

Broj ugovora/Contract no: UG-20-0047	Broj certifikata/ Certificate no.: 7466	Datum isteka/Expiration date: 19.10.2023
Poduzeće/Organization:	SVEUČILIŠTE U ZAGREBU, AGRONOMSKI FAKULTET	
Adresa/Address:	Svetošimunska cesta 25, 10000 Zagreb, Croatia	
Datum audita/Audit date:	15.10.2021.	
Auditor/i / Auditor/s:	Marjeta Miholić Jeić (L)	
Norma / Standard(s):	ISO 9001:2015	IAF Kod: 37 Kategorija:
Predstavnik poduzeća Company representatives:	Prof.dr.sc. Ivica Kisić - dekan	Broj smjena/ Number of shifts: 1
Broj auditiranih lokacija/ Visited sites:	1	
Lokacija 2/datum/vrijeme:		
Lokacija 3/datum/vrijeme:		
Broj zaposlenih FTE / Number of employees FTE:	30	
<b>Opseg certifikacije/ Scope of certification:</b> College management and service offers to users regarding academic education and economy and scientific and research work		

Tip audita / Type of audit	(Re)Certifikacija (Re)Certification	Nadzor I Surveillance 1	Nadzor II Surveillance 2
Izveštaj za / Report for:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ukupan broj audit dana uključujući preaudit / Audit man-days incl. Stage 1 onsite:		0.50	
Ukupan broj audit dana / Audit man-days in total:		0.70	
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>		
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:	-		

## 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.

Obveza auditora i certifikacijskog tijela je potpuna nepristranost i povjerenje prije, tijekom i nakon provedbe audit aktivnosti o kojima ste ranije informirani./ The obligation of the auditor\*s and the certification body to absolute impartiality and confidentiality before, during and after the auditing activity you were already informed within the audit plan.

## 2. Sveukupni rezultat / Overall result



**Provedeni audit orijentirao se na značajna obilježja, rizike i/ili ciljeve prema ranije iskomuniciranom audit programu i planu. Prilikom audita korištene su metode intervjua, promatranja i pregleda dokumenata i zapisa.** / The auditor\*s conducted a process-oriented audit with focus on significant features, risks and/or objectives according to the communicated audit program/plan. The audit methods were interviews, observations and review of documents and records.

<b>Broj nesukladnosti / Number of nonconformities:</b>	<b>Komentar zatvaranja nesukladnosti – datirati dodatak /</b> Comment for closing the MNC: (addendum dated):
<b>Velika nesukladnost / Major Nonconformity: 00</b>	--
<b>Mala nesukladnost / Minor Nonconformity: 00</b>	--

Auditor/auditori preporučuju temeljem pronalazaka dobivenih provedbom audita da će organizaciji certifikat biti / Regarding certification, the auditor\*s recommend the following based on the information gained during the audit:

<input type="checkbox"/> izdan/ Issuance	<input checked="" type="checkbox"/> nastavlja se/ continuing	<input type="checkbox"/> odbijen/ refusal	<input type="checkbox"/> suspendiran do provedbe odgovarajućih korektivnih mjera / Suspension until sufficient corrective measures are given
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<b>Dogovoreni datum sljedećeg audita / Agreed date for the next audit</b>	<b>Datum / Date: 12.10.2022.</b>
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<b>Izveštaj napravio / Release leading auditor*s</b> Marjeta Miholić Jeić	<b>Potpis / Signature</b> 
Datum / Date: 22.11.2021.	
<b>Izveštaj pregledao / Release revision</b> R. Verbanac	<b>Potpis / Signature</b> 
Datum / Date: 22.11.2021.	

### 3. Profil organizacije / organizacijske promjene / Company profile / organizational changes

Organizacijska shema dekanata se nije mijenjala od 05.0.2021.  
U tijeku je usvajanje novog Pravilnika o ustroju radnih mjesta.

The organizational scheme of the dean's office changed on 05.10.2021.  
The adoption of the new Ordinance on the organization of jobs is underway.

### 4. Učinkovitost sustava i prijedlozi za poboljšanja / Effectiveness of the overall system and possible improvements

#### Učinkovitost cjelokupnog sustava / Effectiveness of the overall system

Sustav upravljanja kvalitetom se kontinuirano unapređuje. Realizacija postavljenih ciljeva se prate kroz realizaciju akcijskoj planova. Akcijski plan za akademski godinu je realiziran. Uočen je napredak u implementaciji zahtjeva norme ISO 9001:2015, upravljanja rizicima te ukupnom angažmanu djelatnika dekanata.

The quality management system is continuously improved. The realization of the set goals is monitored through the realization of action plans. The action plan for the academic year has been implemented. Progress has been noted in the implementation of the requirements of the ISO 9001: 2015 standard, risk management and the overall engagement of dean's staff.

#### Pozitivne točke / Positive aspects

- Jasna strategija daljnjeg razvoja Fakulteta
- Veliki broj aktivnih projekata u suradnji s drugim institucijama u zemlji i inozemstvu
- Vrlo dobra suradnja s alumnijima
- Učinkovito upravljanje rizicima
- Vrlo kvalitetan rad Centra za studente i novi projekti podrške studentima
- Povećano zadovoljstvo djelatnika radom službi dekanata
  
- A clear strategy for further development of the Faculty
- A large number of active projects in cooperation with other institutions in the country and abroad
- Very good collaboration with alumni
- Effective risk management
- High quality work of the Student Center and new student support projects
- Increased employee satisfaction with the work of dean's offices

#### Prilike za poboljšanja / Opportunities for improvement

- Upoznati ostale djelatnike Fakulteta u cjelini sa zahtjevima sustava upravljanja kvalitetom prema ISO 9001:2015 i dokumentacijom sustava (Politika kvalitete, Registar rizika, itd.)
- Preporuka je implementirati sustav upravljanja kvalitetom u sve Zavode Fakulteta u cilju učinkovitijeg upravljanja rizicima, praćenjem realizacije predloženih mjera i realizacije ciljeva.
- Razmotriti mogućnost provedbe ankete zadovoljstva studenata radom službi dekanata.
  
- Introduce other employees of the Faculty as a whole with the requirements of the quality management system according to ISO 9001: 2015 and system documentation (Quality Policy, Risk Register, etc.)
- It is recommended to implement a quality management system in all departments of the Faculty in order to more effectively manage risks, monitor the implementation of proposed measures and the implementation of objectives.
- Consider conducting a student satisfaction survey with the work of dean's offices.

Reklamacije se rješavaju u skladu sa QS ZÜRICH AG specifikacijama. Upotreba certifikacijskog znaka/logotipa i certifikata ispravna je i u skladu je sa smjernicama QS ZÜRICH AG / Complaints are dealt with in accordance with the QS ZÜRICH AG specifications. The use of the certification mark/logo and the certificate is correct and conforms to the guidelines of QS ZÜRICH AG.

neprimjenjivo/n/a       da/yes       ne/no



Audit je proveden kao kombinirana i integrirana verzija. Razina integracije različitih standarda u jedan sustav upravljanja najmanje je ista kao u utvrđenom preauditu / The audit was done as a combined and integrated audit. The level of integration of the different standards in one management system is at least the same as in the stage 1 audit determined:

neprimjenjivo/n/a       da, razina integracije/yes, the level of integration is: .....%

## 5. Pronalasci zahtjeva standarda - pronalasci s audita / Evidences of the standard elements / audit findings

Auditor/i su proveli procesno orijentirani audit s naglaskom na bitne značajke, rizike i/ili ciljeve u skladu s priopćenim programom/planom audita. Metode audita bili su razgovori, zapažanja i pregled dokumenata i zapisa.

Revidirani procesi, postupci i funkcije detaljno su navedeni u programu/planu audita. Procesi su nasumično revidirani sa sljedećim rezultatima i pomoću dolje navedenih dokumenata.

Zaključci se temelje na uzorku i auditu temeljenom na riziku. Tijekom audita raspravljalo se o potencijalu poboljšanja ili je navedeno u poglavlju 4. Isključivo pozitivan zaključak (POTPUNO) u sljedećem dijelu izvještaja ne isključuje prostor za poboljšanje.

The auditor's performed 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.

The audited processes, procedures and functions are listed in detail in the audit program/planning.

The processes were audited in samples based on the following results documents checked.

The conclusions are based on the sample and risk-based audit. Possible potential for improvement was

discussed during the audit or listed in chapter 4. An exclusively positive conclusion (COMPLETELY) in the following part of the report does not rule out room for improvement.

### Kontekst organizacije / Context of the organization

#### Kontekst organizacije – zainteresirane strane / Context of the organization / interested parties

Evidences:

Priručnik za osiguranje kvalitete (18.09.2013.) uz planu je ažuriranje

Strategija osiguranja kvalitete, organizacije i upravljanja resursima 2016.-2020. (17.01.2017.) u izradi 2021.-2025

Vodstvo kontinuirano razmatra vanjske i unutarnji čimbenike koji su bitni za rad Fakulteta i realizaciju strateških ciljeva i planova.

Vanjski utjecaji: pandemija i online nastava i upisi, nemogućnost provedbe terenske nastave, potreba za rekonstrukcijom četiri paviljona nakon potresa, financiranje za opremanju iz EU projekata, potreba za privremenim preseljenjem na drugu lokaciju.

The quality assurance manual (18.09.2013) is accompanied by an update

Quality Assurance, Organization and Resource Management Strategy 2016-2020 (17.01.2017) under construction 2021-2025

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

External influences: pandemic and online teaching and enrollment, inability to conduct fieldwork, the need to reconstruct four pavilions after the earthquake, funding for equipment from EU projects, the need for temporary relocation to another location.

#### Opseg / sustav upravljanja procesi / Scope / management system and its processes

Evidences:

Statut Fakulteta 31.10.2017. Nova verzija Statuta Fakulteta od 31.8.2021. je na usvajanju

Priručnik za osiguranje kvalitete 18.09.2013.

Statute of the Faculty 31.10.2017. New version of the Statute, 31.08.2021. is in the process of adoption.

Quality Assurance Manual 18.09.2013

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.

Fakultet primjenjuje, održava i poboljšava procese sustava upravljanja kvalitetom.

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.

Faculty applies, maintains and improves the processes of quality management systems.

Isključenja / Exclusions:

7.1.5 Resursi za praćenje i mjerenje

## 7.1.5 Monitoring and measuring resources

### **Pronalasci s audita / Audit findings**

Izrađena je nova poboljšana i preglednija WEB stranica Fakulteta.  
Kontekst Fakulteta /SWOT analiza i zahtjevi i očekivanja zainteresiranih strana su dokumentirani u Strategiji osiguranja kvalitete, organizacije i upravljanja resursima.

A new improved and clearer WEB page of the Faculty has been created.  
Faculty context / SWOT analysis and stakeholder requirements and expectations are documented in the Quality Assurance, Organization and Resource Management Strategy.

### **Zaključak / Conclusion**

Organizacija može pokazati održivu provedbu sustava upravljanja, uzimajući u obzir kontekst, zainteresirane strane, obveze usklađenosti kao i procesno orijentirani pristup za vjerodostojno definiran opseg  
The organization can demonstrate a sustainable implementation of the management system, taking due account of the context, the interested parties, compliance obligations as well as the process-oriented approach for a plausibly defined scope.

U CIJELOSTI / COMPLETELY

DA, vidi prilike za poboljšanja / YES see opportunities for improvement

DJELOMIČNO / PARTIAL:

NE / NO:

## **Vodstvo / Leadership**

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

Evidences:

Izmjena i dopuna Statuta, 31.08.2021.  
Godišnje izvješće za 2020. / siječanj 2021.

Iz razgovora s vodstvom Fakulteta jasno se vidi njihovo opredjeljenje ka zadovoljenju zahtjeva i očekivanja svih zainteresiranih strana.  
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.

From the conversations with the management of the Faculty, it is clear that they are committed to meeting the requirements and expectations of all stakeholders.

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 smooth implementation of the process and continuous improvement of the system.

### **Politika / Policy**

Evidences:

Politika kvalitete verzija od 3.10.2017.  
Quality Policy, edition 03.10.2017.

Politika je ocijenjena u Upravinoj ocjeni 31.08.2021.  
The policy was assessed in the Management review on 31.08.2021

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

Evidences:

Organizacijska shema 05.10.2021.  
Imanovanje dekana 13.04.2021. za akad.god. 2021/2022 – 2023/2024.  
Na čelu Agronomskog fakulteta nalazi se dekan kojeg bira Fakultetsko vijeće. Dekanu u radu pomažu 4 prodekana.  
Imenovani su novi prodekani: Prodekanica za nastavu i studijske programe; Prodekanica za znanost i infrastrukturu; Prodekanica za međunarodnu suradnju i međuinstitucijsku suradnju; Prodekan za

posloводство i investicije.

U sastavu fakulteta djeluje Tajništvo u ustrojstvenim jedinicama: Odsjek za pravne, kadrovske i opće poslove, Odsjek za računovodstvo, Odsjek za nastavu, studente i informiranje i Odsjek ekonomata i održavanja. Tajništvo obavlja administrativno-stručne i pomoćne poslove nužne i korisne za redovito obavljanje djelatnosti Fakulteta.

Odluka o imenovanju članova Odbora za upravljanje kvalitetom za mandatno razdoblje u akademskim godinama 2021./2022. - 2022./2023. - 2023./2024., 05.10.2021. (13 članova)

Imenovanje predstavnika u Fakultetsko vijeće 13.04.2021. za akad.god. 2021/2022 – 2023/2024.  
Imenovanje voditelja studija 13.04.2021. za akad.god. 2021/2022 – 2023/2024.

Imenovanje službenika za zaštitu osobnih podataka, prosinac 2020.

Organizational chart 02.10.2018

Dean's appointment 13.04.2021. for academic year 2021/2022 - 2023/2024.

At the head of the Faculty of Agriculture is the dean elected by the Faculty Council. The dean is assisted in his work by 4 vice deans.

New vice-deans have been appointed: Vice-dean for teaching and study programs; Vice Dean for Science and Infrastructure; Vice Dean for International Cooperation and Interinstitutional Cooperation; Vice Dean for Management and Investment.

The faculty consists of the Secretariat in the organizational units: the Department of Legal, Personnel and General Affairs, the Department of Accounting, the Department of Teaching, Students and Information and the Department of Economists and Maintenance. The Secretariat performs administrative-professional and auxiliary tasks necessary and useful for the regular performance of the activities of the Faculty.

Decision on the appointment of members of the Quality Management Committee for the term of office in the academic years 2021/2022. - 2022/2023 - 2023/2024, 05.10.2021. (13 members)

Appointment of representatives to the Faculty Council 13.04.2021. for academic year 2021/2022 - 2023/2024.

Appointment of study leader 13.04.2021. for academic year 2021/2022 - 2023/2024.

Appointment of a personal data protection officer, December 2020

## **Pronalasci s audita / Audit findings**

Uloge, odgovornosti i ovlasti su za svakog djelatnika posebno definirane u Pravilniku o ustroju radnih mjesta i Ugovorima o radu.

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

## **Zaključak / Conclusion**

Vodstvo ispunjava svoje obveze u pogledu: provedbe politike, definiranja odgovornosti, održive integracije sustava upravljanja u poslovne procese, sudjelovanja zaposlenika kao i razmišljanja o strateškom smjeru organizacije temeljenog na riziku.

The leadership fulfils its obligations regarding: the implementation of the policy, the definition of responsibilities, a sustainable integration of the management system into the business processes, the participation of the employees as well as a risk-based thinking about the strategic direction of the organization.

U CIJELOSTI / COMPLETELY

DA, vidi prilike za poboljšanja / YES see opportunities for improvement

DJELOMIČNO / PARTIAL:

NE / NO :

## **Planiranje / Planning**

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

Evidences:

Novi Registar rizika i prilika je prihvaćen 14.09.2021.

Prepoznato je 15 značajnih rizika

Naznačajniji rizik je seljenje djelatnosti Zavoda Fakulteta na nove lokacije prije početka renovacije paviljona radi poštivanja rokova početka nove akad. god.; moguća neprikladnost i loša opremljenost novih prostora.

Značajni rizik je i nedovoljan broj stranih studenata radi neprepoznavanja studijskih programa u

inozemstvu.

Značajni rizik je nemogućnost provedbe praktične nastave radi pandemije.

The new Register of Risks and Opportunities was accepted on 14.09.2021.

15 significant risks have been identified

The most significant risk is the relocation of the activities of the Faculty Department to new locations before the start of the renovation of the pavilion in order to meet the deadlines for the start of the new academic year; possible unsuitability and poor equipment of new premises.

A significant risk is the insufficient number of foreign students due to non-recognition of study programs abroad.

A significant risk is the inability to conduct practical training for a pandemic.

## **Zakonske obveze i obveze uslađenosti / Legal requirements, compliance obligations**

Evidences:

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, 72/19

Temeljni kolektivni ugovor za službenike i namještenike u javnim službama NN 128/17, 47/18, 123/19, 66/20

ESG standardni - Standardi i smjernice za osiguranje kvalitete 2015.

Zakon o osiguravanju kvalitete u znanosti i visokom obrazovanju NN 45/09

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

The faculty secretary is responsible for updating the list on the website.

Public Procurement Law NN 120/16

Law on Scientific Activity and Higher Education, NN 123/03, 198/03, 105/04, 174/04, 02 / 07- Decision of the USRH, 46/07, 45/09, 63/11, 94/13, 139 / 13, 101/14, 60/15, 131/17.

Act on the Implementation of the General Regulation on Data Protection, NN 42/18

Law on the Right to Access Information NN 25/13, 85/15

Ordinance on the conditions for election to scientific titles NN 28/17, 72/19

Basic collective agreement for civil servants and employees in public services NN 128/17, 47/18, 123/19, 66/20

ESG Standard - Standards and Guidelines for Quality Assurance 2015

Law on Quality Assurance in Science and Higher Education NN 45/09

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

## **Ciljevi i planiranje njihove realizacije; Planiranje promjena / Objectives and planning to achieve them / Planning of changes**

Evidences:

Financijski plan za 2021. Prosinac/2020.

Godišnje izvješće za 2020. /realizacija ciljeva iz 2020.

Akcijski plan 2019 – 2023. (ciljevi definirani za svaku godinu u Akcijskom planu)

Plan aktivnosti za osiguranje kvalitete sastavnice 08.12.2020.

Financial plan for 2021, December/2021

Annual report for 2020 / objectives realization for 2020

Action plan 2019-2023 (In Action plan defined are the objectives for each year)

Plan of activities for quality insurance, 08.12.2020

Pronalasci s audita / Audit findings:

Nova akreditacija se očekuje 2023.

U izradi je novi plan aktivnosti za 2021/ 2022.

Ciljevi i 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 Upravljanje Resursima.

Akcijski plan je iskomuniciran unutar Fakulteta, poznavanje ciljeva i programa je provjereno te se redovito



prati njihova realizacija.

New accreditation is expected in 2023.

A new action plan for 2021/2022 is being prepared.

Objectives and 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.

The action plan is communicated within the Faculty, knowledge of goals and programs is checked and their implementation is regularly monitored.

#### **Pronalasci s audita / Audit findings**

Svi procesi su ostvarili željene rezultate.

Uspješno je ispunjena kvota prediplomskog studija. Provedeno je reklamiranje / predstavljanje Fakulteta u srednjim školama.

All processes achieved the desired results.

The quota of undergraduate studies has been successfully met. Advertising / presentation of the Faculty in secondary schools was carried out.

#### **Zaključak / Conclusion**

Organizacija može dokazati planiranje temeljeno na zahtjevima s obzirom na: identifikaciju i analizu rizika i prilika, obveze usklađenosti, relevantne aspekte/karakteristike aktivnosti i proizvoda, definiciju ciljeva, definiciju ključnih pokazatelja uspješnosti i nadzor nad provedbom mjera proizašlih iz njih, uzimajući u obzir promjene.

The organization can demonstrate requirements-based planning with regard to: the identification and analysis of risks and opportunities, compliance obligations, essential aspects / characteristics of the activities and products, the definition of objectives, the definition of key performance indicators and the monitoring of the implementation of measures derived from them, taking into account changes.

U CIJELOSTI / COMPLETELY

DA, vidi prilike za poboljšanja / YES see opportunities for improvement

DJELOMIČNO / PARTIAL:

NE / NO :

#### **Podrška/Support**

**Infrastruktura / Okruženje za odvijanje procesa** Infrastructure / Environment for the operation of processes  not audited/reason:

Evidences:

Zapisnik o obavljenom pregledu I ispitivanju električnih instalacija niskog napona Z-2020-4-102-21-1, 29.4.2020. /Zaštita attest d.o.o.

Izveštje o obavljenom pregledu dizala 01-0849-001/21, 18.5.2021. / Zavod za integralnu kontrolu d.o.o.

Izveštje o obavljenom pregledu dizala 01-0849-002/21, 18.5.2021. / Zavod za integralnu kontrolu d.o.o.

Zapisnik o obavljenom pregledu I ispitivanju radne opreme Z-2021-5-2211-18-6, 27.5.2021. – 27.5.2024. aparat za zavarivanje br. 25824413/Zaštita attest d.o.o.

Zapisnik o obavljenom ispitivanju radnog okoliša Z-2021-5-16-19-1, 7.5.2021.- 7.5.2024. /Zaštita attest d.o.o.

Record on performed inspection and testing of low voltage electrical installations Z-2020-4-102-21-1, 29.4.2020. / Zaštita attest d.o.o.

Elevator inspection report 01-0849-001/21, 18.05.2021. / Zavod za integralnu kontrolu d.o.o.

Elevator inspection report 01-0849-002/21, 18.05.2021. / Zavod za integralnu kontrolu d.o.o.

Record on performed inspection and testing of work equipment Z-2021-5-2211-18-6, 27.05.2021- 27.05.2024. welding machine no. 25824413 / Zaštita attest d.o.o.

Record on the performed examination of the working environment Z-2021-5-16-19-1, 07.05.2021- 07.05.2024. / Zaštita attest d.o.o.

Pronalasci s audita / Audit findings:

Svi instalacije u objektima Fakulteta su atestiranje, kao i radna oprema.

Radni uvjeti su primjereni i redovno se ispituju od strane ovlaštene tvrtke Zaštita attest d.o.o.

Uprava ulaže velika sredstva za održavanje infrastrukture, kao i za opremanje laboratorija.

Objekti Fakulteta su značajno stradali nakon potresa u 2020. te je u tijeku faza seljenja Zavoda na druge lokacije izvan Fakulteta.

All installations in the facilities of the Faculty are attestation, as well as work equipment.

The working conditions are appropriate and are regularly examined by the authorized company Zaštita attest d.o.o. Management is investing heavily in infrastructure maintenance as well as laboratory equipment. The facilities of the Faculty were significantly damaged after the earthquake in 2020, and the phase of moving the Department to other locations outside the Faculty is in progress.

**Resursi za mjerenje / Measuring resources**

not applicable/reason:

Evidences:

Pronalasci s audita / Audit findings:

Isključenje točke 7.1.5 Sredstva za praćenje i mjerenje.

Exclusion of point 7.1.5 Means for monitoring and measuring.

**Ljudi/Organizacijsko znanje/Kompetencije/Svjesnost / People/Organizational knowledge/Competence/Awareness**  not audited/reason:

Evidences:

Plan zapošljavanja za 2021.

Svi djelatnici dekanata su stručne, kompetentne osobe s dugogodišnjim iskustvom.

Na auditu su pregledani zapisi procesa zapošljavanja jednog doktoranda / asistenta:

Prijava na natječaj doktorand/ asistent u znanstvenom području Biotehničke znanosti, polje Poljoprivreda za rad na HRZZ projektu "Projekt razvoja karijera mladih istraživača – izobrazba novih doktora znanosti" Zbrinjavanje mulja kroz proizvodnju energetskih kultura" 14.07.2021. I.B.

Diploma od djelatnika I.B. Magistar inženjer poljoprivredne tehnike 24.09.2020. No. 400/2020

Izjava o povjerljivosti 11.10.21. potpisana

Odluka o odabiru na radno mjesto I. vrste u suradničkom zvanju 14.09.2021. Ur broj:251-71-29-01/9-23 na Fakultetskom vijeću

Ugovor o radu na određeno vrijeme za I.B. od 11.10.2021. – 10.10.2025.

Na auditu su pregledani zapisi procesa napredovanja jednog djelatnika u više nastavno zvanje:

Ugovor o radu na neodređeno vrijeme izv. prof, dr. sc A.P. 08.09.2021. na radno mjesto I. vrste – izvanredne profesorice

Odluka o plaći 08.09.2021.

Odluka od 06.07.2021. da se A.P. izabire na radno mjesto I. vrste u znanstveno – nastavnom zvanju

Potvrda od Vijeća biotehničkog područja da je dr. sc. A.P. Izabrana u znanstveno – nastavno zvanje izvanredne profesorice 08.09.2021. Klase: 640-03/21-02/23

Employment plan for 2021.

All employees of the dean's office are professional, competent persons with many years of experience.

The audit reviewed the records of the employment process of one doctoral student/assistant:

Application for the competition doctoral student/assistant in the scientific field of Biotechnical Sciences, field Agriculture for work on HRZZ project "Career development project of young researchers - training of new doctors of science" Sludge disposal through the production of energy crops", 14.07.2021. I.B.

Diploma from I.B. Master of Agricultural Engineering 24.09.2020. No. 400/2020

Confidentiality statement 11.10.2021 signed

Decision on selection for the position of the first type in the associate title 14.09.2021. reg.number: 251-71-29-01/9-23 at the Faculty Council

Fixed-term employment contract for I.B. from 11.10.2021-10.10.2025.

The audit reviewed the records of the process of promotion of one employee to a higher teaching title:

Indefinite employment contract Assoc. Prof. A.P. 08.09.2021 to the position of the first type - associate professor

Decision on salary 08.09.2021.

Decision of 06.07.2021. to A.P. elects to the position of the first type in the scientific-teaching title

Confirmation from the Biotechnical Area Council that Dr. sc. A.P. Elected to the scientific-teaching title of associate professor 08.09.2021. class: 640-03/21-02/23

Pronalasci s audita / Audit findings:

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.

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

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

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.

#### **Komunikacija / Communication**

not audited/reason:

Evidences:

Kvartalni sastanci Odbora za upravljanje kvalitetom

Quarterly meetings of the Quality Management Committee.

Pronalasci s audita / Audit findings:

Način i učestalost interne i vanjske komunikacije sa zainteresiranim stranama je uređena.

The manner and frequency of internal and external communication with stakeholders is regulated.

#### **Dokumentirana informacija / Documented information**

Evidences:

Pravilnik o zaštiti arhivskog i registraturnog gradiva (14.11.2012.)

Ordinance on the protection of archival and registry material (14.11.2012.)

Pronalasci s audita / Audit findings:

Dokumentacija sustava je u hard kopiji kod predstavnika uprave i elektronski na intranetu.

Temeljni dokumenti sustava (politika i poslovnik osiguranja kvalitete) su dostupni WEB stranici.

Dekanat fakulteta uspješno upravlja dokumentiranim informacijama.

Dokumenti se urudžbiraju te su sljedivi po urudžbenom broju.

Dokumentirane informacije rse čuvaju sukladno Pravilnik o zaštiti arhivskog i registraturnog gradiva.

The system documentation is in hard copy with the management representatives and electronically on the intranet.

The basic system documents (policy and Quality Assurance Manual) are available on the WEB site.

The Faculty Dean's Office successfully manages documented information.

The documents are registered and are traceable by registration number.

Documented information is kept in accordance with the Ordinance on the protection of archival and registry material.

#### **Dodatni pronalasci / Additional findings**

Fakultet je potpisao ugovor za obnovu paviljona oštećenih u potresu koja će započeti akad.god. 2021/2022.

MERLIN - servis za informiranje studenata.

Poboljšan je pristup korisnika intranetu.

The faculty has signed a contract for the reconstruction of the pavilion damaged in the earthquake, which will begin in the academic year. 2021/2022.

MERLIN - student information service.

Intranet user access has been improved.

## Zaključak / Conclusion

Organizacija može dokazati da se bavila zahtjevima u smislu: osiguravanja odgovarajućih resursa i odgovarajućeg procesnog okruženja za postizanje sukladnosti i sigurnosti za rad i kontrolu svojih procesa.

The organization can demonstrate that it has dealt with the requirements in terms of: Providing adequate resources and an adequate process environment to achieve conformity and safety for the operation and control of its processes.

U CIJELOSTI / COMPLETELY

DA, vidi prilike za poboljšanja / YES see opportunities for improvement

DJELOMIČNO / PARTIAL:

NE / NO:

## Provedba / Operation

### Operativni ključni pokazatelji uspješnosti / Operational key performance indicators

Evidences:

Priručnik za osiguranje kvalitete 18.09.2013.

Pravilnik o vrednovanju rada asistenata, poslijedoktoranada I mentora asistenata 6.7.2021.

Akcijski plan 2019 – 2023.

Quality Assurance Manual 18.09.2013.

Ordinance on the evaluation of the work of assistants, post-doctoral fellows and mentor assistants 6.7.2021.

Action Plan 2019 - 2023

Pronalasci s audita / Audit findings:

Uspješnost procesa i sustava se ocjenjuje realizacijom nastavnog plana, realizacijom finansijskog plana, realizacijom akcijskog plana i vezanih ciljeva kvalitete i drugim definiranim kriterijima, zahtjevima studenata i ostalih zainteresiranih strana.

Uspješnost sustava upravljanja kvalitetom u Dekanatu pokazuje i ocjena zadovoljstva zaposlenika radom službi dekanata, kao i povećanje ocjene zadovoljstva studenata radom nastavnika.

Ustanova mjeri svoju uspješnost o rezultatima vanjskog audita od strane Agencija za znanost i visoko obrazovanje tijekom akreditacije.

The success of the process and system is assessed by the implementation of the curriculum, the implementation of the financial plan, the implementation of the action plan and related quality objectives and other defined criteria, requirements of students and other stakeholders.

The success of the quality management system in the Dean's Office is also shown by the assessment of employee satisfaction with the work of dean's offices, as well as the increase in the assessment of student satisfaction with the work of teachers.

The institution measures its performance on the results of external audits by the Agency for Science and Higher Education during accreditation.

### Zahtjevi za proizvode i usluge / Requirements for products and services

not applicable/reason:

not audited/reason:

Evidences:

Pronalasci s audita / Audit findings:

Not planed in FO 309.

### Projektiranje i razvoj proizvoda i usluga / Design and development of products and services

not applicable/reason:

not audited/reason:

Evidences:

Uveden je novi diplomski studijski program "Mediteranska poljoprivreda" u suradnji sa Sveučilištem u Zadru  
Potvrda studijskog programa zajedničkog diplomskog sveučilišnog studija Mediteranska poljoprivreda .  
27.07.2021. ur.broj 533-04-21-0007 Ministarstvo znanosti i obrazovanja (početak 4.10.2021.)

A new graduate study program "Mediterranean Agriculture" was introduced in cooperation with the University of Zadar

Confirmation of the study program of the joint graduate university study Mediterranean Agriculture. 27.07.2021 reg.no.: 533-04-21-0007 Ministry of Science and Education (beginning on 04.10.2021)

Pronalasci s audita / Audit findings:

Provode se velike promjene studijskih programa, do 40%

Major changes in study programs are being implemented, up to 40%

**Nadzor vanjskih procesa, proizvoda i usluga / Nabava / Control of externally provided processes, products and services / Procurement**

not applicable/reason:  
 not audited/reason:

Evidences:

Pronalasci s audita / Audit findings:

Not planed in FO 309.

**Proizvodnja i pružanje usluga / Production and service provision**

not applicable/reason:  
 not audited/reason:

Evidences:

Na auditu je auditiran ured Međunarodne suradnje I provođenje projekta ARBORETUM OPEKA – iz EU socijalnog fonda je financiran (50 mil kn) – konzorcij suradnika

Nacrt ugovora o bespovratnim sredstvima Up.03.3.3.04.005 od 29.6.2020. do 29.12.2023. razdoblje provedbe

Cilj projekta je formiranje "Regionalnog centra kompetentnosti u poljoprivrenom sektoru za bolje prenošenje znanja"

Odluka o sudjelovanju na projektu 30.04.2021.

Uspostavljanje regionalnog centra Operativni program Učinkoviti ljudski potencijli 2014. – 2020.

Dostava mjesečnog obračuna predsjedničkom tijelu

Jednom u tri mjeseca se radi zahtjev za nadoknadom sredstava prema planu financiranja

Obrazac za upis u bazu projekta: Boostig Excellence in Experimental Research for Agri – Food Economics and Management (AgriFoodBoost) 01.10.2020. – 30.09.2023.

Na auditu su pregledati zapisi procesa razmjene studenata preko programa ERASMUS +:

Natječaj na Sveučilištu u Zagrebu

Prijave studenata s potrebnom dokumentacijom na Fakultet i Sveučilište

Obavijest od dobivanju ERASMUS + stipendije

The Office of International Cooperation and Implementation of the ARBORETUM OPEKA project was audited at the audit - a consortium of associates was financed from the EU Social Fund (HRK 50 million)

Draft grant agreement Ref.03.3.3.04.005 dated 29.06.2020. to 29.12.2023. implementation period

The aim of the project is to establish a "Regional Center of Competence in the agricultural sector for better knowledge transfer"

Decision on participation in the project 30.04.2021.

Establishment of a regional center Operational Program Effective Human Resources 2014-2020

Delivery of the monthly bill to the presidential body

Once every three months, a request is made for reimbursement according to the financing plan

Project database entry form: Boostig Excellence in Experimental Research for Agri - Food Economics and Management (AgriFoodBoost) 01.10.2020. - 30.09.2023.

The audit reviewed the records of the student exchange process through the ERASMUS + program:

Competition at the University of Zagreb

Applications of students with the necessary documentation to the Faculty and University

Notice of receiving ERASMUS + scholarships

Pronalasci s audita / Audit findings:

Dva puta godišnje se organiziraju susreti svih međunarodnih studenata I domaćih studenata koji su zainteresirani za razmjenu.

Twice a year, meetings of all international students and domestic students interested in exchange are organized.

**Označavanje i sljedivost / Identification and traceability**

not applicable/reason:  
 not audited/reason:

Evidences:

Pronalasci s audita / Audit findings:

Sva dokumentacija vezana uz studente je sljediva preko upisnog broja studenta.  
Baza podataka o sustavu ISVU sadrži podatke i dokumentaciju o postupcima klasifikacije, studenata i nastavnog osoblja.

Dosje studenta diplomiranog čuva se trajno.

All documentation related to is following students through the enrolment number STUDENT.  
Database of Information System ISVU contains data and documentation on classification procedures, students and teaching staff.  
The graduate student file is kept permanently.

**Imovina koja pripada kupcima i vanjskim pružateljima / Čuvanje / Property belonging to customers or external providers / Preservation**

not applicable/reason:

not audited/reason:

Evidences:

Izjava o povjerljivosti 11.10.21. potpisana od strane djelatnika I.B.

Odluka o odabiru na radno mjesto I. vrste u suradničkom zvanju 14.09.2021., ur.broj: 251-71-29-01/9-23 na Fakultetskom vijeću

Ugovor o radu na određeno vrijeme za I.B. od 11.10.2021–10.10.2025.

Confidentiality statement 11.10.2021 signed by employee I.B.

Decision on selection for the position of the first type in the associate title on 14.09.2021, registration number: 251-71-29-01/9-23 at the Faculty Council

Fixed-term employment contract for I.B. from 11.10.2021–10.10.2025.

Pronalasci s audita / Audit findings:

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

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.

Nije nikad bilo slučajeva zloupotrebe vlasništva.

By assets belonging to customers we mean documentation on students and employees.

The faculty keeps documented information on the realization of all its activities and all information on graduate students.

Documented information about graduate students includes: passed exams, grades, payments, personal data, date of graduation, study programs, student enrollment number.

There have never been cases of abuse of property.

**Radnje nakon isporuke / Kontrola promjena / Post-delivery activities/Control of changes**

not applicable/reason:

not audited/reason:

Evidences:

Akcijski plan za akademsku godinu 2021/2022

An action plan for the academic year 2021/2022

Pronalasci s audita / Audit findings:

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.

**Puštanje proizvoda i usluga u promet / Nadzor nad nesukladnim izlazima / Release of products and services / Control of nonconforming outputs**

not applicable/reason:

not audited/reason:

Evidences:

Pronalasci s audita / Audit findings:

Not planed in FO 309.

## **Dodatni pronalasci / Additional findings**

Fakultet je proveo analizu zapošljivosti diplomana nakon diplomiranja.

Analiza anketa "Karijerni put diplomiranih studenata Sveučilišta u Zagrebu Agronomskog fakulteta od 4.-18.03.2021. / 270 ispitanika.

Centra za studente organizira interna predavanja / radionice za studente:

Dani karijera 10-14.05.2021.

Škola poduzetnosti – radionice 11-15.10.2021.

Osnove pokretanja vlastitog biznisa

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 faculty conducted an analysis of the employability of graduates after graduation.

Analysis of surveys "Career path of graduate students of the University of Zagreb, Faculty of Agriculture from 04-18.03.2020. / 270 respondents.

The Student Center organizes internal lectures / workshops for students:

Career Days 10-14.05.2021.

School of Entrepreneurship - workshops 11-15.10.2021.

Basics of starting your own business

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.

## **Zaključak / Conclusion**

Kako bi osigurala sukladnost i, ako je potrebno, sigurnost, organizacija može pokazati da se svi relevantni procesi za implementaciju proizvoda/usluga izvode u kontroliranim uvjetima, uzimajući u obzir mjerljivost kao ulaz za kontinuirano poboljšanje.

To ensure conformity and, if necessary, safety, the organization can demonstrate that all relevant processes for the implementation of products/services are performed under controlled conditions, taking into account the measurability as input for continuous improvement.

U CIJELOSTI / COMPLETELY

DA, vidi prilike za poboljšanja / YES see opportunities for improvement

DJELOMIČNO / PARTIAL:

NE / NO :

## **Procjena provedbe / Performance evaluation**

### **Praćenje, mjerenje, analiza i vrednovanje / Zadovoljstvo kupaca / Monitoring, measurement, analysis and evaluation / Customer satisfaction**

Evidences:

Upravina ocjena 31.08.2021.

Godišnje izvješće za 2020.

Analiza ankete o procjeni kvalitete rada nastavnika s ciljevima vrednovanja rada nastavnika od strane studenata 2021. (50 nastavnika na 72 kolegija)

Analiza Ankete studenata – on line preko ISVU sustava za procjenu nastavnika srpanj 2021.

Anketa o zadovoljstvu studenata poslijediplomskog doktorskog studija Poljoprivrene znanosti (obrada je u tijeku).

Anketa o zadovoljstvu djelatnika uslugama Uprave i Tajništva, veljača 2021.

Management rating 31.08.2021.

Annual report for 2020

Analysis of the survey on the assessment of the quality of teachers' work with the aim of evaluating the work of teachers by students in 2021 (50 teachers in 72 courses)

Analysis of the Student Survey - online via the ISVU teacher assessment system July 2021.

Satisfaction survey of postgraduate doctoral students in Agricultural Sciences (processing in progress).

Employee Satisfaction Survey with Management and Secretariat Services, February 2021

Pronalasci s audita / Audit findings:

Rezultati praćenja i mjerenja vidljivi su u Godišnjem izvješću za 2020.

S nastavnicima s najnižim ocjenama se provode predavanja i radionice i učinkovitost će se vidjeti u sljedećim ocjenama u anketama od strane studenata.

Provedena je i anketa kod diplomiranih studenata o prosjeku trajanja studija, prosjeku ocjena, postotak diplomiranih studenata koji je pronašao posao u struci, prosječno vrijeme koje je potrebno za pronalazak posla nakon studija itd.

Prati se Međunarodna dolazna mobilnost studenata preko ERASMUS.( u 2020. 29 studenata)

The results of monitoring and measurement are visible in the Annual Report for 2020.

Lectures and workshops are conducted with the teachers with the lowest grades and the effectiveness will be seen in the following grades in student surveys.

A survey was also conducted among graduate students on the average duration of studies, the average of grades, the percentage of graduates who found a job in the profession, the average time required to find a job after studies, etc.

The International Incoming Student Mobility through ERASMUS is monitored (29 students in 2020)

#### **Interni audit / Internal audit**

Evidences:

Izveštaj s internog audita, 19.07.2021.

Internal audit report 19.07.2021.

Pronalasci s audita / Audit findings:

Proveden je planirani interni audit u Tajništvu Fakulteta od 08.06. do 16.06.2021.

Nesukladnosti nisu pronađene. Predložene su preporuke za poboljšanje.

Interni audit su provele educirane auditorice (Stalne predstavnice uprave za kvalitetu).

The planned internal audit was conducted in the Secretariat of the Faculty from 08.06. to 16.06.2021.

No discrepancies were found. Recommendations for improvement have been proposed.

Internal audit was conducted by trained auditors (Permanent Representatives of the Quality Administration).

#### **Upravina ocjena / Management review**

Evidences:

Upravina ocjena 31.8.2021.

Management review, 31.08.2021.

Pronalasci s audita / Audit findings:

Uprava je dokumentirana ocjenu sustava upravljanja kvalitetom.

Upravina ocjena je vrlo detaljna sa svim zahtjevanim informacijama.

Management has documented the evaluation of the quality management system.

The management review is very detailed with all the required information.

#### **Dodatni pronalasci / Additional findings**

Fakultet kontinuirano poboljšava svoj sustav upravljanja realizacijom ciljeva i provedbom akcijskih planova.  
Organization continually improves its management system by objectives realization and implementation of action plans.

#### **Zaključak / Conclusion**

Odgovornost se zadovoljava na temelju odgovarajućih dokaza o rezultatima. Dokazana je održiva učinkovitost sustava upravljanja: kroz sustavno praćenje, mjerenje, analizu, unutarnje revizije, ocjenjivanje na temelju prikladnih metoda i pokazatelja uspješnosti.

Accountability is met based on adequate evidences in regard the results. The sustainable effectiveness of the management system is demonstrated: through systematic monitoring, measurement, analysis, internal audits, evaluation based on suitable methods and performance indicators.

U CIJELOSTI / COMPLETELY

DA, vidi prilike za poboljšanja / YES see opportunities for improvement

DJELOMIČNO / PARTIAL:

NE / NO :

#### **Poboljšanja / Improvement**

**Nesukladnosti i popravne radnje / Stalno poboljšanje / Nonconformity and corrective action / Continual improvement**

Evidences:

Upravina ocjena 31.08.2021.

Management review, 31.08.2021



**Pronalasci s audita / Audit findings**

Tijekom 2021. Nije bilo nesukladnosti u procesima niti prigovora zainteresiranih strana.  
During 2021 there were no any non-conformities in the processes nor the objections from interested parties.

**Provedena su poboljšanja:**

Organizacija nastave u skladu s epidemiološkim preporukama  
Online upisi putem aplikacije  
Nova WEB stranica – informiranost i transparentnost informacija  
Osnovana Služba za podršku studentima pri obavljanju stručne prakse 03.11.2020.  
Osnovano je Psihološko savjetovalište 03.11.2020.

Organization of teaching in accordance with epidemiological recommendations  
Online entries via the app  
New WEB page - information and transparency of information  
Established Service to support students in performing professional practice 03.11.2020.  
Psychological Counseling was established on 03.11.2020.

**Zaključak / Conclusion**

Odabir i pokretanje potrebnih korektivnih mjera i kontinuirano poboljšanje, otvaranje mogućnosti, povećanje učinkovitosti i minimiziranje rizika kako bi se moglo udovoljiti budućim zahtjevima i očekivanjima, provodi se u odgovarajućoj mjeri.  
The selection and initiation of necessary measures to correct and continuously improve them, to open up opportunities, to increase efficiency and to minimize risks in order to be able to meet future requirements and expectations is carried out to an appropriate extent.

U CIJELOSTI / COMPLETELY

DA, vidi prilike za poboljšanja / YES see opportunities for improvement

DJELOMIČNO / PARTIAL:

NE / NO :

## 6. Nesukladnosti / Nonconformities

### Komentar o zatvaranju nesukladnosti s prijašnjeg audita / 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			
Pronalazak s audita za zatvaranje nesukladnosti / Audit finding for closing the NC:		--	

Ovaj audit obuhvatio je postupke, aktivnosti i zapise na temelju uzoraka. Tijekom audita naveli smo manje dolje navedene nesukladnosti i raspravljali o njima tijekom audita i završnog sastanka. Mogu postojati i druga odstupanja koja nisu otkrivena zbog svojstvenog karaktera audita.

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.

### Velike nesukladnosti (MNC) s trenutnog audita / Major nonconformities (MNC) from the current audit

Velika nesukladnost / Major NC	Zahtjev norme / Normative basis	Datum / Date	Datum izvršenja / Execution date
Opis / Description		--	
Sljedeći korak / Next step		--	
Datum dodatnog audita / Addendum dated: Pronalazak s audita za zatvaranje nesukladnosti / Audit finding for closing the NC:		--	

### Manja nesukladnost (mNC) s trenutnog audita / Minor nonconformities (mNC) from the current audit

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

## 7. Prilozi izvještaju / Report relevant attachments

- FO 338-e AGRONOMSKI FAKULTET\_V05\_2021
- FO 309-01-e AGRONOMSKI FAKULTET\_Vers02\_21

## 8. Terminologija / Terminology

### Terminologija u poglavlju 5 / Terminology in section 5:

**Dokazi:** popis svih objektivnih dokaza, čije se postojanje može dokazati podacima, evidencijama, informacijama ili činjenicama (jednoznačno, s datumom).

**Nalaz:** ocjena, ocjena sukladnosti, kvalitativna klasifikacija (pozitivna, negativna) objektivnih dokaza u odnosu na određene zahtjeve standardnog elementa.

**Zaključak:** Zbirna procjena svih nalaza u ovom standardnom odjeljku s obzirom na stupanj ispunjenja navedenih zahtjeva.

**Evidence:** list of all objective evidences, the existence of which can be proven from data, records, information or facts (unambiguous, with date).

**Finding:** assessment, evaluative statement, qualitative classification (positive, negative) of the objective evidence in relation to the specified requirements of the standard element.

**Conclusion:** Summary assessment of all findings in this standard section with regard to the degree of fulfillment of the specified requirements.

**Velika nesukladnost (MNC):** Zahtjevi cijelih odjeljaka standarda nisu uspostavljeni ili se sustavno ne provode za aktivnosti unutar organizacije.

- Odsutnost postupka potrebnog kao dio sustava upravljanja revidirane organizacije
- U dokumentaciji nedostaju obvezni kriteriji
- Česta formalna odstupanja od poglavlja norme
- Nema koncepta za korektivne mjere
- Niz manjih nesukladnosti (nesukladnosti sustava) povezanih s istom klauzulom
- Nedostaci koji će vjerojatno rezultirati neposrednom opasnošću
- Neispunjavanje jednog ili više zahtjeva standarda sustava upravljanja ili situacija koja dovodi do značajne sumnje u sposobnost klijentovog sustava upravljanja da postigne predviđeni rezultat

U slučaju većih nesukladnosti nije moguća verifikacija; prvo se moraju riješiti sve ispravke. Dopustit će se najviše 90 kalendarskih dana za ispravak, inače će biti potrebno odraditi novi ili ponovni audit / ispitivanje na licu mjesta.

Veće nesukladnosti utvrđene tijekom nadzornog audita rezultat će suspenzijom certifikata. Velike nesukladnosti potrebno je ispraviti u roku od tri mjeseca. Ako se ne isprave u roku od tri mjeseca, certifikat će biti povučen.

Major nonconformities (MNC): Requirements of whole sections of the standard 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 neusklađenosti (mNC):** Zahtjevi norme nisu u potpunosti implementirani, ali na temelju objektivnih dokaza, sukladnost sustava upravljanja nije ugrožena.

- Ne slijede se formalna odstupanja, izričiti interni zahtjevi.
- Pojedinačni uočeni propust ili izolirani incident u skladu s jednom klauzulom sustava upravljanja.

Manje neusklađenosti utvrđene tijekom certifikacijske revizije moraju biti dokumentirane u planu djelovanja. Utvrđuje se postupak njihovog dovršenja. Revizor mora zajedno s izvještajem pregledati i plan aktivnosti. Odluka o certifikatu temelji se na prirodi izvršenja mjera, koje se moraju izvršiti najkasnije u roku od najviše 90 kalendarskih dana nakon audita.

Manje nesukladnosti utvrđene tijekom nadzornog audita moraju se ispraviti do sljedećeg nadzora. Ako se te manje nesukladnosti ne isprave do nadzornog audita, smatrat će se velikom nesukladnosti i certifikat će biti suspendiran. Ako se te velike nesukladnosti ne isprave u roku od tri mjeseca, certifikat će biti povučen.

Minor nonconformities (mNC): Sections of the standard 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.