

Izveštaj s audita sustava upravljanja

Broj ugovora/ Contract numbers:	UG-14-119/	EA scope: 37	Broj certifikata/ Cert. number.: 7466
Poduzeće/ Organization:	SVEUČILIŠTA U ZAGREBU - AGRONOMSKI FAKULTET University of Zagreb - Faculty of Agriculture		
Adresa/Address:	Svetošimunska cesta 25, 10000 Zagreb, Croatia		
Norma/ Standards:	ISO 9001:2008		
Predstavnik poduzeća /Company representatives:	Petra Doležalova, Stručni suradnik u tajništvu Fakulteta i QM		
Broj auditiranih lokacija/ Visited sites:	1	Datum audita/ Audit date:	11.10.2016.
Efektivan broj zaposlenih/ Effective number of employees:	58 (dekanat)	Broj smjena/ Number of shifts:	1
Vodeći auditor/ Lead auditor:	Marjeta Miholić Jeić	Auditor/i/ Auditor/s:	Vedran Martinez trainee
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 checked="" type="checkbox"/> s2	Broj audit dana/ Number of audit days:
Izveštaj s re-certifikacijskog audita/: Report recertification audit	<input type="checkbox"/>	Broj audit dana/ Number of audit days:

1. Ciljevi audita/ Audit objectives:

Ciljevi audita su/ The objectives of the audit are:

- **potvrditi, da je sustav upravljanja u skladu sa svim relevantnim zahtjevima norme/**
to confirm, that the management system conforms to all relevant requirements of the standard;
- **potvrditi, da je 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, gospodravstvo 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
Isključenja (samo za ISO 9001): Exclusions (only for ISO 9001):	7.3. Projektiranje i razvoj 7.5.2 Validacija procesa proizvodnje i pružanja usluga 7.6 Nadzor opreme za praćenje i mjerenje 7.3 Design and development 7.5.2 Validation of processes for production and service provision 7.6 Control of monitoring and measuring equipment
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:	-



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Audit report Management Systems

Izveštaj s audita sustava upravljanja

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 pronalaska/ Number of assessment detected:	00 velika nesukladnost main deviations	00 nesukladnost deviations	01 preporuka observation
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Auditor/auditori preporučuju temeljem pronalazaka dobivenih provedbom audita da će organizaciji certifikat biti:

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

<input type="checkbox"/> izdan issued	<input checked="" type="checkbox"/> produljen continuing	<input type="checkbox"/> odbijen refused	<input type="checkbox"/> Suspendiran do provedbe odgovarajućih korektivnih mjera suspend until sufficient corrective measures are given.
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Auditor: release Lead Auditor: Marjeta Miholić Jeić	Datum: date 14.10.2016	Potpis: signature
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4. Organizacijske promjene/ Organisational change

Osnovan je Odbor za osiguranje kvalitete (13.10.2015.), Osnovan Centar za upravljanje kvalitetom i podršku studentima (09.12.2015.)

Established are the Committee for Quality Assurance (13.10.2015.), and the Center for Quality Management and students support (12.09.2015.).

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 9).**
 All deviations/observations detected during the last audit have been corrected, and the effectiveness of these measures was confirmed (remarks see section 9).
- 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)

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. Verificirani dokumenti/Verified documents

Upravina ocjena/ Management review:	Zadnja Upravina ocjena prema ISO 9001 izrađena je 30.09.2016. Last management review according to ISO 9001 was made 30.09.2016.
Organigram	Organigram je sastavni dio Pravilnika o ustroju radnih mjesta 20.3.2013. Organigram is integral part of Rules on job positions 20.3.2013.
Interni audit/ Internal Audits:	Izveštaj s internog audita 08.07.2016. Internal audit report from 08.07.2016.
Zakoni & Evidencije norme/ Law & standards evidence	Popis vanjskih dokumenata, ažuriran 20.1.2016. Zakon o radu NN 93/14 Zakon o zaštiti na radu NN 71/14 Zakonom o pravu na pristup informacijama NN 25/13, 85/15) Zakon o osiguranju kvalitete u znanosti i visokom obrazovanju NN 45/09 Zakon o znanstvenoj djelatnosti i visokom obrazovanju 123/03 , 198/03 , 105/04 , 174/04 , 46/07 , 45/09 , 63/11 , 94/13 , 139/13 Europske norme i smjernice za osiguranje kvalitete u području visokog obrazovanja. List of external documents updated 20.1.2016. Labour Law NN 93/14 Law on Occupational Safety and Health NN 71/14 Law on Freedom of Information NN 25/13, 85/15 Law on Quality Assurance in Science and Higher Education NN 45/09 Law on Science and Higher-education NN 123/03, 198/03, 105/04, 174/04, 46/07, 45/09, 63/11, 94/13, 139/13 European standards and guidelines for quality assurance in higher education.
Dokumentacija sustava upravljanja/ Management system documentation	Poslovnik kvalitete, izdanje travanj 2012., objavljen na WEB-u http://www.agr.unizg.hr/multimedia/sk/sk_prirucnik_za_osiguranje_kvalitete.pdf Priručnik za osiguranje kvalitete (18.09.2013.) http://www.agr.unizg.hr/multimedia/sk/sk_prirucnik_nastavnici_nastava_utemeljena_na_kvaliteti.pdf Poslovnik o radu odbora za osiguranje kvalitete (6.5.2014.) Pravilnik o uređenju i izdavanju časopisa ACS (1.1.2006.) Procedura strateškog planiranja(10. 03.2015.) Pravilnik o nagradama i javnim priznanjima AF (15.01.2014.) Pravilnik o stegovnom postupku (06.02.2012.) Pravilnik o poslijediplomskim znanstvenim i stručnim studijima (01.02.2012.) Pravilnik o radu Centralne agronomske knjižnice (06.02.2012.) Pravilnik o nagradama za najbolji e-kolegij (17.07.2013.) Popis važećih dokumenata, ažuriran 20.01.2016. Upravljanje dokumentima, Upravljanje zapisima, Korektivne radnje, Preventivne radnje, Upravljanje nesukladnostima, Interni audit, sve procedure izdanje 4/2012. Quality Manual, from april 2012., http://www.agr.unizg.hr/multimedia/sk/sk_prirucnik_za_osiguranje_kvalitete.pdf Manual for Quality Assurance (18.09.2013.) http://www.agr.unizg.hr/multimedia/sk/sk_prirucnik_za_osiguranje_kvalitete.pdf Manual of Committee for Quality Assurance (05.06.2014.) Regulations on the arrangement and the publishing of the ACS (1.1.2006.) The procedure of strategic planning (10th 03.2015.) Regulations on awards and accolades AF (15.01.2014.) Regulations for disciplinary proceedings (06.02.2012.) Regulations on postgraduate and professional studies (01.02.2012.) Regulations on the Central Agricultural Library (06.02.2012.) Regulations on prizes for the best e-course (17.07.2013.) List of valid documents, updated 20/01/2015. Control of documents, Control of records, Corrective actions, Preventive actions, Control of nonconformities, Internal audit, all procedures edition 4/2012.

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

Pozitivne točke/ Positive points

Uočen veliki angažman novo osnovanog Centra za upravljanje kvalitetom i podršku studentima i Odbora za osiguranje kvalitete u cilju poboljšanja suradnje sa studentima i povećanja kompetencija nastavnog osoblja. Usklađenost s Europskim normama i smjernicama za osiguranje kvalitete u području visokog obrazovanja.

Observed a large involvement of the newly established Centre for Quality Management and support to students and the Committee on quality assurance in order to improve cooperation with students and increasing competencies of the teaching staff.

Compliance with European standards and guidelines for quality assurance in higher education.

2. Nesukladnosti/Preporuke (Deviations/Observations)

Komentari za otklanjanje nesukladnosti/preporuke s prethodnog audita Comments for completion of the deviations/observations from the previous audit

Nesukladnost Deviation x:	Nije bilo No one
Preporuka 1/ Observation 1:	Analiza podataka; ISO 9001; 8.4 Voditi evidenciju prigovora, primjedbi i žalbi zainteresiranih strana na jednom mjestu radi lakše analize navedenih zapisa i predlaganja mjera za poboljšanje. Komentar auditora za nadzor prethodne preporuke: Prigovori, primjedbe i žalbe sada se zaprimaju u pisarnici. Analysis of data; ISO 9001; 8.4 Kthere should be kept records of reclamations, objections and complaints of interested parties in one place for easier analysis of these records and for proposal of measures for improvement. Comment auditors for controlling previous recommendations: Complaints, comments and complaints now being received in the scriptorium.

Veća nesukladnost s trenutnog audita/Main deviations from the current audit

Veća nesukladnost
Main deviation x:

Nesukladnost s trenutnog audita

Tijekom audita pregledana je dokumentacija i zapisi na temelju uzorka. Postoji mogućnost da postoje nesukladnosti koje nisu uočene zbog principa auditiranja koji se temelji na uzorku

Throughout the audit documents and records are examined on a sample basis. There is a possibility that there are nonconformities that are not observed because of the principles of auditing that is based on the sample.

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

Nesukladnost
Deviation x:

Preporuke s trenutnog audita/Observations from the current audit

Preporuka 1/ Observation 1:	Nadzor zapisa; ISO 9001; 4.2.4. Ažurirati zapise postavljene na WEB stranici fakulteta. Zadnji zapisnik Odbora za osiguranje kvalitete je od 09.12.2015.; Godišnji akcijski plan je bio za razdoblje 01.01.2015.-31.12.2015.; Godišnje izvješće o izvršenju Strateškog plana po Godišnjem operativnom planu je bilo za razdoblje 01.01.2014-31.12.2014.; a Izvješće o ostvarenju Akcijskog plana unaprjeđenja kvalitete je za razdoblje od 15.03.2014. do 14.3.2015.
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Control of records; ISO 9001; 4.2.4.

Update records published on WEB page of the Faculty. The latest report of the Committee for Quality Assurance is dated with 12.09.2015.; The annual action plan was for the period 01.01.2015.-31.12.2015.; Annual report on the implementation of the Strategic Plan at the annual operational plan was for the period 01.01.2014-31.12.2014.; a report on the realization of the Action Plan to improve the quality was for the period from 15.03.2014. to 03.14.2015.

Regulacija nesukladnosti:

Veća nesukladnost: Zahtjevi cijelih dijelova standarda ili vlastite dokumentacije upravljanja kvalitetom što je temelj audita, a nisu izrađeni ili organizacija sustavno ne provodi jednu ili više aktivnosti koju zahtjeva norma ili dokumentacija upravljanja kvalitetom.

Nesukladnost: Kompletna suglasnost s cijelim dijelom standarda ili vlastite dokumentacije sustava upravljanja nije utvrđena, ali na temelju objektivnih dokaza sukladnost proizvoda nije ugrožena

Primjedba: Napomena za dodatne mogućnosti s namjerom poboljšanja sustava upravljanja

Veća nesukladnost i nesukladnost moraju biti ispravljene prema određenom vremenskom okviru; primjedbe su preporuke auditora za poboljšanje sustava

Regulation of Deviations

Main deviation: Requirements of whole sections of the standard or the own quality management documentation, which is basic of the audit, are not worked on, or the organisation does systematically not use one or several activities of the required standard or the quality management documentation.

Deviation: Complete agreement of entire sections of the standard or the own quality management documentation was not determined, but on the basis of an objective proof the conformity of the product is not endangered

Observation: Remarks over additional possibilities attend to improve the management system.

Main deviations and deviations must be corrected in a certain timetable; observations are recommendations of the auditors to improve the system.

3. Datum sljedećeg audita/Date for the next audit

Za sljedeći re-certifikacijski audit koji je potrebno provesti sljedeće godine, predlaže se najkasnije datum do **15.10.2017.** Ured će Vas kontaktirati prije navedenog termina radi potvrde dogovorenog datuma.

Područja na koja će se usmjeriti sljedeći audit:

- Nadzor zapisa

For the next re-certification audit which needs to be implemented next year, it is proposed to be no later than **15.10.2017.** The office will contact you before this date in order to confirm the agreed date.

Areas on which will be focus on the next audit:

- Control of records

4. 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
Petra Doležalova	Stručni suradnik u tajništvu fakulteta/QM Research assistant in the Secretariat of the Faculty / QM	X	X	X
prof. dr. sc. Ramona Franić	Prodekanica za poslovodstvo Vice Dean for Management	X	X	
Aleksandra Hršak	Stručni suradnik Expert Assistant	X	X	X
Renato Hernest	Voditelj nabave Head of procurement		X	
prof. Lovorka Kovačić	Voditeljica referade Head of Administration Office		X	

11. Relevant audit procedures – dodatak izvještaju za provjeru usklađenosti s zahtjevima norme

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.

DOKUMENTATION REQUIREMENTS

Quality manual

Process: Quality Management process / Quality Manual, edition april 2012

Quality Manual, edition april 2012 contains all the elements required by standard.

Quality Manual has appointed exemptions for quality management system according to ISO 9001, and relating to:

7.3 Design and development

7.5.2 Validation of processes for production and service provision

7.6 Control of monitoring and measuring equipment

Description of the process and sequence of their interaction is shown in Quality Manual.

Evidence:

Quality Manual, april 2012, http://www.agr.unizg.hr/multimedia/sk/sk_prirucnik_za_osiguranje_kvalitete.pdf

Control of documents

Process: Quality Management process / Student Administration / Purchase / Control of documents ver. April 2012

In the Quality Manual there is structure of documentation defined according to which the documentation is divided into three levels:

1st LEVEL: Policy and objectives for quality management; Quality manual

2nd LEVEL: Regulations and Procedures

3rd LEVEL: Work instructions forms and records

Documentation of management system is maintained in electric and printed form.

Distribution of documents in electronic form is provided through university intranet.

The procedure "Control of documents" ver. 4/2012 defines creation, encryption, review, approval and distribution of documentation, training needs, application, method of recording amendments, revision and protection of documentation.

Evidence:

List of valid documents; updated 20.1.2016.; http://www.agr.unizg.hr/hr/category/dokumenti_i_pravilnici/19

List of archives and records of the University of Zagreb Faculty of Agriculture and its predecessors, with the retention period (14.11.2012.)

Control of records

Process: Quality Management process / Control of documents ver. April 2012

Procedure "Control of records" (edition 4/2012) describes identification, collection, labelling, formation, deposition, availability, distribution, storage and removal of records.

In every department and at every bureau, they have duty to backup data on an external hard drive, while the backup of data from Web sites is duty of Web services provider.

Evidence:

Ordinance on the protection of archives and records (14.11.2012.)

Emergency precaution

not applicable/reason:
 not audited/reason:

Process:

Evidence:

Not requirement of ISO 9001 standard.

Additional information/statements

Process:

Evidence:

MANGEMENT RESPONSIBILITY

Management commitment

Process: Management / Quality Management process / Organization of teaching / Management Review from 30.9.2016.

New strategic Plan of development of Faculty of Agriculture for the period 2016 - 2021 is in the phase of preparation

The current strategic plan from 13.07.2010 is valid until the end of the semester 31.12.2015.

There is a clear commitment of the Management for the development and implementation of quality systems through:

Quality Policy has not changed in 2016.

Objectives for 2016 established in Annual Action Plan 01.01.2016 - 31.12.2016, January 2016.

Provision of resources: human resources, infrastructure and work environment.

Provision of resource have been checked in process organization of teaching:

Annual Action Plan provide necessary human resorces, teachers and other staff, infrastructure for course performing (classrooms, laboratories, buses for field work, ...) and adequate working environment.

Evidence:

Annual Action Plan 01.01.2016 - 31.12.2016, January 2016., http://www.agr.unizg.hr/multimedia/sk/sk_plan_aktivnosti_2016.pdf

Quality Policy: www.agr.unizg.hr/multimedia/pdf/afz_strategija2010-15.pdf

Legal compliance/regulatory requirements

Process: Quality Management process

After accreditation by the AZVO from 24.04.2013 there was developed an action plan to eliminate objections and fully comply with the guidelines. Its implementation is continuously monitored. Accreditation is valid till 24.04.2018.

Evidence:

List of external documents updated 20.1.2016.

Re-accreditation by the AZVO is expected in February 2018.

Policy

Process: Management/Management Representative / Student Administration / Quality Manual, edition April from 2012.

Mission and Vision and Quality Policy is published on the website.

Quality Policy (2012) is appropriate with purpose of the organization, and is communicated with employees and other stakeholders.

Quality Policy is published and understandable to employees, as part of the management review is evaluated regarding to suitability.

Quality Policy didn't changed in last period.

Quality Policy is discussed during the interview with Management, Management Representative and head of Student administration.

Evidence:

Quality Policy www.agr.unizg.hr/multimedia/pdf/afz_strategija2010-15.pdf

Programs

Process:

not audited/reason:

Evidence:

Not requirement of ISO 9001 standard.

Objectives

Process: Management/ Quality Management process

Action Plan for improving the quality in Year 2016 is accepted.

The objectives for 2016 are established in this Action Plan.

The established objectives are clear and measurable.

Evidence:

Annual Action Plan 01.01.2016 - 31.12.2016, January 2016.

Responsibility, authority and communication

Process: Management / Quality Management process / Organization of teaching / Purchase /

Roles and responsibilities are defined in employment contracts and in organizational chart.

There is Quality Representative appointed and his responsibilities are defined in accordance with the requirements of the standard of the surveys for assessing quality of teachers and classes is carried out every 3 years.

Annual Report on Quality Assurance for the academic year 2014/2015 is published on WEB page

Communication is based on electronic way. There exist WEB page of the Faculty, all students and teachers have unique e-mail address for urgent informations. Faculty is active on public social networks, so important information for students are sent this way too.

Evidence:

Rules on job classification 20.03.2013 with the organizational chart.

Annual Report on Quality Assurance for the academic year 2014/2015 :

http://www.agr.unizg.hr/multimedia/sk/sk_godisnje_izvjesce_2015.pdf

Labour ordinance (01.02.2012).

Management Review

Process: Management / Quality Management process / Management Review from 30.09.2016

Management review was conducted prior to defining goals for 2016, and is published in paper form as Annual report for academic year 2015/2016.

The assessment included all input and output data determined by the present standard.

Management is conducting management evaluation system once a year.

During the review there are determined the existence of possible needs for change and examined suggested solutions.

Evidence:

Annual report for Year 2015/2016 from 30.09.2016.

Additional information/statements

Process:

Evidence:

RESOURCE MANAGEMENT	
<p>Human resources Process:</p> <p>Evidence: It is not planned with the FO-305 plan.</p>	<p><input checked="" type="checkbox"/> not audited/reason:</p>
<p>Infrastructure Process: Management / Quality Management process / Science and Research/Purchasing</p> <p>Organisation pay attention on all necessary infrastructure. Infrastructure iz regularly maintained, and all necessary Research equipment is subject of public procurement. Plans and programs about infrastructural issues is published in Annual Action plan for period 01.01.2016 – 31.12.2016. Purchasing department order infrastructures maintenance as subject of Public procurement.</p> <p>Evidence Annual Action plan for period 01.01.2016 – 31.12.2016. Notification of the need for public procurement #165 for year 2016 of 14.09.2016 Contract on public procurement of construction work for public procurement #165 of 28.09.2016</p>	<p><input type="checkbox"/> not audited/reason:</p>
<p>Work environment Process:</p> <p>Evidence: It is not planned with the FO-305 plan.</p>	<p><input checked="" type="checkbox"/> not audited/reason:</p>
<p>Additional information/statements Process:</p> <p>Evidence:</p>	
PRODUCT REALIZATION	
<p>Risk analysis Process:</p> <p>Evidence: Not requirement of ISO 9001:2008 standard.</p>	<p><input checked="" type="checkbox"/> not applicable/reason: <input type="checkbox"/> not audited/reason:</p>
<p>Customer related processes Process: Process of student administration</p> <p>Changes of study programs and their improvement is carried out once a year according to ECTS catalogue. All documentation related to the enrolment of students is provided in the student administration office and electronic program ISVU. About important changes in class scedual, students are informed by personal e-mail, Faculty WEB page and Faculty pages on social</p>	<p><input type="checkbox"/> not applicable/reason: <input type="checkbox"/> not audited/reason:</p>

media. All important information are present on WEB page. For better communication with students, there was established Center for Quality Management and students support (12.09.2015.).

Evidence:

Proceeding from 2nd session of the Committee for Quality Assurance of 9.12.2015.

Design and development

not applicable/reason:

not audited/reason:

Process:

Evidence:

Exclusion according to Quality Manual.

Purchasing

not applicable/reason:

not audited/reason:

Process: Purchasing

All purchases are subject of public procurement. Procurement Plan for 2016 was published on the website.

Internal regulations on public procurement has updated with Regulations on procedures for minimal procurement of 04.03.2014.

Evidence:

Regulations on procedures for minimal procurement of 04.03.2014.

Purchasing information

not applicable/reason:

not audited/reason:

Process: Purchasing

All data required for the purchasing are mentioned in notification of the need for public procurement and/or contracts with suppliers.

Evidence:

Notification of the need for public procurement #165 for year 2016 of 14.09.2016

The decision on the establishment of the commission for public procurement #165 of 14.09.2016

Report on bid opening of public procurement #165 of 22.09.2016

The decision on the selection of the best bidder for the procurement #165 of 23.09.2016

Contract on public procurement of construction work for public procurement #165 of 28.09.2016

Appointment of the supervising engineer for the supervision of works on construction site of 28.09.2016

Order form #29358 for company Vuić Ltd of 28.09.2016

Verification of purchased product

not applicable/reason:

not audited/reason:

Process: Purchasing

Delivered Goods and Services are reviewed during the takeover by the Commission for procurement. Records are kept.

Evidence:

Control of production and service provision

not applicable/reason:

not audited/reason:

Process: Quality Management process /Organization of teaching / Science and Research / Student Administration

According to information obtained from the organization of teaching information about the schedule of lectures and exams are pub-

lished on the website of the Faculty. If a student needs a certificate or wants to change the lecturer, the request shall be submitted to student administration. All records are kept.

Supervision of classes: upon finished classes, teachers are required to sign within 15 days that the teaching was realized.

Exams are reported in the ISVU system.

Employment of young scientists - young researchers is carried out through tenders MSES. In accordance with the Contest, Faculty ranking shall be adopted, which is determined based on the criteria for making the rankings of research assistants made by the Committee on Science Instruction to MSES and Criteria of the National Council for Science. Work research assistant assessed mentor through the Annual Report on the work of research assistant, referred to the Committee on Science Faculty.

Management representative is member of Center for student support Committee and constantly supervise the work of students and teachers. If they notice discrepancy between plan and realisation, they organize workshops for students and teachers to solve any misunderstandings between two sides.

Evidence:

http://www.agr.unizg.hr/hr/article/200/raspored_nastave

ISVU WEB page: <https://www.isvu.hr/studomat/prijava>

Tenders of Ministry of Science for Employment of young researchers - <http://public.mzos.hr/Default.aspx?sec=3137>

Ranking criteria for research assistants - http://www.agr.unizg.hr/multimedia/pdf/zn_novaci_lista_kriteriji.pdf

Validation of process for production and service provision

not applicable/reason:

not audited/reason:

Process:

Evidence:

Exclusion according to Quality Manual.

Identification and traceability

not applicable/reason:

not audited/reason:

Process: Process of student administration /

All data related to the students are given in the program ISVU. Data on students are monitored by the ID number of students.

Every student have personal record with all documents produced in paper form (registration forms, payment slips, applications, contracts, documents for enrollment).

Records are sorted by study group and alphabet.

Evidence:

Personal record of student E.Ž.

ISVU WEB page: <https://www.isvu.hr/studomat/prijava>

Customer property

not applicable/reason:

not audited/reason:

Process: Process of student administration / Publishing

Customer property is closely stored in personal record envelop and are kept till graduation. Personal record of student E.Ž. is closely checked.

In publishing, copyrights are regulated in such a way that they belong to the Faculty, as the works realized on it.

Evidence:

Payment slip for a scholarship of 23.09.2015.

Registration for the exam Vegetable production of 13.09.2016.

Plea for admission ECTS points of 24.09.2016

Agreement on studying at undergraduate level of 22.09.2015.

Plea for transfer of educational modules Chemistry at other lecturers of 17.09.2014

Certificate of residence of 22.09.2014

Certificate of the average income of 22.09.2014

Preservation of product

not applicable/reason:

not audited/reason:

Process:

Evidence:

It is not planned with the FO-305 plan.

Control of monitoring and measuring equipment

not applicable/reason:

not audited/reason:

Process:

Evidence:

Exclusion according to Quality Manual.

Additional information/statements

Process:

Evidence:

MEASUREMENT, ANALYSIS AND IMPROVEMENT

Feedbacks, Customer satisfaction

not audited/reason:

Process: Management / Quality Management process

Satisfaction surveys of students at the University of Zagreb Faculty of Agriculture Services Directorate, the Secretariat and the Central Agricultural Library; academic year 2015/2016 conducted. There were 660 subjects. Worst assess were given to the student administration; the best assess were given to library. The overall score was 3.66.

Complaints from students in paper form are collected in student administration, recorded and immediately addressed.

Evidence:

Report of satisfaction surveys of students at the University of Zagreb Faculty of Agriculture Services Directorate, the Secretariat and the Central Agricultural Library; academic year 2015/2016 of February 2016.

Internal audits

not audited/reason:

Process: Management / Management representative / „Internal audit“ procedure, edition 1 of 2012

Internal audit is carried out according to the procedure „Internal audit“ 2012 edition 1

Annual internal audit plan is made by taking into account the status and importance of the process to be audited, as well as the results of previous audits.

Internal audit was conducted at 10.06.2016, 13.06.2016, 14.06.2016, 16.06.2016 & 29.06.2016, depending on the organizational unit.

Report from internal management system audit contain 7 recommendations.

The plan of internal audits is part of the report.

The program of internal audits is part of the report.

Evidence:

Report from internal management system audit of the 08.07.2016, 7 recommendations

Monitoring and measurement of processes

not audited/reason:

Process: Management representative / Science and Research / Quality manual / Rules of Procedure of the Committee for Quality Assurance

Teaching process is monitored by Committee for monitoring the quality of teaching.

Students have evaluated quality of lectures.

If is necessary, Teachers workshops are hold on

- a workshop attendance certificates are issued to participants

- the students survey tested process: Report on the investigations conducted on compliance of ECTS points and workload and satisfaction of Bologna process students at the University of Zagreb Faculty of Agriculture (academic year 2014/2015) since September 2015.

Junior researchers have evaluated by the Criteria for making the ranking list of junior researchers.

Evidence:

Rules of Procedure of the Committee for Quality Assurance

Report on the investigations conducted on compliance ECTS points and workload and satisfaction of Bologna process students at the University of Zagreb Faculty of Agriculture (academic year 2014/2015) - September 2015.

Criteria for making the ranking list of junior researchers - http://www.agr.unizg.hr/multimedia/pdf/zn_novaci_lista_kriteriji.pdf

Monitoring and measurement of products

not audited/reason:

Process: Management / Management representative

Whole learning proces is described in Rulebooks published on WEB <http://www.agr.unizg.hr/hr/category/dokumenti/189> .

There are published procedures and rules for Performance appraisal and for students evaluation.

Evidence:

Rulebook on studying at undergraduate and graduate studies University of Zagreb, 08.07.2008

Rulebook on studying at undergraduate and graduate studies University of Zagreb Faculty of Agriculture, 26.05.2009

Amendments to the Rulebook on studying at undergraduate and graduate programs at the University of Zagreb Faculty of Agriculture, 14.04.2015

Rules on Performance Appraisal for students of University of Zagreb Faculty of Agriculture, 08.09.2015

Control of nonconforming products

not audited/reason:

Process:

Evidence:

It is not planned with the FO-305 plan.

Analysis of data

not audited/reason:

Process: Management / Quality Management process

Results of the analysis of process and plans are listed in the Annual Report for Year 2015/2016.

All employees are aware of their responsibility for the realization of the objectives and processes.

Evidence:

Annual report for Year 2015/2016 from 30.09.2016.

The records of the meeting of the Commission for quality control 27.05.2016

Improvement (continual improvement, corrective action, preventive action)

not audited/reason:

Process: Management / Quality Management process

All suggestions for continual improvement, preventive and corrective actions are discussed at regular session of the Faculty Council, University of Zagreb Faculty of Agriculture. Faculty Council has authority to take actions necessary to solve potential shortcoming in all areas of work of the Faculty.

In last period were no corrective actions.

Preventive actions were the appointment of new professors and public procurement planning for purchase of necessary equipment.

Evidence:

Report from 10th regular session of the Faculty Council, University of Zagreb Faculty of Agriculture, in the academic year 2015/2016., 5 July 2016. http://www.agr.unizg.hr/multimedia/ustroj/fv_2016-07-05_izvadak10.pdf

Additional information/statements

Process:

Evidence:

12. Report relevant attachments

- 1) FO 305-01-e AGRONOMSKI FAKULTET-ISO 9001-vers09_2016