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| Broj ugovora/<br>Contract numbers:   | UG-17-098/   | EA scope: 37                      | Broj certifikata/<br>Cert. number: 7466 |
| Poduzeće/<br>Organization:   | SVEUČILIŠTE U ZAGREBU<br>AGRONOMSKI FAKULTET<br>University of Zagreb, Faculty of Agriculture |                                   |   |
| Adresa/Address:  | Svetošimunska cesta 25, 10000 Zagreb, Croatia  |                                   |   |
| Norma/ Standards:  | ISO 9001:2015  |                                   |   |
| Predstavnik poduzeća<br>/Company representatives:  | Ramona Franić – Koordinatorica za kvalitetu/ predsjednica Odbora za kvalitetu                |                                   |   |
| Broj auditiranih lokacija/<br>Visited sites:   | 1  | Datum audita/<br>Audit date:      | 13.11.2019.                             |
| Efektivan broj zaposlenih/<br>Effective number of employees:   | 20   | Broj smjena/<br>Number of shifts: | 1                                       |
| Vodeći auditor/<br>Lead auditor:   | Marjeta Miholić Jeić   | Auditor/i/<br>Auditor/s:          | -                                       |
| <p>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.</p> <p>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.</p> |  |                                   |   |

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

## 1. Ciljevi audita/ Audit objectives:

Ciljevi audita su/ The objectives of the audit are:

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

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

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

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

Auditor/Auditori su proveli 2ertify orijentirajući audit na značajna obilježja, rizike i/ili ciljeve.

Metode audita su intervjui, promatranja I pregled dokumenata I zapisa.

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

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

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

DA (yes)  NE (no)


| Broj pronalazaka/<br>Number of assessment detected: | 00 velika nesukladnost<br>major nonconformity | 00 manja nesukladnost<br>minor nonconformity |
|---|---|--|
|---|---|--|

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<br>issued | <input checked="" type="checkbox"/> produljen<br>continuing | <input type="checkbox"/> odbijen<br>refused | <input type="checkbox"/> Suspendiran do provedbe odgovarajućih korektivnih mjera<br>Suspended until sufficient corrective measures are given. |
|--|---|---|---|

|  |                                   |
|--|-----------------------------------|
| <b>Dogovoreni datum sljedećeg audita:</b><br>Agreed date for the next audit: | <b>Datum: 05.10.2020.</b><br>date |
|--|-----------------------------------|

|  |  |  |
|--|--|--|
| <b>Auditor:</b><br>release<br><br>Lead Auditor: M.M.Jeić | <b>Datum:</b><br>date<br><br>27.12.2019. | <b>Potpis:</b><br>signature<br><br> |
|--|--|--|

### 4. Organizacijske promjene/ Organisational change

Nije došlo do organizacijskih promjena os prošlog audita. U izradi je novi Pravilnik o ustroju radnih mjesta. There has been no organizational change since last audit. The new Regulation about job classification is in the draft version.

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

Pronalasci s prethodnog audita su provjereni. Utvrđeno je sljedeće:

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

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

## 6. Pronalasci/ Audit findings

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

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

DA (yes)  NE (no)

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

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

DA (yes)  NE (no)

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

The organization can demonstrate that it has formulated appropriate objectives and their 3ertify3ttation is monitored in detail based on characteristic quantities

DA (yes)  NE (no)

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

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

DA (yes)  NE (no)

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

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

DA (yes)  NE (no)

Tijekom audita može se dokazati da su zahtjevi norme ispunjeni.

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

DA (yes)  NE (no)

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

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

N/A  DA (yes)

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

Complaints are dealt with in accordance with the QSZ-specifications. The use of the 3ertify3ttation mark and the certificate is correct and conforms to the guidelines of QSZ

N/A  DA (yes)  NE (no)

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

| Ime I prezime<br>Name | Funkcija<br>Position   | Uvodni sastanak<br>Opening meeting | Audit<br>audit | Završni sastanak<br>Closing meeting |
|-----------------------|--|------------------------------------|----------------|-------------------------------------|
| Zoran Grgić           | Dekan/<br>Dean   | x                                  |                | x                                   |
| Ivan Vučec            | Prodekan za organizaciju i kvalitetu/<br>Vice Dean for organization and quality  | x                                  | x              |                                     |
| Ivica Kisić           | Prodekan za nastavu/<br>Vice Dean for Education  | x                                  | x              |                                     |
| Darko Vončina         | Prodekan za znanost I međunarodnu suradnju/<br>Vice Dean for Science and International Cooperation                     | x                                  | x              |                                     |
| Marija Biondić Pavlič | Stalni predstavnik uprave za kvalitetu<br>Permanent Representative of the Quality Management Bord                      | x                                  | x              | x                                   |
| Vesna Rodić Smiljan   | Voditeljica kadrovskih poslova<br>HR manager   |                                    | x              |                                     |
| Ramona Franić         | Koordinatorica za kvalitetu/ predsjednica Odbora za kvalitetu<br>Quality coordinator / chairman of the quality comitee |                                    | x              |                                     |
| Ana Franić Božić      | Stalni predstavnik uprave za kvalitetu<br>Quality representatie  |                                    | x              |                                     |
| Vanja Masnov          | Voditeljica knjižnice/<br>Library Manager  |                                    | x              |                                     |
| Lovorka Kovačić       | Voditelj studentske referade/<br>Head of Student Office  |                                    | x              |                                     |
| Marija Kovačić        | Odgovorna osoba za održavanje i sigurnost/<br>Responsible person for maintenance and safety at work                    |                                    | x              |                                     |

|                  |   |  |   |  |
|------------------|---|--|---|--|
| Ivana Prosinečki | Stručni suradnik u SZVO<br>Professional associate at SZVO |  | x |  |
|------------------|---|--|---|--|

## 8. Verified documents

|   |   |
|---|---|
| Upravina ocjena/<br>Management review:                                | Zadnja Upravina ocjena prema ISO 9001 za razdoblje 1.9.2018. do 1.9.2019. izrađena je 12.11.2019.<br><br>Last management review according to ISO 9001 for period 1.9.2018. – 1.9.2019. made 12.11.2019.   |
| Organigram  | Organigram od 2.10.2018.<br><br>Organigram from 2.10.2018.  |
| Interni audit/<br>Internal Audits:                                    | Izveštaji s internih audita 16.9.2019., 11.10.2019., 11.11.2019<br><br>Internal audits reports were on 16.9.2019., 11.10.2019., 11.11.2019  |
| Zakoni & Evidencije norme/<br>Law & standards evidence                | Lista obvezujućih zahtjeva se ažurira prema potrebi (01.10.2019.)<br><br>The list of binding requirements is updated as necessary (01.10.2019)  |
| Dokumentacija sustava upravljanja/<br>Management system documentation | Master lista / registar obrazaca ažurirana 12.11.2019.<br>Registar rizika i prilika od 12.11.2019.<br>Statut Fakulteta 31.10.2017.<br>Poslovnik o radu Odbora za upravljanje kvalitetom 5.3.2019.<br><br>Master list / form register updated 12.11.2019.<br>Register of risks and opportunities / 12.11.2019.<br>Statute of the Faculty 31.10.2017.<br>Rules of Procedure of the Quality Management Committee 5.3.2019. |

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

### Pozitivne točke/ Positive points

- Kontinuirano poboljšanje postojećih studijskih programa
- Veliko zadovoljstvo studenata
- Uvođenje novih studijskih programa
- Continuous improvement of existing study programs
- Great student satisfaction
- Introduction of new study programs

## 10. Relevantne audit procedure/ Relevant audit procedures

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

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

### FAKULTET / ORGANIZATION

#### Kontekst organizacije / Context of the organization

Proces: Vođenje, Predstavnik uprave / "Statut (31.10.2017.); Priručnik za osiguranje kvalitete (18.09.2013.)

Process: Leadership, Management Representative / Statute of the Faculty (31.10.2017.); Quality Assurance Manual (18/09/13)

Vodstvo je ponovo razmotrilo vanjske i unutarnji čimbenici koji su bitni za rad Fakulteta i realizaciju strateških ciljeva i planova.

Razmotreni vanjski utjecaji na organizaciju su: promjene zakonodavstva vezanog uz obrazovanje, gospodarska situacija u agrarnom sektoru, smanjenje broja studenata, odlazak mladih u inozemstvo itd.

Razmotreni unutarnji čimbenici su kvaliteta nastave, kvaliteta nastavnog i nenastavnog osoblja, organizacija rada, odgovornosti, edukacija i znanje; financijski resursi, uvjeti rada, oprema, infrastruktura.

Vodstvu je svjsno potreba i očekivanja zainteresiranih strana: Ministarstvo znanosti, obrazovanja i športa, nacionalne i europske institucije vezane uz obrazovanje, zaposlenika, studenata, vanjskih suradnika.

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

The management reconsidered external and internal factors that are essential for the work of the Faculty and the realization of strategic objectives and plans.

Considered external influences on the organization are: changes in the legislation related to education (AHEA, ESG ...), the economic situation in the agrarian sector, the decrease in the number of students, the departure of young people abroad.

Internal factors considered are quality of teaching, quality of teaching and non-teaching staff, organization of work, responsibilities, education and knowledge; financial resources, working conditions, equipment, infrastructure.

The leadership is aware of the needs and expectations of the parties concerned: Ministry of Science, Education and Sports, national and European institutions related to education, employees, students, and external associates. Faculty context / SWOT analysis and stakeholder requirements and expectations are documented in the Quality Assurance Strategy, organization and resource management 2016-2020

Evidence:

Statut (31.10.2017.)

Priručnik za osiguranje kvalitete (18.09.2013.)

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

Statute of the Faculty (31.10.2017.)

Quality Assurance Manual (18.09.13)

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

## **Određivanje područja primjene / Determining the scope**

Proces: Vođenje, Predstavnik uprave / "Statut (31.10.2017.); Priručnik za osiguranje kvalitete (18.09.2013.)

Process: Leadership, Management Representative / Statute of the Faculty (31.10.2017.); Quality Assurance Manual (18/09/13)

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. U dokumentu Priručniku za osiguranje kvalitete prikazana je interakcija između procesa.

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. The Quality Assurance Manual document shows the interaction between processes.

Evidence:

Statut (31.10.2017.)

Priručnik za osiguranje kvalitete (18.09.2013.)

Statute of the Faculty (31.10.2017.);

Quality Assurance Manual (18.09.13)

## **Vodstvo i opredijeljenost / Leadership and commitment**

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

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

Vodstvo Fakulteta je jasno opredijeljeno ka zadovoljenju zahtjeva i očekivanja svih zainteresiranih strana. Strategija je podijeljena na 5 područja: organizacija i kvaliteta, nastava i studenti, znanstveno istraživačka djelatnost, međunarodna suradnja, upravljanje resursima.

The Faculty's leadership is clearly committed to meeting the requirements and expectations of all stakeholders. The strategy is divided into 5 areas: organization and quality, teaching and students, scientific research, international cooperation, resource management.

**Evidence:**

Strateški plan 2016 - 2020 (prosinac 2016.)  
Strategija razvoja nastavne djelatnosti agronomskog fakulteta (2016.-2020.)  
Strategija osiguranja kvalitete, organizacije i upravljanja resursima 2016.-2020.  
Aktivnosti osiguranja kvalitete, organizacije i upravljanja resursima za razdoblje 2016.-2020.  
Godišni akcijski plan 1.1.2019. 31.12.2019. (rujan 2018)  
Strategic Plan 2016 - 2020 (December 2016)  
Agronomy Faculty Teaching Development Strategy (2016-2020)  
Quality Assurance, Organization and Resource Management Strategy 2016-2020  
Quality assurance, organization and resource management activities for the period 2016-2020.  
Annual Action Plan 1.1.2019. 31.12.2019. (September 2018)

**Politika / Policy**

Process: Vodstvo, Predstavnik uprave, Planiranje nastave/ Politika kvalitete od 3.10.2017.  
Process: Leadership, Management Representative, Planning classes /Quality Policy, 3.10.2017.

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

The Quality Policy is appropriated to Faculty and provides framework for management objectives and shows commitment to satisfy requirements and continual improvement, approved by the Faculty Council.

Policy of management is available on the notice board and WEB page of Faculty, maintained, communicated and understood to employees.

**Evidence:**

Politika kvalitete verzija od 3.10.2017.  
Razgovori s djelatnicima u Planiranju nastave.  
Quality Policy, edition 3.10.2017.  
Interviews with employees in Planning classes.

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

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

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

The roles, responsibilities and authority for each employee defined in systematization of jobs and employment contracts. Part of the document Ordinance on job creation of the Faculty is organizational chart.

**Evidence:**

Odluka o Imenovanju članova i zamjenika članova Odbora i Povjerenstva Fakulteta, predstavnika studenata za akademsku godinu 2019./2020. 15.10.2019.  
Odluka o imenovanju članova Odbora za upravljanje kvalitetom Sveučilišta u Zagrebu Agronomskog fakulteta za mandatno razdoblje u akademskim godinama 2018./2019. - 2019./2020. - 2020./2021. /2.10.2018.  
Etički kodeks, 18.05.2007.  
Pravilnik o radu (01.02.2012.)  
Pravilnik o ustroju radnih mjesta (20.03.2013.)  
Privremeni Temeljni Kolektivni ugovor 09 03 2017.

Poslovnik o radu Odbora za osiguranje kvalitete 15.10.2019.  
Odluka o imenovanju službenika za informiranje (30.04.2019.)

Decision on Appointment of Members and Deputy Members of the Faculty and Committee Committee, student representatives for the 2019/2020 academic year. 15.10.2019.

Decision on appointment of the members of the Quality Management Committee of the University of Zagreb Faculty of Agriculture for the term of office in the academic years 2018/2019. - 2019/2020. - 2020./2021. /2.10.2018.

Code of Ethics, 18.05.2007.

Rules of Procedure (01.02.2012.)

Ordinance on the Organization of Jobs (20.03.2013)

Temporary Basic Collective Agreement 09 03 2017.

Rules of Procedure of the Quality Assurance Committee 15.10.2019.

Decision on Appointment of Information Officer (30.04.2019)

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

Process:

Evidence:

## **PLANIRANJE / PLANNING**

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

Proces: Vodstvo, Predstavnik uprave, Održavanje i osiguranje / Registar rizika i prilika 12.11. 2019.

Process: Leadership, Management Representative, Maintenance and security / Risks and opportunity register 12.11. 2019.

Vodstvo je evaluirano provedene mjere za tretman rizika. Sve mjere su učinkovite.

Unaprijeđena je suradnja s gospodarskim subjektima agrarnog segmenta.

I dalje je najznačajniji utjecaj na rad Fakulteta niska razina predznanja upisanih studenata, smanjenje broja studenata, otvaranje novih Visokih škola u Hrvatskoj, smanjena mobilnost studenata itd.

Management has evaluated the risk management measures implemented. All measures are effective.

Cooperation with economic operators of the agricultural segment has been improved.

The most significant influence on the work of the Faculty is still the low level of knowledge of enrolled students, the decrease in the number of students, the opening of new Colleges in Croatia, the decreased mobility of students, etc.

Evidence:

Registar rizika i prilika 12.11. 2019.

Risks and opportunity register 12.11. 2019.

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

Process: Vođenje, Predstavnik uprave / Strategija 2016. – 2020; Akcijski plan za 2019.

Process: Leadership, Management Representative / Strategy 2016-2020.; Action plan for 2019.

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

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

Ciljevi (akcijski planovi) su vezani uz Strateški plan Fakulteta prema glavnim područjima: Upravljanje visokim učilištem i osiguranje kvalitete, Studijski programi, Znanstvena i stručna djelatnost, Mobilnost i međunarodna suradnja i Upravljanja Resursima.

U izradi je nova WEB stranica.

Popunjenost upisne kvote je 65% preddiplomski, 100% diplomski i 100% doktorski studij.

Faculty identified activities to implement the objectives; the resources that will be needed; responsible persons for specific activities and deadlines for achieving the objectives and how the achievement will be measured.

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

The objectives (action plans) are related to the Faculty's Strategic Plan by main areas: Higher Education Management and Quality Assurance, Study Programs, Scientific and Professional Activity, Mobility and International Cooperation and Resource Management.

A new website is under construction.

The enrollment rate is 65% undergraduate, 100% graduate and 100% doctoral.

Evidence:  
Strateški plan 2016 – 2020.  
Godišni akcijski plan 1.1.2019. -31.12.2019.  
Financijski plan za 2019.  
Pravilnik o raspodjeli vlastitih prihoda u 2019.  
Strategic Plan 2016 - 2020.  
Annual Action Plan 1.1.2019. -31.12.2019.  
2019 Financial Plan  
Rulebook on distribution of own revenues in 2019

## Planiranje promjena / Planning of changes

Proces: Vođenje, Predstavnik uprave/ Godišni akcijski plan 1.1.2019.- 31.12.2019. (rujan 2018)  
Process: Leaderships, Management Representative / Annual Action Plan 1.1.2019. -31.12.2019. (September 2018)

Sve promjene u sustavu upravljanja provode se po planiranim postupcima (ciljevi, projekti, plan aktivnosti...)  
Godišni akcijski plan za 2019. je donesen na temelju mjera proizašlih iz Strategije Fakulteta.  
Revizija studijskih programa je u tijeku.

All changes in management systems are performed according planned procedures (objectives, project, and action plans.).  
Annual Action Plan for 2019 is made based on the measures from the Strategy of Faculty.  
Revision of study programs is in progress.

Evidence:  
Godišni akcijski plan 1.1.2019.- 31.12.2019. (rujan 2018)  
Annual Action Plan 1.1.2019. -31.12.2019. (September 2018)

## Dodatne informacije/izjave / Additional information/statements

Process:  
Evidence:

## PODRŠKA / SUPPORT

**Resursi: Ljudi, infrastruktura, okruženje / Resources: People, Infrastructure, Environment**  not audited/reason:

Proces: Vođenje, Predstavnik uprave, Opći i kadrovski poslovi, Studentska referada, Knjižnica I skriptarnica/

Process: Leadership, Management Representative, General and Human Resources, Student Office, Library and Script Office /

Obilaskom radnog prostora ustanovljeno je da je radno okruženje prikladno za rad i pružanje usluga.  
U radnim prostorima se nalaze ormarići za prvu pomoć koji sadrže potrebnu opremu.  
Prostori su opremljeni aparatima za gašenje požara.  
Sve oprema s povećanom opasnosti se redovno servisira i atestira na ispravnost sukladno zakonskim propisima.  
Realizira se plan održavanja i poboljšavaju radni uvjeti.  
Otvoren je novi paviljon za vinogradstvo i vinarstvo.

Visiting the workspace revealed that the work environment was suitable for work and service.  
There are first-aid cabinets in the work areas containing the necessary equipment.  
The premises are equipped with fire extinguishers.  
All high-risk equipment is regularly serviced and certified in accordance with legal requirements.  
A maintenance plan is being implemented and working conditions are improved.  
A new pavilion was opened for viticulture and winemaking.

Evidence:  
Ugovor o radu 1.12.2018. na neodređeno vrijeme /za novu djelatnicu - Voditeljica kadrovskih poslova  
Plan zapošljavanja za 2019.  
U planu FO 309 nije planirano auditiranje zahtjeva Resursi: Infrastruktura  
Employment contract 1.12.2018. part-time / new employee - HR Manager  
2019 Employment Plan  
The requirements Infrastruktura are not planned in the plan FO 309.



|   |   |
|---|---|
| <b>Resursi: resursi za mjerenje / Resources: measuring resources</b>  | <input checked="" type="checkbox"/> not audited/reason: |
| Proces:<br>Process:   |   |
| Evidence:<br>Točka 7.1.5 nije primjenjiva.<br>Requirement 7.1.5 is not applicable.  |   |
| <b>Resursi: znanje / Resources: knowledge</b>   | <input type="checkbox"/> not audited/reason:            |
| Proces: Vođenje, Predstavnik uprave/<br>Process: Leadership, Management Representative/   |   |
| Fakultet je odredio potrebno znanje za odvijanje svojih procesa i postizanje sukladnost svojih usluga sa zahtjevima studenata i ostalih zainteresiranih strana.<br>Napredovanje nastavnog osoblja u visa nastavna zvanja se provodi sukladno Pravilniku.  |   |
| Organization has determined necessary knowledge for performing its processes and achieving compliance its services with students requirements and other interested parties. The promotion of teaching staff to senior teaching positions is carried out in accordance with the Regulations.   |   |
| Evidence:<br>Plan edukacije nastavnog i nenastavnog osoblja za 2019/2020.<br>Pravilnik o uvjetima i postupku izbora u stručna zvanja u sustavu znanosti i visokom obrazovanju (01.02.2012.)<br>Education Plan for 2019/2020.<br>Rulebook on conditions and procedure for selection of professional titles in science and higher education system (01.02.2012.)  |   |
| <b>Osposobljenost / Competence</b>  | <input checked="" type="checkbox"/> not audited/reason: |
| Proces:<br>Process:   |   |
| Evidence:<br>Not planned in FO 309.   |   |
| <b>Svjesnost / Awareness</b>  | <input type="checkbox"/> not audited/reason:            |
| Proces: Planiranje nastave, Studentska Referada, Knjižnica i skriptarnica<br>Process: Planning classes, Students' Office, Library and bookshop  |   |
| Fakultet osigurava da su osobe koje rade u organizaciji svjesne politike kvalitete internim edukacijama i treninzima.<br>Djelatnici su svjesni svog doprinosa učinkovitosti sustava kvalitete.<br>Odbor za osiguranje kvalitete te zaposlenici u odsjeku upravljanja kvalitetom su odgovorni za operativno provođenje pojedinačnih zadataka i također su odgovorni za izgradnju svijesti o potrebi razvijanja sustava i kulture kvalitete.  |   |
| 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.<br>The quality assurance committee and the employees of the quality management department are responsible for the operational implementation of individual tasks and are also responsible for raising awareness of the need to develop a quality system and culture. |   |
| Evidence:<br>Razgovori sa djelatnicima odjela Planiranje nastave, Studentska Referada, Knjižnica i skriptarnica.<br>Conversation with employees in Planning classes, Students' Office, library and bookshop   |   |
| <b>Komunikacija / Communication</b>   | <input checked="" type="checkbox"/> not audited/reason: |
| Proces:<br>Process:   |   |
| Evidence:<br>Not planned in FO 309.   |   |

## Dokumentirana informacija / Documented Information

not audited/reason:

Proces: Uprava, Predstavnik uprave/

Process: Management, Management representative/

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

The quality management system includes all the documented information required by ISO 9001: 2015  
The list of documented information of external origin is regularly updated by the management's representatives on the Faculty's website. The management representative is responsible for monitoring external sources of changes in legal requirements.  
The system documentation is in hard copy with the management representatives and electronically on the intranet.  
The basic system documents (policy and Quality Assurance Manual) are available on the WEB site.

### Evidence:

Tajnica fakulteta je odgovora za ažuriranje liste na web stranici.

Zakon o javnoj nabavi 120/16

Zakon o znanstvenoj djelatnosti i visokom obrazovanju, NN 123/03, 198/03, 105/04, 174/04, 02/07- Odluka USRH, 46/07, 45/09, 63/11, 94/13, 139/13, 101/14, 60/15, 131/17.

Zakon o provedbi Opće uredbe o zaštiti podataka, NN 42/18

Zakon o pravu na pristup informacija NN 25/13, 85/15

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

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

ESG standardni - Standardi i smjernice za osiguranje kvalitete 2015.

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

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

Master lista / registar obrazaca ažurirana 12.11.2019.

Lista obvezujućih zahtjeva se ažurira prema potrebi (1.10.2019.)

Zahtjev za pristup informacijama (obrazac)

Pravilnik o zaštiti arhivskog i registraturnog gradiva (14.11.2012.)

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

The Public Procurement Act NN 120/16

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

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

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

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

Rulebook on Archival and Records Protection and Preservation 46/17

ESG Standard - Standards and Guidelines for Quality Assurance 2015

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

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

Master list / form register updated 12.11.2019.

The list of binding requirements is updated as needed (01.10.2019)

Request for Access to Information (form)

Ordinance on Archival and Records Protection (14.11.2012.)

## Dotatne informacije/izjave / Additional information/statements

Process:

Evidence:

## PROVEDBA / OPERATION

## Operativno planiranje i nadzor / Operational planning and control

not applicable/reason:

Proces: Planiranje nastave, Studentska referada/

not audited/reason:

Process: Planning classes, Student office/

Planiranje uključuje aktivnosti usmjerene na unapređenja Studijskih programa, izradu provedbenih planova i programa (izrada nastavnog plana i programa) te izradu ostalih pravilnik potrebnih za provedbu planiranih aktivnosti.

Povjerenstvo za strateško planiranje je na sjednici održanoj 10. ožujka 2015. prihvatilo Proceduru strateškog planiranja kojom se definiraju faze i nositelji procesa strateškog planiranja na Sveučilištu u Zagrebu Agronomskom fakultetu.

Procesi se nadziru od strane odgovornih osoba prema definiranim kriterijima, zahtjevima studenata i ostalih zainteresiranih strana. Odlukom o studiranju za akademsku godinu 2019/2020 koju je donijelo Upravno vijeće na prijedlog Stručnog vijeća određuje se:

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

Planning includes activities aimed at enhancing the Study Programs, developing implementation plans and programs (curriculum development), and developing other ordinances necessary for the implementation of the planned activities.

At its meeting held on 10.03.2015, the Strategic Planning Commission adopted the Strategic Planning Procedure, which defines the stages and bearers of the strategic planning process at the University of Zagreb Faculty of Agriculture.

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

With Decision on studying for the academic year 2019/2020 given by the Administrative Council on the proposal of the Professional Council is determined:

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

### Evidence:

Plan rasporeda za akademsku godinu 2019. /2020. / 27.9.2019.

Pravilnik o radu centralne agronomske knjižnice 09.07.2019.

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

Pravilnik o sustavu cjeloživotnom obrazovanju 10.05.2016.

Pravilnik o poslijediplomskim znanstvenim i stručnim studijima 01.02.2012.

Procedura strateškog planiranja 10.03. 2015.

Plan schedule for the academic year 2019. /2020. 27.09.2019.

Ordinance on the operation of the Central Agronomy Library 09.07.2019.

Action Plan for Quality Improvement in Procedure II. re-accreditation cycles for the period 2019 to 2023; 07.05.2019.

Ordinance on the system of lifelong education 10.05.2016.

Ordinance on postgraduate scientific and professional studies 01.02.2012.

Strategic Planning Procedure 10.03. 2015.





An action plan for the academic year 2019/2020

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

Proces:  
 Process:

not applicable/reason:  
 not audited/reason:

Evidence:  
 Not planned in FO 309.

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

Proces: Uprava, Predstavnik uprave, Studentska Referada, Knjižnica i skriptarnica/  
 Process: Management, Management representative, Students' Office, Library and bookshop/

not applicable/reason:  
 not audited/reason:

Fakultet čuva dokumentirane informacije o žalbama studenata; poduzetim mjerama; odgovornim osobama za provedbu popravnih radnji.  
 Organization kept documented information about students complains, taken actions, responsible persons for conducting corrective actions.

Evidence:  
 Tijekom 2019 nije bilo pisanih žalbi od strane studenata na kvalitetu rada djelatnika Fakulteta.  
 During 2019 there were no written complaints from students regarding the quality of work of the Faculty staff.

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

Process:  
 Evidence:

**PROCJENA PROVEDBE / PERFORMANCE EVALUATION**

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

not audited/reason:

Proces: Vođenje, Predstavnik uprave, Studentska Referada, Knjižnica i skriptarnica /  
 Process: Leadership, Management Representative, Students' Office, library and bookshop/

Fakultet ocjenjuje provedbu i učinkovitost sustava upravljanja kvalitetom prema definiranoj učestalosti  
 Fakultet čuva odgovarajuće dokumentirane informacije o rezultatima mjerenja učinkovitosti sustava (Godišnje izvješće)  
 Ispitivanje zadovoljstva studenata radom profesora se provodi pomoću anketiranja.  
 Također s provode Ankete s poslodavcima na razini HR su dobili informacije koje su potrebe i smjernice u kojem smjeru treba ići razvoj programa.  
 Svi nastavnici su upoznati sa svojim ocjenama dobivenim u anketnim upitnicima. Nastavnici koji su loše ocijenjeni razgovaraju s Prodekanom za nastavu i obavezni su provesti korektivne mjere.

The Faculty evaluates the implementation and effectiveness of the quality management system according to a defined frequency  
 Faculty keeps appropriate documented information on system performance measurement results (Annual Report)  
 Student satisfaction surveys of professors are conducted through surveys.  
 Also, they conducted surveys with employers at the HR level to provide information on the needs and guidelines in which direction to develop the program.  
 All teachers are familiar with their grades obtained in the survey questionnaires. Poorly qualified teachers talk to the Vice Dean for Teaching and are required to take corrective action.

Evidence:  
 Izvješće o provedenoj anketi za procjenu nastavnika, Studentsko vrjednovanje nastave, ljetni semestar 2017./2018.. 30.10.2018 (prosječna ocjena 4.41)  
 Vrjednovanje diplomskih studija od strane studenata koji su tijekom akademske godine 2017./2018. završili studij, 12.2.2019.  
 Vrjednovanje preddiplomskih studija od strane studenata koji su tijekom akademske godine 2017./2018. završili studij 12.2.2019.  
 Godišnje izvješće 4.12.2019.  
 Plan za 2020. 4.12.2019.  
 Kvartalni sastanak Odbora za upravljanje kvalitetom 16.9.2019.

Teacher Evaluation Survey Report, Student Evaluation of Teaching, Summer Semester 2017/2018 .. 10/30/2018 (average grade 4.41)  
Valuation of graduate studies by students who during the 2017/2018 academic year. completed their studies, 12/02/2019.  
Valuation of Undergraduate Studies by Students who During the 2017/2018 Academic Year completed their studies 12/02/2019.  
Annual Report 04.12.2019  
Plan for 2020. 04.12.2019.  
Quality Management Committee Quarterly Meeting 16.09.2019.

## Procjena uskladenosti / Evaluation of compliance

not audited/reason:

Proces:

Process:

Evidence:

Not arequirement of the standard.

## Interni audit / Internal Audit

not audited/reason:

Proces: Vođenje, Predstavnik uprave/

Process: Leadership, Mangement Representative/

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

Prijedlozi za poboljšanja zadovoljstva:

- Provesti radionicu o socijalnim vještinama
- Dodatne nagrade najboljim nastavnicima
- Brošura za nastavnike

Internal audit was conducted in all departments of the Secretariat. No inconsistencies were found, just recommendations for improvements.

Documented information as evidence of program implementation and audit results is kept with the Management Representative.

Suggestions for satisfaction improvements:

- Conduct a workshop on social skills
- Extra awards to the best teachers
- Brochure for teachers

Evidence:

Izveštaji s internih audita 16.9.2019., 11.10.2019., 11.11.2019

Internal audits reports were on 16.09.2019., 11.10.2019., 11.11.2019.

## Upravina ocjena / Management review

not audited/reason:

Proces: Vođenje, Predstavnik uprave/

Process: Leadership, Mangement Representative/

Fakultet je izradio dokumentiranu informaciju kao dokaz rezultata upravine ocjene.

Dokumentirane informacije o ocjeni sustava čuvaju se kod Predstavnik Uprave

Organization has created documented information as evidence of Management Review results.

Documented information about Management Review is kept by Mangement Representative.

Evidence:

Upravina ocjena 12.11.2019.

Samoprocjena tajništva fakulteta napravljena je u studenom 2016.

Godišnje izvješće 04.12.2019.

Management review 12.11.2019.

Self-assessment of the faculty's secretariat was made in November 2016

Annual Report for 04.12.2019.

## Dodatne informacije/izjave / Additional information/statements

Process:

|   |
|---|
| Evidence:   |
| <b>POBOLJŠAVANJA / IMPROVEMENT</b>  |
| <p><b>Nesukladnost i popravna radnja/ Nonconformity and corrective action</b> <span style="float: right;"><input type="checkbox"/> not audited/reason:</span></p> <p>Proces: Vođenje, Predstavnik uprave, Studentska Referada, Knjižnica i skriptarnica /<br/>       Process: Leadership, Mangement Representative, Students' Office, library and bookshop/</p> <p>Fakultet čuva dokumentirane informacije o nesukladnosti i naknadno poduzetim mjerama te o rezultatima eventualnih popravnih radnji kod predstavnika uprave.<br/>       Vodi se registar svih nesukladnosti I popravnih radnji.</p> <p>Organization keeps documented information about nonconformities and subsequent actions taken and about results of eventual corrective action by predstavnika uprave.<br/>       Register of all nonconformities and corrective actions.</p> <p>Evidence:<br/>       Registar nesukladnosti i popravnih radnji 2019/2020<br/>       Nastavnici on line zapisuju događaje neetičkog ponašanje studenata u aplikaciju NASTAVA. Te nesukladnosti se rješavaju sukladno Proceduri. Dekan saziva etičko povjerenstvo.<br/>       Studenti također prijavljuju nastavnike za neetično ponašanje, putem obrasca. Dekan rješava nesukladnosti I donosi odluku.<br/>       Register of non-compliance and corrective actions 2019/2020<br/>       On-line teachers come to terms with the unethical behavior of students in the TEACHING application. These non-conformities are solved according to the Procedure. Dean convenes ethics committee.<br/>       Students also report improper behavior teachers, in writing, via a form. The Dean resolves non-conformities and makes a decision.</p> |
| <p><b>Trajno poboljšavanje / Continual improvement</b> <span style="float: right;"><input type="checkbox"/> not audited/reason:</span></p> <p>Proces: Vodstvo, Predstavnik uprave/<br/>       Process: Leadership, Mangement Representative/</p> <p>Fakultet kontinuirano poboljšava svoj sustav upravljanja realizacijom ciljeva i provedbom akcijskih planova.<br/>       Organization continually improves it management system by objectives realization and implementation of action plans.</p> <p>Evidence:<br/>       Upravina ocjena 12.11.2019.<br/>       Management review 12.11.2019.</p>   |
| <p><b>Dodatne informacije/izjave / Additional information/statements</b></p> <p>Process:<br/>       Evidence:</p>   |

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

- FO 305-01-e AGRONOMSKI FAKULTET-Vers\_2019
- FO 338-e AGRONOMSKI\_ vers04\_2019

## 12. Odstupanja / Deviations

### VEĆE ODSUPANJE / VEĆA NESUKLADNOST

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



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

#### ODSTUPANJE / MANJE NESUKLADNOSTI

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

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

#### A MAIN DEVIATION / MAJOR NON-CONFORMITY

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

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

#### A DEVIATION / MINOR NONCONFORMITY

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

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

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

Odstupanje 1: -  
 Deviation 1:

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

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

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

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

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

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



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# Auditreport Management Systems

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