

Broj ugovora/ Contract number:	UG-20-0047		Broj certifikata/ Cert. number.: 7466
Poduzeće/ Organization:	SVEUČILIŠTE U ZAGREBU AGRONOMSKI FAKULTET University of Zagreb, Faculty of Agriculture		Vrijedi do/ Valid until: 19.10.2023
Adresa/Address:	Svetošimunska cesta 25, 10000 Zagreb, Croatia		
Datum audita/ Audit date:	13.10.2020.		
Lead Auditor: Auditori:	Marjeta Miholić Jeić		
Norma/ Standards:	ISO 9001:2015	Kod/ EA scope: 37	
Predstavnik poduzeća /Company representatives:	izv. prof. dr. sc. Ivan Vnučec, prodekan za organizaciju i kvalitetu		
Broj auditiranih lokacija/ Visited sites:	1	Broj smjena/ Number of shifts:	1
Broj zaposlenika (puno radno vrijeme)/ Number of employees (FTE-full time employee):	30		
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 type="checkbox"/> s1 <input type="checkbox"/> s2		Broj audit dana/ Number of audit days:
Izveštaj s re-certifikacijskog audita/ Report recertification audit	<input checked="" type="checkbox"/>		Broj audit dana/ Number of audit days: 1.10

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 organizacija 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, gospodarstvo 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:	EA 37
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:	1 certifikat na engleskom jeziku, 1 na hrvatskom jeziku

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

<input checked="" type="checkbox"/> izdan/issued	<input 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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Dogovoreni datum sljedećeg audita/ Agreed date for the next audit:	Datum/ Date: 13.10.2021.
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Release: Lead Auditor/ Lead auditor: Datum/Date: Marjeta Miholić Jeić, 17.10.2020	Potpis: Signature 
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4. Organizacijske promjene/ Organisational change

Nije došlo do organizacijskih promjena od prošlog audita. Novi Pravilnik o ustroju radnih mjesta i nova organizacijska shema je u izradi.

There has been no organizational change since last audit. A new Ordinance on the organization of jobs and a new organizational scheme are being drafted.

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

Organizacija 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

Organizacija 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 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
Ivan Vnučec	Prodekan za organizaciju i kvalitetu/ Vice Dean for organization and quality	X	X	X
Ivica Kisić	Prodekan za nastavu/ Vice Dean for Education	X	X	X
Marija Biondić Pavlić	Upravljanje kvalitetom, Centar za podršku studentima i karijerno savjetovanje/ Quality management, Center to support students and career counseling	X	X	X
Ana Franić Božić	Stalni predstavnik uprave za kvalitetu Quality representative	X	X	X
Vesna Rodić Smiljan	Voditeljica kadrovskih poslova HR manager		X	
Mihaela Tomić	Studentska referada Student office		X	
Marija Kovačević	Voditeljica Zaštite na radu Head of Occupational Safety		X	
Vesna Šušća	Javna nabava Public procurement		X	

8. Pregledana dokumentacija/ Verified documents

Upravina ocjena/ Management review:	Upravina ocjena sustava kvalitete izrađena je 30.9.2020. Management review of the quality system was made on 30.9.2020.
Organigram/ Organization chart	Organizacijska shema 2.10.2018. The organizational chart 2.10.2018.
Interni audit/ Internal Audits:	Izveštaj s internog audita sustava 21.9.2020. Internal audit report of the system 21.9.2020.
Zakoni & Evidencije norme/ Law & standards evidence	Lista obvezujućih zahtjeva se ažurira (01.09.2020.) Standardi i smjernice za osiguranje kvalitete na Europskom prostoru visokog obrazovanja (ESG) Zakon o osiguravanju kvalitete u znanosti i visokom obrazovanju The list of binding requirements is updated (01.09.2020.) Standards and guidelines for quality assurance in the European Higher Education Area (ESG) Law on Quality Assurance in Science and Higher Education
Dokumentacija sustava upravljanja/ Management system documentation	Poslovnik o radu Odbora za upravljanje kvalitetom 5.3.2019. Statut Fakulteta 31.10.2017. Registar rizika i prilika 29.9.2020. Rules of Procedure of the Quality Management Committee 5.3.2019. Faculty Statute 31.10.2017. Register of risks and opportunities 29.9.2020.

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

Pozitivne točke/ Positive points

- Značajno povećanje broja upisanih studenata u ak.god. 2020/2021. u odnosu na prošlu godinu

- Vrlo dobra prilagodba novim epidemiološkim uvjetima i on-line radu
- Significant increase in the number of enrolled students in the academic year. 2020/2021. compared to last year
- Very good adaptation to new epidemiological conditions and online work

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.

TUMAČ / LEGEND: bez) primijenjivo za HLS standarde, *) samo ISO 9001, **) samo ISO 14001

4 Kontekst organizacije / Context of the organization

4.1 Razumijevanje organizacije i konteksta / Understanding the organization and its context

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)

Vodstvo kontinuirano razmatra vanjske i unutarnji čimbenike koji su bitni za rad Fakulteta i realizaciju strateških ciljeva i planova. Razmotreni vanjski utjecaji na organizaciju su utjecaj pandemije, povećanje svijesti o važnosti poljoprivrede, gospodarska situacija u agrarnom sektoru, povećano zanimanje studenata za Agronomski fakultet, posljedice potresa iz ožujka 2020.

Razmotreni unutarnji čimbenici su znanje nastavnika, IT opremljenost za provedbu on –line nastave, kvaliteta nastavnog i nenastavnog osoblja, pravovremena prilagodba novoj organizaciji rada, dokumentiranost sustava, infrastruktura za praktičnu nastavu, financijski resursi, oprema.

Nova Strategija Fakulteta i Priručnik za osiguranje kvalitete su u pripremi.

Leadership continuously considers external and internal factors that are important for the work of the Faculty and the realization of strategic objectives and plans.

The considered external influences on the organization are the impact of the pandemic, increasing awareness of the importance of agriculture, the economic situation in the agricultural sector, increased student interest in the Faculty of Agriculture, the consequences of the March 2020 earthquake.

The considered internal factors are the knowledge of teachers, IT equipment for the implementation of online teaching, the quality of teaching and non-teaching staff, timely adaptation to the new organization of work, system documentation, infrastructure for practical classes, financial resources, and equipment. A new Faculty Strategy and Quality Assurance Manual are in preparation.

Evidence:

Statut (31.10.2017.)

Priručnik za osiguranje kvalitete (18.09.2013.)

Strategija osiguranja kvalitete, organizacije i upravljanja resursima 2016.-2020. / (17.01.2017.)

Statute of the Faculty (31.10.2017.)

Quality Assurance Manual (18.09.2013)

The Quality Assurance Strategy, organization and resource management 2016-2020/ (17.01.2017.)

4.2 Potrebe i očekivanja zainteresiranih strana / Needs and expectations of interested parties

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)

Svi zaposlenici su svjesni potreba i očekivanja zainteresiranih strana: Ministarstva znanosti i obrazovanja, nacionalne i europske institucije vezane uz obrazovanje, zaposlenika, studenata, vanjskih suradnika.

Kontekst Fakulteta /SWOT analiza i zahtjevi i očekivanja zainteresiranih strana su dokumentirani u Strategija osiguranja kvalitete, organizacije i upravljanja resursima 2016.-2020.

All employees are aware of the needs and expectations of interested parties: the Ministry of Science and Education, national and European institutions related to education, employees, students, and external associates.

Faculty context / SWOT analysis and stakeholder requirements and expectations are documented in the Quality Assurance

Strategy, organization and resource management 2016-2020

Evidence:

Strategija osiguranja kvalitete, organizacije i upravljanja resursima 2016.-2020. / (17.01.2017.)

The Quality Assurance Strategy, organization and resource management 2016-2020/ (17.01.2017.)

4.3 Određivanje područja primjene / Determining the scope

Proces: Vođenje, Predstavnik uprave / "Statut (31.10.2017.)

Process: Leadership, Management Representative / Statute of the Faculty (31.10.2017.)

Opseg sustava upravljanja kvalitetom je dokumentiran 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". Opseg sustava se nije mijenjao od prošlog audita.

The scope of the quality management system is documented in the Statute of the Faculty: "Management of the Faculty of Agriculture, administrative-professional and auxiliary tasks necessary for the regular provision of customer services related to academic education and scientific-research work". The scope of the system has not changed since the last audit.

Evidence:

Statut (31.10.2017.)

Statute of the Faculty (31.10.2017.)

4.4 Sustav upravljanja i procesi / Management system and its processes

Proces: Vođenje, Predstavnik uprave / Priručnik za osiguranje kvalitete (18.09.2013.)

Process: Leadership, Management Representative / Quality Assurance Manual (18.09.13)

Fakultet primjenjuje, održava i poboljšava procese sustava upravljanja kvalitetom. U dokumentu Priručniku za osiguranje kvalitete prikazana je interakcija između procesa.

Faculty applies, maintains and improves the processes of quality management systems. The Quality Assurance Manual document shows the interaction between processes.

Evidence:

Priručnik za osiguranje kvalitete (18.09.2013.)

Quality Assurance Manual (18.09.2013)

Dodatne informacije/izjave/primjedbe / Additional information/statements/observations:

5 Leadership

5.1 Vodstvo i opredijeljenost, Usmjerenost na kupca / Leadership and commitment, Customer focus

Process: Vodstvo, Predstavnik uprave / Strateški plan 2016 - 2020 (17.01.2017.)

Process: Leaderships, Management Representative/ Strategic Plan 2016 - 2020 (17.01.2017)

Vodstvo Fakulteta je jasno opredijeljeno ka zadovoljenju zahtjeva i očekivanja svih zainteresiranih strana.

Strategija je podijeljena na 5 područja: organizacija i kvaliteta, nastava i studenti, znanstveno istraživačka djelatnost, međunarodna suradnja, upravljanje resursima.

Uprava izrađuje Godišnje izvješće za prethodnu godinu i izrađuje Plan aktivnosti realizacije strateškog plana za sljedeće razdoblje.

Uprava redovno analizira zadovoljstvo studenata i provodi poboljšanja.

Vodstvo osigurava sve potrebne resurse za nesmetano provođenje procesa i kontinuiranog poboljšanja sustava.

Poslovanje je usklađeno s Kolektivnim ugovorom od 2018.

U tijeku je izrada novog Priručnika za upravljanje kvalitetom.

The Faculty's leadership is clearly committed to meeting the requirements and expectations of all interested parties.

The strategy is divided into 5 areas: organization and quality, teaching and students, scientific research, international cooperation, resource management.

The Management Board prepares the Annual Report for the previous year and prepares the Plan of Activities for the Implementation of the Strategic Plan for the next period.
Management regularly analyzes student satisfaction and implements improvements.
Leadership provides all the necessary resources for the implementation of the process and continuous improvement of the system.
The business is harmonized with the Collective Agreement from 2018.
A new Quality Management Manual is under development.

Evidence:

Strateški plan 2016 - 2020 (prosinac 2016.)
Strategija razvoja nastavne djelatnosti agronomskog fakulteta (2016.-2020.)
Strategija osiguranja kvalitete, organizacije i upravljanja resursima 2016.-2020.
Aktivnosti osiguranja kvalitete, organizacije i upravljanja resursima za razdoblje 2016.-2020./
Aktivnosti osiguranja kvalitete u postupku II. ciklusa reakreditacija za razdoblje 2019 – 2023.
Godišnje izvješće za 2019. / 21.1.2020.
Plan aktivnosti za osiguranje kvalitete za ak. godinu 2019/2020. 21.1.2020.
Kolektivni ugovor 27.12.2018.

Strategic Plan 2016 - 2020 (December 2016)
Strategy for the development of teaching activities at the Faculty of Agriculture (2016-2020)
Quality Assurance, Organization and Resource Management Strategy 2016-2020
Quality assurance, organization and resource management activities for the period 2016-2020 /
Action plan for quality improvement in the procedure II. reaccreditation cycle for the period from 2019 to 2023.
Annual report for 2019 / 21.1.2020
Quality assurance action plan for ac. year 2019/2020. 21.01.2020
Collective agreement 27.12.2018.

5.2 Politika / Policy

not audited/reason:

Process: Vodstvo, Predstavnik uprave, Studentska referada, Nabava/ Politika kvalitete od 3.10.2017.
Process: Leadership, Management Representative, Student Office and Procurement /Quality Policy, 3.10.2017.

Politika kvalitete je primjerena Fakultetu, pruža okvir za ciljeve upravljanja i pokazuje predanost zadovoljavanju zahtjeva i neprekidno poboljšavanje, odobrena od strane Fakultetskog vijeća.
Politika upravljanja je dostupna na oglasnim pločama I WEB stranici Fakulteta, održavana, priopćena i shvaćena od svih zaposlenika. Politika je ocijenjena u Upravinoj ocjeni 30.9.2020.

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.
Policy of management is available on the notice board and WEB page of Faculty, maintained, communicated and understood to employees. The policy was assessed in the Management review on 30.09.2020.

Evidence:

Politika kvalitete verzija od 3.10.2017.
Razgovor s djelatnicima u Studentskoj referadi i Nabavi.
Quality Policy, edition 03.10.2017.
Interviews with employees in in Student Office and Procurement

5.3 Uloge, odgovornosti i ovlaštenja / Roles, responsibilities and authorities

not audited/reason:

Process: Vodstvo, Predstavnik Uprave, Opći i kadrovski poslovi /
Process: Leadership, Management Representative, General and human resources /

Uloge, odgovornosti i ovlasti su za svakog djelatnika posebno definirane u Pravilniku o ustroju radnih mjesta i Ugovorima o radu.
Dio dokumenta Pravilnika o ustroju radnih mjesta je Organizacijska shema.

Roles, responsibilities and authorities are defined for each employee in the Ordinance on the organization of jobs and employment contracts. Part of the document of the Ordinance on the organization of jobs is the Organization Chart.

Evidence:

Odluka o imenovanju članova Odbora za upravljanje kvalitetom Sveučilišta u Zagrebu Agronomskog fakulteta za mandatno

razdoblje u akademskim godinama 2018./2019. - 2019./2020. - 2020./2021. /2.10.2018.
Pravilnik o radu (21.1.2020.)
Pravilnik o ustroju radnih mjesta (20.03.2013.)
Kolektivni ugovor 27.12.2018.
Poslovnik o radu Odbora za upravljanje kvalitetom 5.3.2019.
Odluka o imenovanju službenika za informiranje (30.04.2019.)
Organigram od 2.10.2018.

Decision on the appointment of members of the Quality Management Committee of the University of Zagreb, Faculty of Agriculture for the term of office in the academic years 2018/2019. - 2019/2020 - 2020/2021 /02.10.2018
Rules of Procedure (21.01.2020)
Ordinance on the organization of jobs (20.03.2013)
Collective agreement 27.12.2018
Rules of Procedure of the Quality Management Committee 5.3.2019.
Decision on appointment of information officer (30.04.2019)
Organization chart 02.10.2018.

Dodatne informacije/izjave/primjedbe / Additional information/statements/observations:

6 Planning

6.1 Mjere za poduzimanje koraka s rizicima i prilikama / Actions to address risks and opportunities not audited/reason:

Proces: Vodstvo, Predstavnik uprave, Planiranje nastave/

Process: Leadership, Management Representative, Lesson planning /

Vodstvo je evaluirano provedene mjere za tretman rizika, prepoznao nove rizike i ažurirano Registar rizika.

Za sve visoke rizike su planirane mjere tretmana rizika. Prepoznato je 15 značajnih rizika.

Kao najznačajniji rizici koji su prepoznati: složena organizacija rada od kuće, neusklađenost nastavnih programa s potrebama tržišta rada, rizik od zaraze studenata i nastavnika, nemogućnost provedbe praktične nastava radi pandemije, nedostatak interesa domaćeg gospodarstva za rezultate znanstveno-istraživačkog projekta, nedovoljna međunarodna mobilnost.

Management evaluated the implemented risk treatment measures, identified new risks and updated the Risk Register.

Risk treatment measures are planned for all high risks. 15 significant risks are identified.

As the most significant risks identified: complex organization of work from home, incompatibility of curricula with the needs of the labor market, risk of infection of students and teachers, inability to conduct practical classes for a pandemic, lack of interest of the domestic economy in research project results, insufficient international mobility.

Evidence:

Registar rizika i prilika 29.9.2020.

Register of risks and opportunities 29.9.2020.

6.2 Ciljevi kvalitete i planiranje / Objectives and planning to achieve them not audited/reason:

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

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

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.

U izradi je nova WEB stranica.

Popunjenost upisne kvote je narasla na 90% u odnosu na prošle upise na preddiplomskim studijima.

Popunjenost kvote je 100% na diplomskim studijima i 100% na doktorskom studiju.

The faculty has identified activities to implement the objectives; funds that will be needed; persons responsible for certain activities and deadlines for the objectives realization and how the achievement will be measured.

The action plan is communicated within the Faculty, knowledge of objectives and programs is checked and their implementation is

regularly monitored.

Objectives (action plans) are related to the Strategic Plan of the Faculty according to the main areas: Management of higher education and quality assurance, Study programs, Scientific and professional activities, Mobility and international cooperation and Resource Management.

A new WEB page is under construction.

The occupancy rate of the enrollment quota has increased to 90% compared to previous enrollment in undergraduate studies.

Quota occupancy is 100% in graduate studies and 100% in doctoral studies.

Evidence:

Strateški plan 2016 – 2020. (u tijeku je pisanje nove Strategije)

Godišni akcijski plan za 2020.

Financijski plan za 2020.

Pravilnik o raspodjeli vlastitih prihoda u 2019.

Ispunjenje ciljeva za 2019. je predstavljeno u Godišnjem izvješću za 2019.

Prijedlog financijskog plana za 2020. i projekcija plana za 2021 i 2022.

Strategic Plan 2016 - 2020 (writing of a new Strategy is in progress)

Annual action plan for 2020

Financial plan for 2020

Ordinance on the distribution of own source revenues in 2019

The fulfillment of the goals for 2019 is presented in the Annual Report for 2019.

Proposal of the financial plan for 2020 and projection of the plan for 2021 and 2022.

6.3*) Planiranje promjena / Planning of changes

not audited/reason:

Proces: Vođenje, Predstavnik uprave/ Godišni akcijski plan za 2020.

Process: Leaderships, Management Representative / Annual Action Plan za 2020.

Sve promjene u sustavu upravljanja provode se po planiranim postupcima (ciljevi, projekti, plan aktivnosti...)

Godišni akcijski plan za 2020. je donesen na temelju mjera proizašlih iz Strategije Fakulteta.

Revizija studijskih programa je u tijeku i preustroj studijskih postojećih programa 9 preddiplomskih i 15 diplomskih.

All changes in management systems are performed according planned procedures (objectives, project, and action plans.).

Annual Action Plan for 2019 is made based on the measures from the Strategy of Faculty.

Revision of study programs is in progress. The revision of study programs is in the process and the reorganization of existing study programs is 9 undergraduate and 15 graduate studies.

Evidence:

Godišni akcijski plan

Annual Action Plan

Dotatne informacije/izjave/primjedbe / Additional information/statements/observations:

7 Support

7.1 Resursi / Resources

not audited/reason:

Proces: Vođenje, Predstavnik uprave, Nabava /

Process: Leadership, Management Representative, Procurement/

Uprava Fakulteta osigurava sve potrebne resurse za nesmetano funkcioniranje sustava i procesa.

The Faculty Management provides all the necessary resources for the smooth functioning of the system and process.

Evidence:

Financijski plan za 2020.

Financial plan for 2020

7.1.2*) Ljudi / People

Proces: Vođenje, Predstavnik uprave, Opći i kadrovski poslovi/

not applicable/reason:

Process: Leadership, Management Representative, General and Human Resources/

not audited/reason:

U Pravilniku o unutarnjoj organizaciji radnih mjesta definirani su uvjeti za radna mjesta.
Definirane su potrebe za edukacijom djelatnika za 2020.

Zapisi o edukacijama su dostupni u odjelu Ljudskih potencijala u dosjeima djelatnika se nalaze dokazi o njihovim kompetencijama i realiziranoj edukaciji.

Realizirano je kadrovsko osnaživanje Ureda za međunarodne odnose, Služba za javnu nabavu, Ekonomata I Centralne knjižnice prelaskom djelatnika s pojedinih zavoda u navedene službe.

The Ordinance on the internal organization of jobs defines the conditions for jobs.

The needs for employee training for 2020 have been defined.

Records on trainings are available in the Human Resources Department. In the files of employees, there is evidence of their competencies and realized training.

The staffing of the Office for International Relations, the Public Procurement Service, the Economist and the Central Library was realized by transferring employees from individual institutes to the above-mentioned services.

Evidence:

Dosje novo-zaposlenog djelatnika:

Definirani su uvjeti kompetencija za radna mjesta:

Nova zaposlenica J.D. je asistent na projektu "Razvoja karijere mladih istraživača – izobrazba novih doktora znanosti" magistar ing. agronom 4 godine

Ugovor od 21.9.2020. na Zavodu za melioracije.

Odluka o plaći 21.9.2020.

Diploma za magistru inženjerku agronomije od 25.9.2019. Agronomski fakultet u Zagrebu.

Dopunska isprava o studiju od 25.9.2019. (popis vannastavnih aktivnosti)

Plan zapošljavanja za 2020.

Organigram od 2.10.2018.

New employee's file:

Competency requirements for jobs have been defined:

New employee J.D. is an assistant in the project "Career Development of Young Researchers - Training of New Doctors of Science" Master of Science in Agronomy 4 years

Contract from 21.9.2020. at the Department of Soil Amelioration.

Decision on salary 21.09.2020

Diploma for master engineer of agronomy from 25.9.2019. Faculty of Agriculture in Zagreb.

Supplementary study document dated 25.09.2019. (list of extracurricular activities)

Employment plan for 2020

Organization chart 02.10.2018.

7.1.3*) Infrastruktura / Infrastructure

not applicable/reason:

not audited/reason:

Proces: Održavanje i osiguranje/

Process: Maintenance and insurance/

Sve oprema s povećanom opasnosti se redovno servisira i atestira na ispravnost sukladno zakonskim propisima. Realizira se plan održavanja i poboljšavaju radni uvjeti.

All high-risk equipment is regularly serviced and certified in accordance with legal requirements.

A maintenance plan is being implemented and working conditions are improved.

Evidence:

Izveštaje o obavljenom pregledu dizala 01-0834-00-1/20, 29.5.2020. (Zavod za integralnu kontrolu d.o.o.)

Izveštaje o obavljenom pregledu dizala 01-0834-00-2/20, 29.5.2020. (Zavod za integralnu kontrolu d.o.o.)

Zapisnik o obavljenom pregledu i ispitivanju električnih instalacija niskog napona Z-2020-5-245-21-1, 8.6.2020. (Zaštita atest d.o.o.)

Elevator inspection report 01-0834-00-1 / 20, 29.5.2020. (Zavod za integralnu kontrolu d.o.o.)

Elevator inspection report 01-0834-00-2 / 20, 29.5.2020. (Zavod za integralnu kontrolu d.o.o.)
Record on the performed inspection and testing of low voltage electrical installations Z-2020-5-245-21-1, 8.6.2020. (Zaštita atest d.o.o.)

7.1.4*) Upravljanje radnom okolinom / Process environmental

not applicable/reason:
 not audited/reason:

Proces: Održavanje i osiguranje/
Process: Maintenance and insurance/

Obilaskom radnog prostora ustanovljeno je da je radno okruženje prikladno za rad i pružanje usluga. U tijeku je obnova oštećenja infrastrukture nakon potresa u ožujku 2020.

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

Prostori su opremljeni aparatima za gašenje požara. Provodi se ovlašteno ispitivanje radnih uvjeta sukladno zakonu.

A tour of the workspace found that the work environment was suitable for work and service delivery. Reconstruction of infrastructure damage after the March 2020 earthquake is in the process.

There are first aid cabinets in the work areas that contain the necessary equipment.

The premises are equipped with fire extinguishers. An authorized examination of working conditions is carried out in accordance with the law.

Evidence:

Zapisnik o obavljenom ispitivanju radnog okoliša 3.5.2019. Z-2019-4-122-19-1 (Zaštita atest d.o.o.)

Minutes on the performed examination of the working environment 3.5.2019. Z-2019-4-122-19-1 (Zaštita atest d.o.o.)

7.1.5*) Resursi: nadzor i mjerenja / Resource: monitoring and measuring

not applicable/reason:
 not audited/reason:

Proces:
Process:

Evidence:

Točka 7.1.5 nije primjenjiva.

Requirement 7.1.5 is not applicable.

7.1.6*) Organizacijsko znanje / Organizational knowledge

not audited/reason:

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

Fakultet je odredio potrebno znanje za odvijanje svojih procesa i postizanje sukladnost svojih usluga sa zahtjevima studenata i ostalih zainteresiranih strana.

Organization has determined necessary knowledge for performing its processes and achieving compliance its services with students requirements and other interested parties.

Evidence:

Plan edukacije nastavnog i nenastavnog osoblja za 2020/2021.

Pravilnik o uvjetima i postupku izbora u stručna zvanja u sustavu znanosti i visokom obrazovanju (01.02.2012.)

Pravilnik o izmjenama i dopunama Pravilnika o uvjetima za izbor u znanstvena zvanja 31.7.2019.

Education Plan for 2020/2021.

Rulebook on conditions and procedure for selection of professional titles in science and higher education system (01.02.2012.)

Ordinance on amendments to the Ordinance on the conditions for election to scientific titles 31.7.2019.

7.2/7.3/7.4 Osposobljavanje, svjesnost i komunikacija / Competence, awareness and communication

Proces: Planiranje nastave, Opći i kadrovski poslovi/
Process: Teaching planning, General and human resources/

not audited/reason:

Napredovanje nastavnog osoblja u viša nastavna zvanja se provodi sukladno Pravilniku. Fakultet osigurava da su osobe koje rade u organizaciji svjesne politike kvalitete internim edukacijama i treninzima. Djelatnici su svjesni svog doprinosa učinkovitosti sustava kvalitete. Odbor za upravljanje kvalitetom te zaposlenici u odsjeku upravljanja kvalitetom su odgovorni za operativno provođenje pojedinačnih zadataka i također su odgovorni za izgradnju svijesti o potrebi razvijanja sustava i kulture kvalitete. Način i učestalost interne i vanjske komunikacije sa zainteresiranim stranama je uređena.

The promotion of teaching staff to senior teaching positions is carried out in accordance with the Regulations. The Faculty ensures that the persons working in the organization are aware of the quality policy of internal education and training. Employees are aware of their contribution to the effectiveness of the quality system. Quality Management Committee and the employees of the quality management department are responsible for the operational implementation of individual tasks and are also responsible for raising awareness of the need to develop a quality system and culture. The manner and frequency of internal and external communication with stakeholders is regulated.

Evidence:

Plan osposobljavanja 07.02.2020. za tajništvo
Odluka o financiranju projekta "Razvoj i unapređenje i provedba stručne prakse u visokom obrazovanju " 17.2.2020.
Sjednice fakultetskog vijeća se održavaju on-line od 20.3.2020.
Zapisnici s Odbora za osiguranje kvalitete/upravljanje kvalitetom 16. siječanj 2020.
Izvešće o osposobljavanju se čuva u Tajništvu fakulteta:
Seminar za karijerne savjetnike u visokom obrazovanju (Plitvice 4-6-11-2019 u organizaciju AMPEU) Marija Biondić Pavlič.
Zapisi napredovanja u docent djelatnice M.D.:
3.6.2020. Ugovor o radu na neodređeno vrijeme
3.6.2020. Nova odluka o plaći
Potvrda vijeća biotehničkog područja 3.6.2020.
Odluka Fakultetskog vijeća 3.6.2020.
Uvjerenje za rad na siguran način ZNR 2014-09/46 M.D., 11.9.2014. (Zaštita attest d.o.o.)
Uvjerenje zaštita od požara ZOP-2014-09/46 M.D. 9.9.2014.

Training plan 07.02.2020.
Decision on financing the project "Development and improvement and implementation of professional practice in higher education" 17.02.2020.
Sessions of the Faculty Council are held online from 20.03.2020.
Minutes of the Quality Assurance / Quality Management Committee 16.01.2020
The training report is kept in the Faculty Secretariat:
Seminar for career counselors in higher education (Plitvice 4-6-11-2019 organized by AMPEU) Marija Biondić Pavlič.
Records of promotion to assistant professor M.D.:
03.06.2020 Indefinite employment contract
03.06.2020 New salary decision
Confirmation of the Biotechnical Area Council 3.6.2020.
Decision of the Faculty Bag 3.6.2020.
Certificate for safe work ZNR 2014-09 / 46 M.D., 11.9.2014. (Zaštita attest d.o.o.)
Certificate of fire protection ZOP-2014-09 / 46 M.D. 09.09.2014

7.5 Dokumentirana informacija / Documented information

Proces: Uprava, Predstavnik uprave/
Process: Management, Management representative/

Sustav upravljanja kvalitetom uključuje sve potrebne dokumentirane informacije koja zahtijeva norma ISO 9001:2015
Lista dokumentiranih informacija vanjskog podrijetla se ažurira redovno od strane predstavnika uprave na WEB stranici Fakulteta. Predstavnik uprave je odgovoran za praćenje vanjskih izvora o promjenama zakonskih zahtjeva. Dokumentacija sustava je u hard kopiji kod predstavnika uprave i elektronski na intranetu. Temeljni dokumenti sustava Politika kvalitete i Priručnik za osiguranje kvalitete su dostupni na WEB stranici.

The quality management system includes all the documented information required by ISO 9001: 2015
The list of documented information of external origin is regularly updated by the management's representatives on the Faculty's website. The management representative is responsible for monitoring external sources of changes in legal requirements. The system documentation is in hard copy with the management representatives and electronically on the intranet.

The basic system documents The Quality Policy and Quality Assurance Manual are available on the WEB page.

Evidence:

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, 85/15

Pravilnik o uvjetima za izbor u znanstvena zvanja NN 28/17, 72/2019

Pravilnik o zaštiti i čuvanju arhivskog i registraturnog gradiva 46/17

ESG standardni - Standardi i smjernice za osiguranje kvalitete 2015.

Zakon o osiguravanju kvalitete u znanosti i visokom obrazovanju NN 45/2009

Načela Bolonjskog procesa – Europski prostor visokog obrazovanja Strategija obrazovanja, znanosti i tehnologije (2013)

Master lista / registar obrazaca ažurirana

Lista obvezujućih zahtjeva se ažurira

Zahtjev za pristup informacijama (obrazac)

Pravilnik o zaštiti arhivskog i registraturnog gradiva (14.11.2012.)

The secretary of the Faculty is responsible for updating the list on the website, and QM on the intranet.

The Public Procurement Act NN 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, 85/15

Rules on the conditions for the election to scientific titles NN 28/17, 72/2019

Rulebook on Archival and Records Protection and Preservation 46/17

ESG Standard - Standards and Guidelines for Quality Assurance 2015

Law on Quality Assurance in Science and Higher Education NN 45/2009

Principles of the Bologna Process - European Higher Education Area Education, Science and Technology Strategy (2013)

Master list / form register updated

The list of binding requirements is updated as needed

Request for Access to Information (form)

Ordinance on Archival and Records Protection (14.11.2012.)

Dodatne informacije/izjave/primjedbe / Additional information/statements/observations:

8 Operation

8.1 Operativno planiranje i nadzor / Operational planning and control

not audited/reason:

Proces: Planiranje nastave, Studentska referada/

Process: Planning classes, Student office/

Planiranje uključuje aktivnosti usmjerene na unapređenja Studijskih programa, izradu provedbenih planova i programa (izrada nastavnog plana i programa).

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

Odlukom o studiranju za akademsku godinu 2020/2021 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 includes activities aimed at enhancing the Study Programs, developing implementation plans and programs (curriculum development).

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 2020/2021 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 2020./2021. Rujan 2020.

Plan aktivnosti za osiguravanje kvalitete 2020. godina

Akcijski plan za unaprjeđenje kvalitete u postupku II. ciklusa reakreditacije za razdoblje od 2019. do 2023.; 07.05.2019.

Pravilnik o poslijediplomskim znanstvenim i strucnim studijima 01.02.2012.

Procedura strateškog planiranja 10.03. 2015.

Pravilnik o vlastitim prihodima I njihovoj raspodjeli 15.10.2019.

Pravilnik o pokušalištima 3.12.2019.

Pravilnik o doktorskim studijima 12.2.2019.

Procedura postupanja s putnim naložima 3.9.2020.

Pravila za provođenje ispita na daljinu 8.9.2020.

Odluka o novom rasporedu radnog vremena čistačica 25.9.2020.

Organizacija održavanja nastave I prilagodba rasporeda sati sukladno epidemiološkim preporukama I smjernicama za izvođenje nastave na visokim učilištima

Schedule plan for the academic year 2020/2021, September 2020

Quality assurance action plan for 2020

Action plan for quality improvement in procedure II. reaccreditation cycle for the period from 2019 to 2023; 07.05.2019

Ordinance on postgraduate scientific and professional studies 01.02.2012.

Strategic planning procedure 10.03. 2015

Ordinance on own revenues and their distribution 15.10.2019.

Rulebook on experimental facilities 12.03.2019

Rulebook on doctoral studies 12.2.2019.

Procedure for handling travel orders 3.9.2020.

Rules for conducting distance exams 8.9.2020.

Decision on the new schedule of working hours of cleaners 25.9.2020.

Organization of teaching and adjustment of class schedules in accordance with epidemiological recommendations and guidelines for teaching at higher education institutions

8.2*) Zahtjevi za proizvod ili uslugu / Requirements for products and services

not applicable/reason:

not audited/reason:

Proces: Studentska Referada/

Process: Student office/

Definirani su kriteriji za realizaciju studentskih zahtjeva za studiranjem.

Procesi se provode kako je planirano. Zapisi o realizaciji usluga studentima čuvaju se u dosjeima studenta u Studentskoj referadi I elektronski u ISVU sustavu.

Criteria for the realization of student study requirements are defined.

The processes are carried out as planned. Records on the realization of services to students are kept in student files in the Student

Office and electronically in the ISVU system.

Evidence:

Pregledan je Zahtjev studentice za obranu završnog rada na preddiplomskom studiju (student P.P.)

Prijava; Prijepis ocjena; Uvjerenje o završenom preddiplomskom studiju; Prijava na diplomski studij 19.9.2018.

Privola radi GDPR za diplomski 26.9.2018.

Ocjena stručne prakse

Prijava diplomskog rada 26.2.2020.

Potvrda o dozvoli obrade diplomskog rada 22.9.2020.

Potvrda iz knjižnice 21.9.2020. da ne duguje knjige

Uvjerenje 8.10.2020. Agroekologija

Zahtjev za tiskanje uvjerenje I diplome 23.9.2020.

The Student's Request for Presentation of the Final Thesis at the Undergraduate Study was reviewed: (student P.P.)

Application; Transcript of grades; Certificate of completed undergraduate study; Application for graduate studies 19.09.2018

Consent for GDPR for graduation 26.09.2018.

Evaluation of professional practice

Diploma thesis application 26.02.2020.

Certificate of permission to process the thesis 22.09.2020.

Confirmation from the library 21.09.2020 not to owe books

Certificate 08.10.2020. Agroecology

Request for printing a certificate and diploma 23.9.2020.

Pregledani su zapis realizacije zahtjeva studenta za promjenu studijskog smjera hortikulture na Agrarnu ekonomiku

16.9.2019. Molba za prebačaj studenta K.Č.

Prodekan je odobrio Odluku 15.10.2019.

Novi ugovor o studiranju na studiju agroekologija.

The record of the realization of the student's request to change the study direction of horticulture to Department of Agricultural Economics was reviewed

16.09.2019 Request for transfer of student K.Č.

The Vice Dean approved the Decision on 15.10.2019.

New contract for studying agroecology.

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

not

audited/reason:

Process:

Evidence:

8.3*) Projektiranje i razvoj proizvoda i usluga / Design and development of products and services

not applicable/reason:

not audited/reason:

Proces: Vodstvo/Međunarodna suradnja

Process: Management/International cooperation

Znanstvena djelatnost nastavnika i istraživača Agronomskog fakulteta temelji se na razvojnim i primijenjenim nacionalnim i međunarodnim istraživačkim projektima.

Projekt "Unapređenje stručne prakse na preddiplomskim i diplomskim studijima" je u tijeku.

Zaposlena je jedna osoba za rad sa studentima vezano uz stručnu praksu (projekt u okviru EU fondova)

Znanstvene aktivnosti provode se na fakultetskim zavodima - laboratorijima i pokušajima.

Uočen je konstantan porast znanstvene produkcije, koja se očituje u broju dobivenih projekata, radova objavljenih u znanstvenim časopisima, te organizaciji i aktivnom sudjelovanju na znanstvenim skupovima.

The scientific activity of teachers and researchers at the Faculty of Agriculture is based on development and applied national and international research projects. Most research projects also involve researchers from partner institutions from Croatia and abroad. The project "Improving professional practice in undergraduate and graduate studies" is in the process.

One person is employed to work with students related to professional practice (project within EU funds)

Scientific activities are carried out at university institutes - laboratories and experimental centers.

There has been a constant increase in scientific production, which is reflected in the number of projects received, papers published in scientific journals, and the organization and active participation in scientific conferences.

Evidence:

Strategija razvoja znanstveno-istraživačke djelatnosti Sveučilišta u Zagrebu Agronomskog fakulteta (2016.-2020.)
Strategy for the development of scientific research of the University of Zagreb, Faculty of Agriculture (2016-2020)

8.4*) Nadzor nad procesima, proizvodima i uslugama ostvarenim izvan organizacije / Control of externally provided processes, products and services

not applicable/reason:
 not audited/reason:

Proces: Nabava/
Process: Purchasing/

Fakultet je odredio i primijenio 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. U slučaju reklamacije prema dobavljaču vode se zapisi. Sve dobavljače Fakultet odabire putem pozivnog ili javnog natječaja, ovisno o visini iznosa ugovora.

The faculty has determined and applied criteria for evaluating, selecting, monitoring implementation, and re-evaluating suppliers and external service providers based on their ability to provide processes or products and services in line with the organization's requirements. The faculty keeps documented information on assessment activities and all necessary measures arising from the assessment. In case of a complaint to the supplier, records are kept. All suppliers are selected by the Faculty through an invitation or public tender, depending on the amount of the contract.

Evidence:

Plan nabave 1.1.2020.
Odluka o imenovanju povjerenstva naručitelja 19.6.2020. nabava i doprema opreme za laboratorij za arheogenetiku u 5 grupa
Poziv za dostavu ponuda 20.8.2020.
Ponuda za grupu 1. Autoklav od Kemolab d.o.o. 21.8.2020.
Zapisnik o otvaranju ponuda 11.9.2020.
Odluka o odabiru za 1. Grupu 11.9.2020.
Ugovor 21.9.2020. Kemolab d.o.o.

Procurement plan 1.1.2020.
Decision on the appointment of the commission of the contracting authority 19.6.2020. procurement and delivery of equipment for the laboratory for archaeogenetics in 5 groups
Invitation for submission of bids 20.08.2020
Offer for group 1. Autoclave from Kemolab d.o.o. 21.08.2020
Minutes on opening of bids 11.9.2020.
Decision on selection for Group 1, 11.9.2020.
Contract 21.09.2020 Kemolab d.o.o.

8.5.1*) Nadzor nad proizvodnjom i pružanjem usluga / Control of production and service provision

not applicable/reason:

not audited/reason:

Proces: Planiranje nastave, Studentska referada/
Process: Lesson planning, 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.

Proces organiziranja predavanja i ispita, koji je u potpunosti kompjuteriziran sa ISVU informacijskog sustava.

Kalendar nastave za akademsku godinu, vremenski raspored ispita.

Na web stranici za svaki predmet su detaljne informacije o provedbi predavanja, vježbe, konzultacije s profesorom i rasporedu ispita.

Tijekom obavljanja nastave i ispita, primjenjuju se sljedeći dokumenti:

Pravilnik o studiranju na preddiplomskim i diplomskim studijima,

Pravilnik o stručnoj praksi studenata,

Pravilnik o terenskoj nastavi,

Pravilnik o ocjenjivanju studenata,

Pravila za provođenje ispita na daljinu,

Upute za izradu završnog/diplomskog rada.

U studentskoj referadi zapisi / dokumentacija o studentima se uredno čuva i sljediva je po matičnom broju studenta.

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 process of organizing lectures and exams, which is fully computerized with ISVU information system.

Calendar of classes for the academic year, Timetables, Examinations.

On the website for each course are detailed information on the implementation of lectures, exercises, consultations with the professor and exam schedule.

While conducting classes and exams, the following documents are applied:

Rulebook on studying at undergraduate and graduate studies,

Rulebook on professional practice of students,

Rulebook on field teaching,

Rulebook on student assessment,

Rules for conducting distance exams,

Instructions for the preparation of the final / diploma thesis.

In student administration office records/documentation of the students are neatly kept and traceable by student ID number.

Evidence:

Raspored nastave od: 1.10.2020.

Schedule of classes from: 1.10.2020.

8.5.2*) Označavanje i sljedivost / Identification and traceability

not applicable/reason:

not audited/reason:

Proces: Studentska Referada/

Process: Student Office/

Sva dokumentacija vezana uz studente je sljediva preko matičnog broja studenta.

Baza podataka o sustavu ISVU sadrži podatke i dokumentaciju o postupcima klasifikacije, studenata i nastavnog osoblja.

All documentation related to is following students by student ID number.

Database of Information System ISVU contains data and documentation on classification procedures, students and teaching staff.

Evidence:

Sljedivost podataka o studentima i dokumentacije je omogućena preko matičnog broja studenta.

Dosje studenta diplomiranog čuva se trajno.

Traceability of student data and documentation is provided by student ID number.

The graduate student file is kept permanently.

8.5.3*) Imovina koja pripada kupcima i/ili vanjskim pružateljima / Property belonging to customers and external providers

- not applicable/reason:
 not audited/reason:

Proces: Studentska referada /
Process: Student Office /

Pod imovinom koja pripada kupcima podrazumijevamo dokumentaciju o studentima i djelatnicima.
Nije nikad bilo slučajeva zloupotrebe vlasništva.

Under the assets belonging to customers mean documentation of students and staff.
There have never been cases of misuse of ownership.

Evidence:

8.5.4*) Čuvanje / Preservation

- not applicable/reason:
 not audited/reason:

Proces: Studentska referada/
Process: Student office/

Fakultet čuva dokumentaciju prema Pravilniku o zaštiti arhivskog i registraturnog gradiva Agronomskog fakulteta, zaštićenu od gubljenja, uništenja i zloupotrebe.
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, matični broj studenta.

The Faculty keeps the documentation according to the Rulebook on protection of archival and registry material of the Faculty of Agriculture, protected from loss, destruction and misuse.
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 ID number.

Evidence:

8.5.5*) Radnje nakon isporuke / Post-delivery activities

- not applicable/reason:
 not audited/reason:

Proces: Studentska referada/
Process: Student office/

Nakon odlaska studenta s Fakulteta, fakultet čuva definiranu dokumentaciju o studentu u Studentskoj referadi. Na zahtjev (završenog) studenta, nakon diplomiranja, može mu se izdati kopija diplome.

After the student leaves the Faculty, the faculty keeps the defined documentation about the student in the Student Office. At the request of a (completed) student, after graduation, a copy of the diploma may be issued.

Evidence:

8.5.6*) Nadzor nad promjenama / Control of changes

- not applicable/reason:
 not audited/reason:

Proces: Planiranje nastave, Studentska referada/
Process: Planiranje nastave, Student office/

Fakultet sve promjene provodi planski i nadzire aktivnosti za njihovu provedbu.
The Faculty implements all changes in a planned manner and supervises the activities for their implementation.

Evidence:

Akcijski plan za akademsku godinu 2020/2021
An action plan for the academic year 2020/2021

8.6*) Puštanje proizvoda i usluga u promet / Release of products and services

not applicable/reason:
 not audited/reason:

Proces: Studentska referada
Process: Student Office

U trenutku završetka studiranja Student dobiva Diplomu /potvrdu o zavšetku studiranja.
At the end of the study, the Student receives a Diploma / certificate of completion.

Evidence:

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

not audited/reason:

Proces: Uprava, Predstavnik uprave, Studentska Referada,
Process: Management, Management representative, Students' Office/

Fakultet čuva dokumentirane informacije o žalbama studenata; poduzetim mjerama; odgovornim osobama za provedbu popravnih radnji.

Etičko povjerenstvo je razmatralo dvije prijave neetičnog ponašanja studenata o kojima su donesena mišljenja o povredi određenih članaka Etičkog kodeksa te su obavljani razgovori sa studentima.

Organization kept documented information about students complains, taken actions, responsible persons for conducting corrective actions.

The Ethics Committee considered two reports of unethical student behavior on which opinions were issued on violations of certain articles of the Code of Ethics and interviews were conducted with students.

Evidence:

Registar prijava neetičnog ponašanja studenata za 2020.

Registar prijava neetičnog ponašanja studenata za 2020.

Dodatne informacije/izjave/primjedbe / Additional information/statements/observations:

9 Ocjena provedbe / Performance evaluation

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

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

Fakultet čuva odgovarajuće dokumentirane informacije o rezultatima mjerenja učinkovitosti sustava (Godišnje izvješće)
Faculty keeps appropriate documented information on system performance measurement results (Annual Report)

Evidence:

Godišnje izvješće 31.12.2019.

Plan za 2020. 4.12.2019.

Kvartalni sastanak Odbora za upravljanje kvalitetom 16.9.2019.

Međunarodna / dolazana mobilnost studenata preko ERASMUS je u 2020. 29 studenata

Annual report, 31.12.2019

Plan for 2020., 04.12.2019.

Quarterly meeting of the Quality Management Committee, 16.09.2019

International / incoming student mobility through ERASMUS in 2020 is 29 students

9.1.2*) Zadovoljstvo kupaca / Customer satisfaction

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

Ispitivanje zadovoljstva studenata radom profesora se provodi pomoću anketiranja.

Svi nastavnici su upoznati sa svojim ocjenama dobivenim u anketnim upitnicima. Nastavnici koji su loše ocijenjeni razgovaraju s Prodekanom za nastavu i obavezni su provesti korektivne mjere.
Anketa zadovoljstva studenata u ljetnom semestru je provedena putem ISVU-a (on line), ali podaci još nisu obrađeni od strane Sveučilišta.
Provedena je Anketa o zadovoljstvu studenata održavanjem nastave na daljinu u ljetnom semestru 2019/2020. Te o zadovoljstvu studenata suradnjom s mentorima zavrpnih I diplomskih radova.

The survey of student satisfaction with the work of professors is conducted through surveys.
All teachers were informed about their grades obtained in the survey questionnaires. Teachers who are poorly graded talk to the Vice Dean for Teaching and are required to take corrective action.
The student satisfaction survey in the summer semester was conducted through ISVU (online), but the data have not yet been processed by the University.
A survey on student satisfaction with distance learning in the summer semester 2019/2020 was conducted. And about the satisfaction of students with cooperation with mentors of final and graduate theses.

Evidence:

Izvešće o provedenoj anketi za procjenu nastavnika -Studentsko vrednovanje nastave – ljetni semester 2018/2019 (od 16.12.2019.)
Vrednovanje preddiplomskih i diplomskih studija od strane studenata koji su tijekom ak. godine 2017/2018. završili studij.
Report on the conducted survey for teacher assessment - Student evaluation of teaching - summer semester 2018/2019 (from 16.12.2019.)
Evaluation of undergraduate and graduate studies by students who during the ac. year 2017/2018. completed their studies

9.1.2 **) Procjena usklađenosti / Evaluation of compliance

Process:

Evidence:

9.2 Interni audit / Internal audit

Proces: Vođenje, Predstavnik uprave/

Process: Leadership, Management Representative/

Proveden je interni audit u svim odjelima Tajništva. Nisu pronađene nesukladnosti, samo preporuke za poboljšanja.
Dokumentirane informacije kao dokaz provedbe programa i rezultata audita se čuvaju kod Predstavnik Uprave.
Predloženo je 20 prijedloga za poboljšanje tijekom internog audita.

An internal audit was conducted in all departments of the Secretariat. No non-compliances found, only recommendations for improvements. Documented information as evidence of program implementation and audit results is kept by the Management Board Representative. 20 suggestions for improvement during the internal audit were proposed.

Evidence:

Izveštaji s internih audita 21.09.2020.
Internal audits reports were on 21.09.2020.

9.3 Upravina ocjena / Management review

Proces: Vođenje, Predstavnik uprave/

Process: Leadership, Management 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 Management Representative.

Evidence:

Upravina ocjena 30.9.2020.
Godišnje izvješće 31.12.2019.
Management review 30.9.2020.
Annual Report for 31.12.2019.

Dodatne informacije/izjave/primjedbe / Additional information/statements/observations:

10 Poboljšanja / Improvement

10.2 Nesukladnost i popravna radnja / Nonconformity and corrective action

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.

Faculty 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 2020

Nastavnici zapisuju događaje neetičkog ponašanje studenata u aplikaciju NASTAVA. Te nesukladnosti se rješavaju sukladno Proceduri preko etičkog povjerenstva.

Studenti također prijavljuju nastavnike za neetično ponašanje, putem obrasca. Dekan rješava nesukladnosti I donosi odluku.

Pravilnik o postupku unutarnjeg prijavljivanja nepravilnosti I imenovanja povjerljive osobe 21.1.2020.

Register of non-compliances and corrective actions 2020

Teacher's record events of unethical student behavior in the TEACHING application. These non-compliances are resolved in accordance with the Procedure through the Ethics Committee.

Students also report teachers for unethical behavior, via a form. The Dean resolves inconsistencies and makes a decision.

Ordinance on the procedure for internal reporting of irregularities and appointment of a confidential person 21.01.2020.

10.3 Trajno poboljšanje / Continual improvement

not audited/reason:

Proces: Vodstvo, Predstavnik uprave/

Process: Leadership, Mangement Representative/

Fakultet kontinuirano poboljšava svoj sustav upravljanja realizacijom ciljeva i provedbom akcijskih planova.

Organization continually improves it management system by objectives realization and implementation of action plans.

Evidence:

Upravina ocjena 30.09.2020.

Management review 30.09.2020.

Dodatne informacije/izjave/primjedbe / Additional information/statements/observations:

11. Važni prilozi izvještaju / Report relevant attachments

- FO 305-01-e AGRONOMSKI vers10_2020
- FO 309-01-e AGRONOMSKI FAKULTET_Vers12_20
- FO 329-01-e AGRONOMSKI FAKULTET_Vers10_20
- FO 338-e AGRONOMSKI_ vers04_2020

12. Nesukladnosti / Nonconformities

Veće nesukladnosti:

- Zahtjevi cijelih odjeljaka norme EN ISO 9001 nisu uspostavljeni ili se sustavno ne provode unutar organizacije.
- Podiže se tamo gdje je postoji nedostatak ili potpuno nefunkcioniranje procedure potrebne za auditiranje sustava upravljanja organizacije.
- U dokumentaciji nisu navedeni obvezni kriteriji
- Nema koncepta korektivnih mjera
- 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.
- Broj manjih nesukladnosti (sustavnih nesukladnosti) povezanih s istim procesom

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.

Veće nesukladnosti utvrđene tijekom nadzora dovest će do opoziva certifikata. Velike nesukladnosti potrebno je ispraviti u roku od tri mjeseca. Ako se nesukladnosti ne korigiraju u roku od tri mjeseca, certifikat će biti povučen.

Major nonconformities: Requirements of whole sections of the EN ISO 9001 are not established or are systematically not implemented for activities within the organisation.

- Absence or total breakdown of a procedure required as part of the audited organization's management system
- Mandatory criteria are missing in the documentation
- Frequent formal deviations from a chapter of the norm
- No concept for corrective measures
- A number of minor nonconformities (systematic nonconformities) related to the same clause
- Deficiencies that are likely to result in an immediate hazard
- Failure to fulfil one or more requirements of the management system standard or a situation that raises significant doubt about the ability of the client's management system to achieve its intended output

In case of **major nonconformities**, no certification is possible; all corrections have to be dealt with first. A maximum of 90 calendar days' time will be granted for correction, otherwise a new audit or re-audit/examination on site will be necessary.

Major nonconformities found during the **surveillance** audit will lead to suspension of the certificate. Major nonconformities need to be corrected within three months. If these major nonconformities are not corrected within three months, the certificate will be retracted.

Manje nesukladnosti: Pojedini procesi norme EN ISO 9001 nisu u potpunosti implementirani, ali na temelju objektivnih dokaza sukladnost sustava upravljanja nije ugrožena.

- Formalno odstupanje, izričiti unutarnji zahtjevi se ne slijede.
- Jedan primijećeni zastoj ili izolirani incident po procesu sustava upravljanja.

Manje nesukladnosti pronađene tijekom nadzora moraju biti dokumentirane. Postavlja se postupak za njihovo rješavanje. Plan djelovanja mora pregledati interni auditor zajedno s revizorskim izvješćem. Odluka o certifikatu temelji se na prirodi izvršenja mjera koje se moraju okončati najkasnije u roku od 90 kalendarskih dana nakon nadzora.

Manje nesukladnosti utvrđene tijekom nadzora moraju se ispraviti do sljedećeg audita. Ako ove manje nesukladnosti ne budu ispravljene do audita, manja nesukladnost smatrat će se većom nesukladnosti i certifikat će biti suspendiran. Ako se veće nesukladnosti ne isprave u roku od tri mjeseca, certifikat će biti povučen.

Minor nonconformities: Sections of the EN ISO 9001 are not completely implemented, but based on objective proofs the conformity of the management system is not compromised.

- Formal deviation, explicit internal requirements are not followed.
- A single observed lapse or isolated incident in following one clause of the management system.

Minor nonconformities found during the **certification** audit need to be documented in a plan of action. The procedure for their completion shall be laid down. The plan of action must be reviewed by the final reviewer together with the audit report. The certificate decision is based on the nature of the execution of the measures, which must be completed no later than a maximum of 90 calendar days' time after the audit.

Minor nonconformities found during the **surveillance** audit need to be corrected until the next surveillance audit. If these minor nonconformities are not corrected until the surveillance audit, they will be regarded as major nonconformities and the certificate will be suspended. If these major nonconformities are not corrected within three months, the certificate will be retracted.

Comments for completion of the nonconformities from the previous audit

Manja nesukladnost / Minor NC	Zahtjev norme / Normative basis	Datum / Date	Datum izvršenja / Execution date
Opis / Description			
Korektivne radnje / Corrective action			
Pronalasci s audita za zatvaranje mane nesukladnosti / Audit finding for closing the NC:			

Major nonconformities from the current audit

Veća nesukladnost/ Major NC	Zahtjev norme / Normative basis	Datum / Date	Datum izvršenja / Execution date
Opis / Description			
Sljedeći korak / Next step			

Ovim auditom provjerene su procedure, aktivnosti i zapisi. Tijekom nadzora uočene su manje nesukladnosti navedene u tablici ispod i o njima se komentiralo tijekom audita i završnog sastanka. Možda mogu postojati i ostala odstupanja koja nisu bila uočena na auditu, a zbog same prirode nadzora.

This audit covered procedures, activities and records based on samples. During this assessment, we stated the minor nonconformities 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.

Minor nonconformities from the current audit

Manja nesukladnost / Minor NC	Zahtjev norme / Normative basis	Datum / Date	Datum izvršenja / Execution date
Opis / Description			
Sljedeći korak / Next step			