sustavu upravljanja barem se ostvaruje kao što je dokumentirano u fazi 1 audita.

The integration several standards in one management system is at least realized as documented in stage 1 audit.

N/A  DA (yes)

Pritužbe se rješavanju u skladu s QSZ-specifikacijama. Korištenje certifikacijskih markica i certifikata je ispravno i u skladu sa smjernicama QSZ.

Complaints are dealt with in accordance with the QSZ-specifications. The use of the certification mark and the certificate is correct and conforms to the guidelines of QSZ

N/A  DA (yes)  NE (no)

## 7. Lista sudionika (uvodni i završni sastanak)/List of participants (opening and closing meeting)

Ime i prezime Name	Funkcija Position	Uvodni sastanak Opening meeting	Audit audit	Završni sastanak Closing meeting
Zoran Grgić	Dekan/ Dean	x		x
Ivan Vučec	Prodekan za organizaciju i kvalitetu/ Vice Dean for organization and quality	x	x	
Nikica Šprem	Prodekan za znanstvenu infrastrukturu i pokušaj- lišta/ Dean for Scientific Infrastructure and testing fields	x	x	
Jasminka Karoglan Kontić	Prodekanica za nastavu/ Vice Dean for Education	x	x	
Darko Vončina	Prodekan za znanost i međunarodnu suradnju/ Vice Dean for Science and International Cooperation	x	x	
Aleksandra Gečević	Voditeljica ureda za upravljanje kvalitetom/ Head of Quality Management Bureau	x	x	x
Renato Hernest	Voditelj nabave/ Head of Purchasing Office		x	
Vanja Masnov	Voditeljica knjižnice/ Library Manager		x	
Meri Marić	Administrativni suradnik za radne odnose/ Head of Personnel Administration Office		x	
Lovorka Kovačić	Voditelj studentske referade/ Head of Student Office		x	

Marija Kovačić	Odgovorna osoba za održavanje i sigurnost/ Responsible person for maintenance and safety at work		X	
Tamara Drljanovčan	Stručni suradnik u tajništvu/ Research assistant in the Secretariat of the Faculty	X	X	X

## 8. Verified documents

Upravina ocjena/ Management review:	Zadnja Upravina ocjena prema ISO 9001 za razdoblje 1.9.2017. do 1.9.2018. izrađena je 31.8.2018. Last management review according to ISO 9001 for period 1.9.2017. – 1.9.2018. made 31.8.2018.
Organigram	Organigram od 2.10.2018. Organigram from 2.10.2018.
Interni audit/ Internal Audits:	Izveštaji s internih audita 19.3.2018.- 23.4.2018. Internal audits reports were on 19.3.2018 - 23.4.2018.
Zakoni & Evidencije norme/ Law & standards evidence	Lista obvezujućih zahtjeva se ažurira prema potrebi (1.10.2018.) Tajnica fakulteta je odgovora za ažuriranje liste na web stranici.  Zakon o javnoj nabavi 120/16 Zakon o znanstvenoj djelatnosti i visokom obrazovanju, NN 123/03, 198/03, 105/04, 174/04, 02/07- Odluka USRH, 46/07, 45/09, 63/11, 94/13, 139/13, 101/14, 60/15, 131/17. Zakon o provedbi Opće uredbe o zaštiti podataka, NN 42/18 Zakon o pravu na pristup informacija NN 25/13, NN 85/15 Pravilnik o uvjetima za izbor u znanstvena zvanja NN 28/17 Pravilnik o zaštiti i čuvanju arhivskog i registraturnog gradiva 46/17 ESG standardni - Standardi i smjernice za osiguranje kvalitete 2015.  The list of binding requirements is updated as necessary (1.10.2018) The secretary of the Faculty is responsible for updating the list on the website, and QM on the intranet. The Public Procurement Act OG 120/16 The Law on Science and Higher Education NN 123/03, 198/03, 105/04, 174/04, 02/07- Decision of USRH, 46/07, 45/09, 63/11, 94/13, 139/13, 101/14, 60/15, 131/17 Implementation Act of the General Data Protection Act, NN 42/18 Law on the Right of Access to Information NN 25/13, NN 85/15 Rules on the conditions for the election to scientific titles NN 28/17 Rulebook on Archival and Records Protection and Preservation 46/17 ESG Standard - Standards and Guidelines for Quality Assurance 2015
Dokumentacija sustava upravljanja/ Management system documentation	Master lista / registar obrazaca ažurirana 2.10.2018. Registar rizika i prilika od 31.8.2018. Statut Fakulteta 31.10.2017. Master list / form register updated 2.10.2018. Register of risks and opportunities / 31.8.2018. Statute of the Faculty 31.10.2017.

## 9. Općeniti dojam i moguća poboljšanja/ General comments and possible improvements

### Pozitivne točke/ Positive points

- Provedena reakreditacija prema novim ESG standardima
- Uveden novi diplomski sveučilišni studij DAFM i dobivena je Dopusnica 7.10.2018.
- Kontinuirano poboljšanje postojećih studijskih programa
- Formiranje informatičke službe

- Conducted re-accredited under the new ESG standards
- Introduced a new graduate program "DAFM" and obtained the Accreditation 07.10.2018.
- Continuous improvement of existing study programs
- Establishment of own IT department

## 10. Relevantne audit procedure/ Relevant audit procedures

Potvrđeni procesi, procedure i funkcije opisane su detaljno u programu audita i matrici planiranja audita. Procesi su revidirani postupkom uzorkovanja sa sljedećim rezultatima na temelju dokumenata navedenih u nastavku.

The verified processes, procedures and functions are described in detail in the audit program and the audit planning matrix. The processes were audited by sampling with the following results based on the documents listed below.

FAKULTET / ORGANIZATION
<p><b>Kontekst organizacije / Context of the organization</b></p> <p>Proces: Process:</p> <p>Evidence: Not planned in FO 309.</p>
<p><b>Određivanje područja primjene / Determining the scope</b></p> <p>Proces: Vođenje, Predstavnik uprave / "Statut (31.10.2017.); Priručnik za osiguranje kvalitete (18.09.2013.) Process: Leadership, Management Representative / Statute of the Faculty (31.10.2017.); Quality Assurance Manual (18/09/13)</p> <p>Fakultet je dokumentirao opseg sustava upravljanja kvalitetom u Statutu Fakulteta: "Upravljanje Agronomskim fakultetom, administrativno-stručne i pomoćne poslove nužne za redovito pružanje usluga korisnicima vezano uz akademsko obrazovanje i znanstveno-istraživački rad"</p> <p>Fakultet je utvrdio, primjenjuje, održava i poboljšava procese sustava upravljanja kvalitetom. U dokumentu Priručniku za osiguranje kvalitete prikazana je interakcija između procesa.</p> <p>The Faculty has documented the scope of the quality management system in the Statute of the Faculty: "Management of Faculty of Textile Technology, administrative, expert and general processes necessary to provide services relating to academic education and scientific research "</p> <p>The Faculty has established implemented, maintained and improved process of quality management system. The document Quality Assurance Manual shows interactions between processes.</p> <p>Evidence: Statut (31.10.2017.) Priručnik za osiguranje kvalitete (18.09.2013.) Statute of the Faculty (31.10.2017.); Quality Assurance Manual (18/09/13)</p>
<p><b>Vodstvo i opredijeljenost / Leadership and commitment</b></p> <p>Proces: Process:</p> <p>Evidence: Not planned in FO 309.</p>
<p><b>Politika / Policy</b></p> <p>Proces: Vodstvo, Predstavnik uprave, Studentska referada, Knjižnica i skriptarnica/ Politika kvalitete od 3.10.2017. Process: Leadership, Management Representative, Students' office, library and bookshop /Quality Policy, 3.10.2017.</p> <p>Politika kvalitete je primjerena Fakultetu, pruža okvir za ciljeve upravljanja i pokazuje predanost zadovoljavanju zahtjeva i neprekidno poboljšavanje, odobrena od strane Fakultetskog vijeća.</p> <p>Politika upravljanja je dostupna na oglasnim pločama I WEB stranici Fakulteta, održavana, priopćena i shvaćena od svih zaposlenika.</p> <p>The Quality Policy is appropriated to Faculty and provides framework for management objectives and shows commitment to satisfy requirements and continual improvement, approved by the Faculty Council.</p> <p>Policy of management is available on the notice board and WEB page of Faculty, maintained, communicated and understood to</p>

employees.

Evidence:

Politika kvalitete verzija od 3.10.2017.

Razgovori s djelatnicima Studentske referada I Knjižnice.

Quality Policy, edition 3.10.2017.

Interviews with employees Student Office and the Library.

## **Uloge, odgovornosti i ovlaštenja / Roles, responsibilities and authorities**

Process:

Process:

Evidence:

Not planned in FO 309.

## **Dodatne informacije/izjave / Additional information/statements**

Process:

Evidence:

## **PLANIRANJE / PLANNING**

### **Mjere za poduzimanje koraka povezanih s rizicima i prilikama / Address risks and opportunities**

Proces:

Process:

Evidence:

Not planned in FO 309.

### **Ciljevi i planiranje / Objectives and planning**

Process: Vođenje, Predstavnik uprave / Strategija 2016. – 2020; Akcijski plan za 2018.

Process: Leadership, Management Representative / Strategy 2016-2020.; Action plan for 2018.

Fakultet je utvrdio aktivnosti za provedbu ciljeva; sredstva koja će biti potrebna; odgovorne osobe za određene aktivnosti te rokove realizacije ciljeva i kako će se mjeriti ostvarenje.

Akcijski plan je iskomuniciran unutar Fakulteta, poznavanje ciljeva i programa je provjereno te se redovito prati njihova realizacija.

Ciljevi (akcijski planovi) su vezani uz Strateški plan Fakulteta prema glavnim područjima:

Upravljanje visokim učilištem i osiguranje kvalitete, Studijski programi, Znanstvena i stručna djelatnost, Mobilnost i međunarodna suradnja i Upravljanja Resursima.

Organization has established activities for objectives implementation; resources which will be necessary, responsible persons for certain activities and deadline of objectives realization and how will be measured achievement.

Action plan are communicated inside Faculty, knowledge of objectives and programs are checked and regularly is followed their realization.

The objectives (action plan) are related to the Faculty's strategic plan according to the main areas:

Managing high efficiency and quality assurance, Study programs, Scientific and professional activity, Mobility and international cooperation, Resource Management.

Evidence:

Strateški plan 2016 - 2020 (17. 01. 2017.)

Godišni akcijski plan 1.1.2018. 31.12.2018.

Financijski plan za 2018.

Izveštaje o izvršenju – za 2017. // 31.12.2017. (rujan 2018. )

Strategic Plan 2016 - 2020 (17-01-2017)

Annual Action Plan 1.1.2018. 31.12.2018.

Execution Report - for 2017 // 31.12.2017. (September 2018)

Financial plan for 2018.

## Planiranje promjena / Planning of changes

Proces:

Process:

Evidence:

Not planned in FO 309.

## Dodatne informacije/izjave / Additional information/statements

Proces:

Evidence:

## PODRŠKA / SUPPORT

### Resursi: Ljudi, infrastruktura, okruženje / Resources: People, Infrastructure, Environment

not audited/reason:

Proces: Planiranje nastave, Održavanje I osiguranje, Knjižnica I skriptarnica/

Process: Lesson planning, Maintenance and safety, Library i bookshop/

Obilaskom radnog prostora ustanovljeno je da je radno okruženje prikladno za rad.

U radnim prostorima se nalaze ormarići za prvu pomoć koji sadrže potrebnu opremu.

Prostori su opremljeni aparatima za gašenje požara s važećim certifikatima.

Sve oprema s povećanom opasnosti se redovno servisira i atestira na ispravnost sukladno zakonskim propisima.

Workplace space has been established that the working environment is suitable for work.

In the work areas there are first aid cabinets that contain the necessary equipment.

The premises are equipped with fire extinguishers with valid certificates.

All equipment with increased risk are regularly serviced and attests to the validity in accordance with legal regulations.

Evidence:

Zapisnik o pregledu i ispitivanju radne opreme: strojeva i uređaja, postojenja te sredstava za prijenos i prijevoz tereta – žitni kombajn WINTERSTEIGER, 24.1.2018. No. 32/61-18

Zapisnik o godišnjem servisu plinskih trošila od strane ELEKTRO-PERKOVIĆ (ovlaštenu servis za plinska trošila) I, II, III, IV, VI Paviljon od 7.5.2018. (servis, regulacija, ispitivanje dimnih plinova, nepropusnost plina)

Statement of the testing work equipment: machinery and equipment, plant and transport facilities and transportation - grain harvester WINTERSTEIGER, 24/01/2018. No. 32 / 61-18

Record of the annual service of gas using the electric PERKOVIĆ (authorized service for gas appliances) I, II, III, IV, VI Pavilion of 07.05.2018. (regular annual service, regulation, flue gas test, gas leakage)

U planu FO 309 nije planirano auditiranje zahtjeva Resursi: Ljudi i Okruženje za odvijanje procesa.

The requirements Resources: People and Environments are not planned in the plan FO 309.

### Resursi: resursi za mjerenje / Resources: measuring resources

not audited/reason:

Proces:

Process:

Evidence:

Točka 7.1.5 nije primjenjiva.

Requirement 7.1.5 is not applicable.

### Resursi: znanje / Resources: knowledge

not audited/reason:

Proces:

Process:

Evidence:

Not planned in FO 309.

### Osposobljenost / Competence

not audited/reason:

Proces: Uprava/QM, Opći i kadrovski poslovi/

Process: Management / QM, Human resources/

Određena je i osigurana potrebna kompetentnost svih djelatnika koji utječu na realizaciju aktivnosti te provedbu i učinkovitost sustava upravljanja kvalitetom.

Definirane su potrebe za edukacijom djelatnika u financijskom planu za 2018.

Godišnji Plan osposobljavanja se izrađuje za svaku ustrojbenu jedinicu posebno.

Zapisi o edukacijama su dostupni i lako se pronalaze u odjelu Ljudskih potencijala.

U dosjeima djelatnika se nalaze dokazi o njihovim kompetencijama i realiziranoj edukaciji.

The required competence of all employees influencing the realization of the activities and the implementation and efficiency of the quality management system have been determined and ensured.

The needs for educating secretarial staff in the financial plan in 2018 have been defined.

The Annual Training Plan is being developed for each unit unit separately.

Educational records are available and easily found in the Human Resources department.

The staff files contain evidence of their competences and realized education.

Evidence:

Zapis o provedenom cjeloživotnom učenju: GDPR, primjena EU prava, izrada pravnih propisa i akata u periodu 9.-13.4.2018. (za djelatnice Alin Žingerlin i Suzana Perišić.

Izveštaj o osposobljavanju za Vanja Masnov /CAK od 29.6.2018.

Diploma o završenom Seminaru za internog auditora ISO 9001:2015 za Tamara Drljanovčan 21.3.-22.3.2018.

Zapisnik o edukaciji djelatnice Tamara Drljanovčan: GDPR u praksi za računovodstvo I odjel ljudskih resursa 4.6.2018.

Record on lifelong learning: GDPR, application of EU law, preparation of legal regulations and acts in period 9-13 April 2018. (for employees Alin Žingerlin and Suzana Perišić.

Training report for Vanja Masnov / CAK dated 29 June 2018.

Diploma of completed Seminar for Internal Auditor ISO 9001: 2015 for Tamara Drljanovčan 21.3.-22.3.2018.

Employee Education Record Tamara Drljanovčan: GDPR in Accounting Practice and Department of Human Resources 4.6.2018.

Potvrda za stjecanje znanja o zaštiti od opasnih kemikalija radniku B.A. No. 140962 (Hrvatski zavod za toksikologiju I antidoping) 25.9.2018.

Svjedodžba o zdravstvenoj sposobnosti radnika I. P. za rad u laboratoriju 15.5.2018, vrijedi do 14.5.2019.No. KR-PRE-0147206-0183/2018

Confirmation for the acquisition of knowledge on protection from dangerous chemicals worker B.A.No. 140962 (Croatian Institute for Toxicology and Anti-Doping) 25.9.2018.

The medical certificate of workers I. P. for work in the laboratory 15.05.2018, valid until 14.5.2019.No. KR-PRE-0147206-0183 / 2018

Pregledan je dosje nastavnika i zapisi o napredovanju u više nastavno zvanje prema Pravilniku uvjetima za izbor u znanstvena zvanja NN 28/17

Ugovor o radu na neodređeno vrijeme od 20.4.2018. za nastavnika D.K. novi ugovor za radno mjesto I.vrste redovitog profesora prvi izbor.

Potvrda od Senata Sveučilišta da je dr.sc. D.K. izvanredni profesor Agronomskog Fakulteta Sveučilišta u Zagrebu, izabran u znanstveno – nastavno zvanje redovitog profesora u znanstvenom području biotehničkih znanosti, znanstveno polje Poljoprivreda dana 15.5.2018.

The auditor reviewed the teacher's file and the progress records in the higher education according to the Regulations on the selection criteria for scientific titles NN 28/17

The employment contract for an indefinite period from 04.20.2018. for teachers of D.K. a new contract for the position of a regular full professor is the first choice.

Confirmation of the University Senate to the Ph.D. D. K. (Associate professor at the Faculty of Agriculture of the University of Zagreb) was elected as a scientific and teaching professor in the scientific field of biotechnical sciences, Scientific Field of Agriculture on 15.5.2018.

**Svjesnost / Awareness**

not audited/reason:

Proces:

Process:

Evidence:

Not planned in FO 309.



## Komunikacija / Communication

not audited/reason:

Proces: Nabava, Osiguranje i održavanje, Studentska referada, Knjižnica I skriptarnica/  
Process: Purchasing, Maintenance and Security, Student Office, Library and bookshop/

Fakultet je odredio unutarnju i vanjsku komunikaciju bitnu za sustav upravljanja kvalitetom.  
Definirano je o čemu će se komunicirati; kako često će se komunicirati; s kim će komunicirati; kako komunicirati.  
Definiran je način komunikacije i odgovornosti u slučaju reklamacija studenata i prigovora ostalih zainteresiranih strana.  
Na prigovore zainteresiranih strana se pismeno odgovara.

Sredstva za informiranje studenata su:

- oglasne ploče
- Web stranice TTF
- Komunikacija s nastavnicima putem e-maila
- Studentski forum i drugi.

Organization is determined internal and external communication important for quality management systems.  
It has been defined about what will be communicated, how often will be communicate, with whom will communicate, how will communicated (meetings, e-mail).

Method of communication and responsibility for students complains and other interested parties are defined.

On complaints of interested parties are respond in written form.

Ways of informing students are:

- Notice boards
- TTF website
- Communication with teachers via e-mail
- Student forum and others.

Evidence:

Interno se komunicira putem aplikacije Fakulteta "PISAR" na intranetu. Na intranetu su distribuirani svi bitni dokumenti I obavijesti za nastavnike. Definirano je pravo na pristup PISAR-u.

Interna komunikacija se odvija I putem Fakultetskog vijeća jednom mjesečno, putem odbora i radnih skupina prema učestalosti definirano u Pravilnicima odbora.

Vanjska komunikacija se obavlja putem WEB stranice, društvenih mreža, mailova I u pisanom obliku preko Urudžbenog zapisnika. S ostalim zainteresiranih stranama I javnosti se komunicira na Smotri sveučilišta, Danima otvorenih vrata I preko Gospodarskog savjeta.

Imenovana je osoba odgovorna za komunikaciju s Agencijom za znanost I visoko obrazovanje.

Imenovane su odgovorne osobe za komunikaciju s vanjskim institucijama.

Staff Faculty communicate using applications Faculty "WRITER" on the intranet. All essential documents and notices for teachers are distributed on the intranet. The right to access PISAR is defined.

Internal communication is also conducted through the Faculty Council once a month, through committees and working groups according to the frequency defined in the Rules of the Board.

External communication is carried out via WEB pages, social networks, mails and in writing via the Outbound Report.

With other interested parties, the public is communicated to the Universities, Open Doors Days and the Economic Council.

The person responsible for communication with the Agency for Science and Higher Education is appointed.

Respondents have been appointed to communicate with external institutions.

## Dokumentirana informacija / Documented Information

not audited/reason:

Proces:

Process:

Evidence:

Not planned in FO 309.

## Dotatne informacije/izjave / Additional information/statements

Proces:

Evidence:

## PROVEDBA / OPERATION

### Operativno planiranje i nadzor / Operational planning and control

not applicable/reason:

not audited/reason:

Proces: Vođenje, Predstavnik uprave, Studentska referada/

Process: Leadership, Management Representative, Student office/

Planiranje uključuje aktivnosti usmjerene na razvoj kvalitete, praćenje i unapređenja:

Studijskih programa,

Detaljnih provedbenih planova i programa (izrada nastavnog plana i programa),

Pravilnik o sustavu cjeloživotnog učenja,

Ishodi učenja,

Pravilnik o preddiplomskim i diplomskim razinama,

Pravilnik o stručnim studijima,

Pravilnik o magistarskom radu,

Pravilnik o doktorskim studijima.

Procesi se nadziru od strane odgovornih osoba prema definiranim kriterijima, zahtjevima studenata i ostalih zainteresiranih strana.

Odlukom o studiranju za akademsku godinu 2018/2019 koju je donijelo Upravno vijeće na prijedlog Stručnog vijeća određuje se:

- Trajanje školske godine i trajanje prava studenata,
- Organizacija nastave po semestrima ili trimestrima,
- Trajanje pojedinih semestara, tromjesečja i ispitni rokovi,
- Rad neradnim danima, npr Božićnih blagdana, Uskršnji praznici,
- Planovi predavanja i ispita ,
- Nastavni plan i program (silabus)
- Jezik nastave,
- Resursi koji su dostupni za studente (npr, knjige, računala)
- Upisne kvote po studijima, minimalni broj studenata koji se upisuje,
- Plaćanje školarine.

Planning include activities aimed at quality development, monitoring and improvement of Study programs,

Detailed implementing plans and programs (making syllabus),

Regulations on the lifelong learning system,

Learning outcomes,

Regulations on the undergraduate and graduate levels,

Rules on professional studies,

Rules on the master thesis,

Rules on doctoral studies.

The processes are monitored by managers according to predefined criteria and requirements of the students and other interested parties.

With Decision on studying for the academic year 2018/2019 given by the Administrative Council on the proposal of the Professional Council is determined:

- The duration of the academic year and the duration of students' rights,
- The organization of classes in semesters or trimesters,
- Duration of individual semesters, trimesters and examination periods,
- Duration of the non-working days, e.g. The Christmas holidays, Easter holidays,
- Plans of lectures and exams
- Implementing plans for courses (syllabus)
- The language of teaching,
- Resources that are made available to students (e.g., literature, computers)
- Enrolment quotas by studies, and the minimum number of students to be enrolled,
- School fee for one-time and instalment payments.

Evidence:  
 Plan rasporeda za akademsku godinu 2018. /2019. / 20.9.2018.  
 Plan schedule for the academic year 2018. /2019. 20/09/2018.

**Pripravnost i odziv u izvanrednim situacijama / Emergency preparedness and response**

not applicable/reason:  
 not audited/reason:

Proces:  
 Process:

Evidence:

**Zahtjevi za proizvode i usluge / Customer related processes**

not applicable/reason:  
 not audited/reason:

Proces: Studentska Referada/  
 Process: Student office/

Agronomski fakultet organizira sveučilišne studije kroz tri obrazovna ciklusa: preddiplomski, diplomski i poslijediplomski doktorski studij. Na Fakultetu postoje i tri poslijediplomska specijalistička studija.

Zahtjevi studenata se zaprimaju u Studentskoj referadi tijekom procesa upisa studenata na Fakultet.

Uvedeno je upisivanje studenata putem aplikacije STUDOMAT (on line). Studenti odabiru vrstu Studija.

U Studentskoj referadi student potpisuju ugovore o studiranju I Privole za obradu njihovih podataka.

The Faculty of Agronomy organizes university studies through three educational cycles: undergraduate, graduate and postgraduate doctoral studies. There are three Postgraduate Specialist Studies at the Faculty.

The requirements of students are accepted in the student administration office during the process of admission of students to the Faculty.

Students are enrolled through the STUDOMAT application (on line). Students choose the type of Study.

Students sign student contracts for studying contracts.

Evidence:

Dosje studenta N. A. (upis u prvu godinu studiranja)

Ugovor o studiranju 23.7.2018.

Privola studenta o obradi osobnih podataka 23.7.2018.

Svjedoždba o državnoj maturi 18.7.2018. (od Nacionalni centar za vanjsko vrednovanje).

Potvrda o položenim ispitima državne mature 18.7.2018.

Student's file N. A. (enrollment in the first year of study)

Study Agreement 23.7.2018.

Private student on personal data processing 23.7.2018.

Acknowledgment of State Maturity 18.7.2018. (from the National Center for External Evaluation).

Certification of passed exams of state matura 18.7.2018.

**Projektiranje i razvoj / Design and development**

not applicable/reason:  
 not audited/reason:

Proces:  
 Process:

Evidence:

Not planned in FO 309.

**Procesi, proizvodi i usluge ostvareni izvan organizacije / Externally provided processes, products and services**

not applicable/reason:  
 not audited/reason:

Proces: Nabava/

Process: Purchasing/

Fakultet je odredio i primijenila kriterije za procjenu, odabir, praćenje provedbe i ponovnu procjenu dobavljača i vanjskih pružatelja usluga na temelju njihove sposobnosti da osiguraju procese ili proizvode i usluge u skladu sa zahtjevima organizacije.

Fakultet čuva dokumentirane informacije o aktivnostima procjene i svim potrebnim mjerama koje proizlaze iz procjene.

Reklamacija nije bilo na dobavljače u 2018.

Sve dobavljače Fakultet odabire putem pozivnog ili javnog natječaja, ovisno o visini iznosa ugovora.

Od 1.1.2017. proces nabave se obavlja putem aplikacije e- nabava

Organization has determined and applied criteria for evaluation, selection and monitoring and the re-evaluation external service providers based on their capability to ensure process or products and service in accordance to organization requirements.

Organization retains documented information about evaluation activities and all necessary measures which resulting from evaluations.

There no complains to suppliers during 2018.

All suppliers Faculty selected by invitation or public tender, depending on the amount of the contract.

From 1.1.2017. the procurement process is carried out through an e-procurement application

Evidence:

Pravilnik o provedbi jednostavne nabave 17.1.2017.

Registar ugovora: Pregled sklopljenih ugovora o javnoj/bagatelnoj nabavi i okvirnih sporazuma od 01.01.2017.- 31.12.2017. godine Financijski plan za 2018. / Realizacija plana nabave kroz 2018.

Popis firmi u sukobu interesa (ugovori o javnoj nabavi) izrađen dana 19.4.2017.

Zapisi postupka javne nabave:

Odluka o imenovanju članova stručnog povjerenstva za javnu nabavu nabava, dostava i instaliranje fenotipizacijske platforme opremljene sensorima zaprocjenu morfoloških i fizioloških parametara biljaka / 11.7.2018

Zapisnik o javnom otvaranju ponuda 14.9.2018.

Zapisnik o pregledu i ocjeni ponuda 1.10.2018.

Odluka o odabiru dobavljača 1.10.2018

Ordinance on the Simple Procurement Implementation 17.1.2017.

Contract Register: Overview of Agreements on Public Procurement and Framework Agreements from 01.01.2017 to 31.12.2017.

Financial Plan for 2018 / Realization of procurement plan through 2018.

List of Companies in Conflict of Interest (Public Procurement Contracts) Created on 19.4.2017.

Records of the Public Procurement Procedure:

Decision on appointing members of the public procurement commission for procurement, delivery and installation of phenotyping platforms equipped with sensors for the morphological and physiological parameters of plants / 11.7.2018

Public Opening Bid Record 14.9.2018.

Record of the examination and evaluation of tenders 10.01.2018.

Vendor Selection Decision 1.10.2018

## Informacije za vanjske pružatelje usluga / Information for external providers

Process:Nabava

Process: Purchasing/

not applicable/reason:

not audited/reason:

Sve informacije za dobavljače su navedene u ugovorima prema dobavljaču.

All information for the suppliers is listed in the Contract with the supplier.

Evidence:

Ugovor o javnoj nabavi roba s dobavljačem PhenoVation B.V., Droevendaalsesteeg 1, 6708PB, Wageningen, Nizozemska

Public Procurement Contract with Supplier PhenoVation B.V., Droevendaalsesteeg 1, 6708PB, Wageningen, The Netherlands

## Nadzor nad proizvodnjom i pružanjem usluga / Control of Production and service provision

Proces: Održavanje I sigurnost, Studentska referada, Knjižnica/

Process: Maintenance and safety, Student Office, Library /

not applicable/reason:

not audited/reason:

Proces upisa studenata u prvu ili više godine se provodi preko sustava STUDOMAT (informacijskog sustava) u koji se unose svi potrebni dokumenti studenta za upis.

Nadzor nad polaganjem ispita i ocjenama se provodi u informacijskom sustavu ISVU.

Tijekom obavljanja upisa studenata primjenjuju se sljedeći dokumenti:

.Uvjet za upis na višim godinama.

Pravilnik o izradi i obradi završnog rada i Promocija diplomanata.

U studentskoj referadi zapisi / dokumentacija o studentima se uredno čuva i sljediva je po upisnom broju studenta.  
 Nadzor nad radom Knjižnice je odgovornost voditelja knjižnice. Studenti prije diplomiranja moraju dostaviti Studentskoj referadi potvrdu da su vratili sve posuđene knjige u knjižnicu.  
 Plan nabave novog knjižničkog fonda za knjižnicu dio je plana nabave Fakulteta.

Nadzor nad održavanjem i sigurnosti odgovornost je stručnjaka zaštite na radu i Voditelja održavanja. Postoji plan održavanja infrastrukture Fakulteta i atestiranje opreme prema zakonski propisanoj učestalosti.

The process of enrollment of students at the Faculty is carried out through the system STUDOMAT (information systems) in containing all the necessary documents for the enrollment.

Preview passed exams and assessment of students is carried out in the information system ISVU.

During the student enrollment the procedure is applied:

Enrollment requirements at senior years.

Rulebook on Drafting and Finalizing Work and Promotion of Diplomas.

In the Student Referral records / student records are kept neatly and are followed by the enrollment number of the student.

Supervision over the work of the Library is the responsibility of the librarian. Students prior to graduation must submit to the Student Referral a certificate that they have returned all the borrowed books to the library.

The procurement plan for the new library library for libraries is part of the procurement plan of the Faculty.

Supervision of maintenance and safety is the responsibility of the occupational safety and maintenance manager. There is a maintenance plan for the infrastructure of the Faculty and the attestation of equipment according to the lawful frequency.

Evidence:

Dosje studenta N. A. (upis u prvu godinu studiranja)

Ugovor o studiranju 23.7.2018.

Privola studenta o obradi osobnih podataka 23.7.2018.

Svjedoždba o državnoj maturi 18.7.2018. (od Nacionalni centar za vanjsko vrednovanje).

Potvrda o položenim ispitima državne mature 18.7.2018.

Student's file N. A. (enrollment in the first year of study)

Study Agreement 23.7.2018.

Private student on personal data processing 23.7.2018.

Acknowledgment of State Maturity 18.7.2018. (from the National Center for External Evaluation).

Certification of passed exams of state matura 18.7.2018

## Označavanje i sljedivost / Identification and traceability

Proces:

Process:

Evidence:

Not planned in FO 309.

not applicable/reason:

not audited/reason:

## Imovina koja pripada kupcima i vanjskim pružateljima / Property belonging to customers or external providers

Proces: Studentska referada

Process: Student Office

Pod imovinom koja pripada kupcima podrazumijevamo dokumentaciju o studentima i djelatnicima.

Nije nikad bilo slučajeva zloupotrebe vlasništva.

Dosjei Studenata se čuvaju u zaključanim ormarima.

Identifikacija studenta se provodi putem Studentske iskaznice. U slučaju da student izgubi iskaznicu, Studentska ured izdaje novu na temelju podataka iz sustava.

Under the assets belonging to customers mean documentation of students and staff.

There have never been cases of misuse of ownership.

Student identification is carried out through Student ID. In case the student loses the ID, the Student Office issues a new one based on system data.

not applicable/reason:

not audited/reason:

Evidence:

Dosjei studenata se čuvaju trajno prema Pravilniku o arhivskoj građi.

Student files are kept permanently in accordance with the Book of Rules on Archival Material.

**Čuvanje/ Aktivnosti poslije isporuke/ Nadzor nad promjenama / Preservation/ Post-delivery activities/ Control of changes**

not applicable/reason:

not audited/reason:

Proces:

Process:

Evidence:

Not planned in FO 309.

**Predaja proizvoda i usluga / Release of products and services**

not applicable/reason:

not audited/reason:

Proces: Studentska referada

Process: Student Office

Fakultet čuva dokumentirane informacije o realizaciji svih svojih aktivnosti te sve informacije o diplomiranim studentima . Dokumentirane informacije o diplomiranim studentima uključuju: položene ispite, ocjene, plaćanja, osobne podatke, datumu diplomiranja, programima studiranja, upisni broj studenta.

Faculty keeps documented information on the implementation of all its activities and all information on graduates.

Documented information on graduates include: passed exams, assessments, payments, personal information, date of graduation, study programs, student number.

Evidence:

Diplomirani student:

Knjižica o studiranju „INDEX” u kojem je upisano da je obranio diplomski rad

Ugovor o studiranju 20.9.2017. (student V. I.)

Prijepis ocjena za sljedeći semestar 21.2.2018.

Ocjena stručne orakse 23.5.2018.

Prijava diplomskog rada 29.5.2018.

Potvrda / prijepisi ocjena 9.7.2018

Potvrda za obranu / diplomskog rada 4.9.2018

Zapisnik o diplomskom radu (članova povjerenstva) 24.9.2018

Uvjerenje od 1.10.2018.

Graduate student:

Study Agreement 20.9.2017. (student V.I) for the year 2017/2018

Transcript for next semester 21.2.2018.

Rating of professional oracles 23.5.2018.

Application for Graduate Work 29.5.2018.

Confirmation / Transcript Rating 9.7.2018

Certificate for completing graduate thesis 4.9.2018 (in front of the commission)

Diploma work record (by commission members) 24.9.2018

Certificate of 1.10.2018.

**Nadzor nad nesukladnim izlazima / Control of nonconforming outputs**

not applicable/reason:  
 not audited/reason:

Proces:

Process:

Evidence:

Not planned in FO 309.

**Dotatne informacije/izjave / Additional information/statements**

Process:

Evidence:

**PROCJENA PROVEDBE / PERFORMANCE EVALUATION**

**Praćenje, mjerenje, analiza i vrednovanje / Monitoring, measurement, analysis and evaluation**

not audited/reason:

Proces: Vođenje, Predstavnik uprave/

Process: Leadership, Management Representative/

Fakultet ocjenjuje provedbu i učinkovitost sustava upravljanja kvalitetom.

Fakultet čuva odgovarajuće dokumentirane informacije o rezultatima mjerenja učinkovitosti sustava.

Ispitivanje zadovoljstva studenata radom profesora se provodi pomoću anketiranja svake 3 godine.

Također s provode Ankete s poslodavcima na razini HR su dobili informacije koje su potrebe i smjernice u kojem smjeru treba ići razvoj programa.

Svi nastavnici su upoznati sa svojim ocjenama dobivenim u anketnim upitnicima. Nastavnici koji su loše ocijenjeni razgovaraju s Prodekanicom na nastavu i obavzani su pohađati vanjske edukacije.

The organization evaluates the implementation and effectiveness of the quality management system.

The organization keeps appropriate documented information on the results of the performance measurement system.

Testing of student satisfaction is carried out using survey.

Also conducted surveys with employers at the level of the Republic of Croatia have received information which are the needs and guidelines in which direction the program development needs to go.

All teachers are familiar with their grades in questionnaires. Teachers who are less rated are talking to the Deacon for Teaching and are obliged to attend external education.

Evidence:

Izvešće o provedenoj anketi za procjenu nastavnika Studentsko vrjednovanje nastave zimski semestar 2017./2018.16.7.2018

Vrjednovanje preddiplomskih studija od strane studenata 2016./2017.

Vrjednovanje diplomskih studija od strane studenata 2016./2017.

Reakreditacija Agronomskog fakulteta Sveučilišta u Zagrebu

Reakreditacija – Sažetak izvješća stručnog povjerenstva

Akreditacijska preporuka Agencije za znanosti i visoko obrazovanje u postupku reakreditacije Agronomskog fakulteta Sveučilišta u Zagrebu 23.7.2018

Results of Teacher Assessment Survey 2017/2018 16.7.2018

Evaluation of undergraduate studies by students 2016/2017.

Validation of graduate studies by students 2016/2017.

Re-accreditation of the Faculty of Agriculture of the University of Zagreb

Re-accreditation - A summary of expert committee reports

Accreditation Recommendation of the Agency for Science and Higher Education in the Reaction Process of the Faculty of Agriculture of the University of Zagreb 23.7.2018.

**Procjena usklađenosti / Evaluation of compliance**

not audited/reason:

Proces:

Process:

Evidence:

Not planned in FO 309.

## Interni audit / Internal Audit

not audited/reason:

Proces: Vođenje, Predstavnik uprave/  
Process: Leadership, Mangement Representative/

Proveden je interni audit u svim odjelima Tajništva.  
Dokumentirane informacije kao dokaz provedbe programa i rezultata audita se čuvaju kod Predstavnik Uprave.  
Internal audit has been conducted in all processes.  
Documented information as evidence of conducted programs and audit results is kept by Mangement Representative

Evidence:  
Izveštaji s internih audita 19.3.2018.- 23.4.2018.  
Internal audits reports were on 19.3.2018 - 23.4.2018.

## Upravina ocjena / Management review

not audited/reason:

Proces: Vođenje, Predstavnik uprave /  
Process: Leadarship, Mangement Representative/

Fakultet je izradio dokumentiranu informaciju kao dokaz rezultata upravine ocjene.  
Dokumentirane informacije o ocjeni sustava čuvaju se kod Predstavnik Uprave  
Organization has created documented information as evidence of Management Review results.  
Documented information about Management Review is kept by Mangement Representative.

Evidence:  
Upravina ocjena 31.8.2018.  
Samoprocjena tajništva fakulteta napravljena je u studenom 2016. (3 preporuke).  
Godišnje izvješće za 2017.  
Management review 31.8.2018.  
Self-assessment of the faculty's secretariat was made in November 2016 (3 recommendations).  
Annual Report for 2017.

## Dodatne informacije/izjave / Additional information/statements

Process:

Evidence:

## POBOLJŠAVANJA / IMPROVEMENT

### Nesukladnost i popravna radnja/ Nonconformity and corrective action

not audited/reason:

Proces: Vođenje, Predstavnik uprave/  
Process: Leadership, Mangement Representative/

Fakultet čuva dokumentirane informacije o nesukladnosti i naknadno poduzetim mjerama te o rezultatima eventualnih popravnih radnji kod predstavnika uprave.  
Vodi se registar svih nesukladnosti I popravnih radnji.  
Organization keeps documented information about nonconformities and subsequent actions taken and about results of eventual corrective action by predstavnika uprave.  
Register of all nonconformities and corrective actions.

Evidence:  
Registar nesukladnosti I popravnih radnji 2017/2018  
Nastavnici on line zaspuju neetičkog ponašanje studenata u aplikaciju NASTAVA. Te nesukladnosti se rješavaju sukladno Proceduri. Dekan saziva etičko povjerenstvo.  
Studenti također prijavljuju nastavnike za neetično ponašanje, putem obrasca. Dekan rješava nesukladnosti I donosi odluku.  
Register of non-compliance and corrective actions 2017/2018  
On-line teachers come to terms with the unethical behavior of students in the TEACHING application. These non-conformities are solved according to the Procedure. Dean convenes ethics committee.  
Students also report improper behavior teachers, in writing, via a form. The Dean resolves non-conformities and makes a decision.



Trajno poboljšavanje / Continual improvement

not audited/reason:

Proces:

Process:

Evidence:

Dodatne informacije/izjave / Additional information/statements

Process:

Evidence:

## 11. Važni prilozi uz izvještaj / Report relevant attachments

- FO 305-01-e AGRONOMSKI FAKULTET-Vers\_2018
- FO 305-01-e AGRONOMSKI FAKULTET-Vers\_2018\_report

## 12. Odstupanja / Deviations

### VEĆE ODSUPANJE / VEĆA NESUKLADNOST

- Podiže se tamo gdje je postoji nedostatak ili potpuno nefunkcioniranje procedure potrebne za auditiranje sustava upravljanja organizacije.
- Podiže se u slučaju da klijent nije uspio riješiti na odgovarajući način MANJU nesukladnost unutar određenog vremena. MANJA nesukladnost će biti navedena u novoj VEĆOJ nesukladnosti.
- Podiže se tamo gdje će nesukladnost vjerojatno dovesti do neposredne opasnosti;
- Podiže se tamo gdje postoji značajna pojava manjih nesukladnosti protiv određenog elementa Modela sustava upravljanja ili unutar jednog odjela ili aktivnosti.
- itd.

U slučaju **većih nesukladnosti** certifikacija nije moguća, sve korekcije se prije toga trebaju riješiti. Vrijeme za korekciju je najviše 90 kalendarskih dana, inače slijedi novi audit ili revizija/pregled na licu mjesta.

### ODSUPANJE / MANJE NESUKLADNOSTI

- Podiže se kada su identificiran pojedini uočeni slučajevi odstupanja u odnosu na normu ili proceduru potrebnu za dio klijentovog sustava upravljanja.
- itd.

U slučaju **manjih nesukladnosti** certifikacija je moguća, korektivne radnje će se provjeravati tijekom sljedećeg nadzornog audita.

### A MAIN DEVIATION / MAJOR NON-CONFORMITY

- is raised where there is an absence or a total breakdown of a procedure required as part of the audited organization's management system.
- is raised in the event that the client has failed to address adequately a MINOR nonconformity within the specified time. The MINOR nonconformity No. shall be referenced in the new MAJOR nonconformity.
- is raised where a nonconformity is likely to result in an immediate hazard;
- is raised where there is a significant occurrence of minor non-conformities against a particular element of the Management System Model or within a single department or activity.
- ect.

In case of **Major Non-Conformity** no certification is possible, all correction have to be dealt with first. Maximum 90 calendar days' time for correction, otherwise a new audit or re-audit/examination on site.

### A DEVIATION / MINOR NONCONFORMITY

- is raised when a single observed labs has been identified with respect to the standard or a procedure required as part of the client's management system.
- ect.

In case of **Minor Non-Conformity** certification is possible, corrective actions will be verified during the next surveillance audit.

**Komentari za završetak nesukladnosti s prethodnog audita/ Comments for completion of the nonconformity's from the previous audit**

Odstupanje 1: -

Deviation 1:

Tijekom audita pregledana je dokumentacija i zapisi na temelju uzorka. Postoji mogućnost da postoje

nesukladnosti koje nisu uočene zbog principa auditiranja koji se temelji na uzorku.

This audit covered procedures, activities and records based on samples. During this assessment, we stated the deviations listed below and discussed during the audit and the closing meeting. There may be other deviations that have not been detected due to the inherent character of an audit.

## Veća nesukladnost s trenutnog audita / Major nonconformity's from the current audit

Veća NS Major NC	Zahtjev norme Normative basis	Datum Date	Datum izvršenja Execution date
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<b>Opis</b> Description		--	
<b>Sljedeći korak</b> Next step		--	

## Manja nesukladnost s trenutnog audita / Minor nonconformity's from the current audit

Manja NS Minor NC	Zahtjev norme Normative basis	Datum Date	Datum izvršenja Execution date
<b>Opis</b> Description		<b>Naslov / Titel</b>	
<b>Sljedeći korak</b> Next step			