

Management System Certification Audit Summary Report

Organization:	Municipality Administration Svishtov Общинска Администрация Свищов		
Address:	2, Tzanko Tzerkovski Str., Svishtov; Bulgaria Ул. 2 Цанко Церковски; Свищов; България		
Standard(s):	ISO 9001:2008	Accreditation Body(s) UKAS	
Representative:	Mrs. V. Конова – General Secretary Г-жа Върбинка Конова – Секретар		
Site(s) audited:	2, Tzanko Tzerkovski Str., Svishtov; Bulgaria Ул. 2 Цанко Церковски; Свищов; България	Date(s) of audit(s):	23.11.2011
EAC Code:	36	NACE Code: <i>NACE Код:</i>	75.11
No. of Employees:	107	No. of Shifts:	1
Lead auditor:	Stoyko Enchev (SE)	Additional team member(s):	Ivo Bikov (IB); Ivaylo Stoev (IS)
This report is confidential and distribution is limited to the audit team, client representative and the SGS office.			

1. Audit objectives

The objectives of this audit were:

- to confirm that the management system conforms with all the requirements of the audit standard;
- to confirm that the organization has effectively implemented the planned management system;
- to confirm that the management system is capable of achieving the organization's policy objectives.

2. Scope of certification

Administrative-legal and information servicing of private and legal entities, control of environment, security management of social environment, incessancy and crisis management.

Exclusion: 7.6

Административно – правно и информационно обслужване на граждани и юридически лица, управление на сигурността на градската среда

Has this scope been amended as a result of this audit?

Yes No

This is a multi-site audit and an Appendix listing all relevant sites and/or remote locations has been established (attached) and agreed with the client

Yes No

3. Current audit findings and conclusions

The audit team conducted a process-based audit focusing on significant aspects/risks/objectives required by the standard(s). The audit methods used were interviews, observation of activities and review of documentation and records.

The structure of the audit was in accordance with the audit plan and audit planning matrix included as annexes to this summary report.

The audit team concludes that the organization has has not established and maintained its management system in line with the requirements of the standard and demonstrated the ability of the

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system to systematically achieve agreed requirements for products or services within the scope and the organization's policy and objectives.

Number of nonconformities identified: 0 Major 0 Minor

Therefore the audit team recommends that, based on the results of this audit and the system's demonstrated state of development and maturity, management system certification be:

Granted / Continued / Withheld / Suspended until satisfactory corrective action is completed.

4. Previous Audit Results

The results of the last audit of this system have been reviewed, in particular to assure appropriate correction and corrective action has been implemented to address any nonconformity identified. This review has concluded that:

- Any nonconformity identified during previous audits has been corrected and the corrective action continues to be effective. (Refer to Section 6 for details)
- The management system has not adequately addressed nonconformity identified during previous audit activities and the specific issue has been re-defined in the nonconformity section of this report.

5. Audit Findings

The audit team conducted a process-based audit focusing on significant aspects/risks/objectives. The audit methods used were interviews, observation of activities and review of documentation and records.

The management system documentation demonstrated conformity with the requirements of the audit standard and provided sufficient structure to support implementation and maintenance of the management system. Yes No

The organization has demonstrated effective implementation and maintenance / improvement of its management system. Yes No

The organization has demonstrated the establishment and tracking of appropriate key performance objectives and targets and monitored progress towards their achievement. Yes No

The internal audit program has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system. Yes No

The management review process demonstrated capability to ensure the continuing suitability, adequacy and effectiveness of the management system. Yes No

Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard. Yes No

Certification claims are accurate and in accordance with SGS guidance N/A Yes No

6. Significant Audit Trails Followed

The specific processes, activities and functions reviewed are detailed in the Audit Planning Matrix and the Audit Plan. In performing the audit, various audit trails and linkages were developed, including the following primary audit trails, followed throughout:

- **Relating to Previous Audit Results (closed out of nonconformities from last year – Mr. Nikolay Rusev**

No one nonconformity was registered last audit. The observation and opportunity for improvement were observed

- **Relating to this Audit**

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Mayor, Vice Mayors (Management review, Quality objectives, Quality policy, Continual improvement, Analysis of data, Use of marks) – Plamen Aleksandrov – Documents: QM

Organization chart dated 01.11.2008

Quality policy dated 31.08.2009

The policy is distributed on information boards and internet site of organization. The policy is reviewed for actuality on management review and on internal audits

Strategic quality objectives dated 31.08.2009

Quality objectives for 2011

Report for performance of quality objectives for 2010 dated 25.02.2011

Order No 110-RD-01-03 / 01.02.2011

Report from Investment policy and ecology for 2010

Information for projects dated 18.02.2011

Report from management representative dated 24.02.2011

Report from Property control for 2011

Report from management No 5 / 04.03.2011

Certification and accreditation marks are used on information materials and advertisement materials

Management representative (Quality manual, Control of documents and records, Internal audits, Corrective and preventive actions) – Mrs. Varbinka Konova, Mrs. Yanka Nikolova – Documents: QM, P 04-01, P 04-02, P 08-01, P 08-03, P 08-04

Quality manual – rev. 03 / 31.08.2009

F 04-01-03 Register of changes and subscribers of QM with last record on 31.08.2011

F 04-01-05 Proposal for changes in QM dated 22.08.2011

F 04-01-01 List of documents dated 12.11.2008

F 04-01-02 Register of subscribers dated 01.08.2008

F 04-01-04 List of forms dated 27.08.2008

CIELA software is used for actualization or regulatory and statutory documents

F04-02-01 List of records dated 01.08.2008

F 08-01-01 Annual schedule for internal audits for 2011 dated 24.02.2011

Certificate for internal auditor No K 07-31-3/VO/063 of Mrs. Yanka Nikolova from Inter Consult Group

F 08-01-02 Plan for internal audit dated 19.08.2011

F 08-01-03 Question form for internal audit dated 22.08.2011

F 08-01-04 Report from internal audit No 4 / 22.08.2011

F 08-01-05 Corrective / Preventive actions request No 1 / 15.10.2010 – closed out on 03.11.2010

Preventive actions are available as result from management review and internal audit

Investment Policy and ecology (Product realisation, Control of nonconforming products, Infrastructure, work environment, Customer communication, Customer related processes) – Mr. Hristo Parashkevov – Documents: QM, P 07-01, P 08-02

Order for control of the executer of the contract for repair of road infrastructure No 94 – D – 247 dated 10th May 2011

Order no 367 – RD – 01 – 03 dated 12th May 2011

The documentation control is conducted by the municipal

Available documents showing conformity with the requirements, including protocols for assessment of material

Declaration of conformity of materials

Constitution protocol No 1 dated 23rd May 2011 → not planned expenses

Recapitulation protocol

Protocol No 1 & Protocol No 2 dated 10th June 2011 → for finishing of the activities

Deadlines for execution are kept; Warranty 1 year

Enquiries from citizens for trees which are dangerous

Enquiry from the Govern Trade Secondary school No 798 dated 30th August 2011

Letter from the major → approval

Letter from site of the municipality → marking of the trees which should be cut

Protocol for flowering dated 24th – 28th October 2011

Protocol for forestation for the period 30th May – 03rd June 2011 → 4 745 pieces trees

Administrative and legal information services, management of projects, management in crises, defense and mobilization (Design and development, Product realisation, Control of nonconforming products, Customer communication, Customer related processes) – Mr. Stoyan Parashkevov, Mr. Nikolay Tsakov – Documents: QM, P 07-01, P 08-02

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Department administrative, Information customers, control of projects and European directives talked S. Parashkevov all rules are described in QM 7.3 p 31

Report from Stoyan Parashkevov for 2010

Order N1 for order in municipality 960/24.06.2010

Contract for security of municipality 13.11.2003

Note 67/26.02.2004

Certificate of registration for activity of security N25/02.11.2004

Plan for snowcleaning 15.10.2010

Note from meeting 14.11.2011

Plan for radiation crisis 2009

Plan for waterflutege 2009

Information Services talked with Tanya Bankova Technical order

Request for visa for project

Akstar used for documents

Request from L. Lefterov from v. B. Slavovo 10.11.2011

Arch. Vasileva – Act for possession , and schematics of property

Decision for digging of streets 2011

Request dated 02.08.2011 from Zone Nedkovi and Sie

ESGRAON talked with M. Georgieva

Address registration 804/23.11.2011

Address registration 803/23.11.2011

Declaration from Penka that she agrees that Silvia Blazheva can live in her apartment

Act for property of Penka Chushmedzhieva 1988

Actware used for acts for marige, death or birth

Document circulation 1284/20.06.2007

- Control of projects

Control of projects all rules are described in talked with S. Parashkevov

Plan for projects 07.01.2011

Strategy and plan for city Svishtov

Report for 2010 for activities 2010

Project for reconstruction of first Bulgarian school

Request for participating in project Beauty Bulgaria

Declaration 03.02.2011

Quantity calculation for the project

Schedule for projects 2008-2015

Control of property, economic activities and public auction (Product realisation, Control of nonconforming products, Purchasing, Customer communication, Customer related processes) – Mrs. Margarita Vutova, Mrs. Daniela Stankova – Documents: QM, P 07-01, P 08-02

- Public Tenders (purchasing process) → Mrs. Daniela Stankova

I 07 – 04 – 01 Evaluation of suppliers, version 01 dated 31st August 2009

F 07 – 04 – 01 – 2 Checklist for evaluation of suppliers

Checked the evaluation of suppliers:

TORGOTERM AD

IC Ltd.

B M Lasing Trade AD

F 07 – 04 – 01 – 1 List of approved suppliers → updated on the 31st December 2010

Proposal for choosing of supplier for a concrete task is developed by a resource manager/head of department

Proposal for conducting of open tender procedure from OP 'Chistota' – Svishtov dated 02nd August 2011

Order for organizing of a open tender procedure dated 17th October 2011

Documentation (needed) for the procedure

Invitation for participation dated 18th October 2011 → IC organization → approved supplier from previous year

3 envelops received by the organization, including the following documentation:

Envelop No 1: Documents for assessment → offer, information for the organization, declaration, financial information, administration documentation etc.

Envelop No 2: Draft contract, certificates of the products, technical specification of the service

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Envelop No 3: Offered price

Protocol from council dated 26th October 2011 → 3 members from the municipality management are part of the council; the manager of the suppliers organization is attending the council

Decision No 1273 – RD – 01 – 03 dated 26th October 2011 – for choosing of supplier

Bunch of documents is signed with the manager of the organization, including

Contract for small tender procedure dated 01st November 2011

Order for control of the contract No 1281 – RD – 01 – 03 dated 01st November 2011

Register of tender procedures → registered under the No 25

Checked No 24

Claim for the tender procedure from one of the participants

Small tender procedure for delivery of bread & bread products dated 18th August 2011

Invitation to two organizations (already suppliers) → NOVE PETKOV & ET VASSIL BOJINOV

Decision No 1093 – RD – 01 – 03 both candidates are approved – for choosing of supplier

Claim from NOVE PETKOV for position No 1 → claim for conflict of interests

Claim is approved → ET VASSIL BOJINOV is disqualified from the procedure

- Economic Department (trade department) → Mrs. Margarita Vutova

Report for the municipal property & the results from its managing in 2010

Municipal property

Methodology for pricing of municipal property (Decision 369 dated 31st March 2005)

Order No 405 – RD – 01 – 03 for sales of floor from a house property of the municipal

AKT No 264 for public municipal property dated 08th May 2000

Decision no 164 from the municipal council

Documents for the candidate available & stored in the file

Price & Technical Offer dated 03rd June 2011

Order No 488 – RD – 01 – 03 dated 06th June 2011

Contract No 05/2011 for renting of municipal property dated 01st July 2011

Restaurant Svistov, No 20 Dimitur Shishmanov str.

Scheme of property No 4038 / 08.06.2011

Scheme of the property for sales available

Visa for design 29.04.2011

Certificate for assessment of buildings of Mr. Kosta Genov

Expert Assessment conducted dated 21st June 2011

Decision No 1301 dated 30th June 2011

Contract for sales of municipal property dated 10th October 2011

Register of companies property of the municipality

Quarterly report reviewed of the activities of Water Supply Svistov EAD dated 20th October 2011

Maintenance of infrastructure is made from specialized external organization on contract base

Contracts with companies for maintenance of infrastructure are made with public auction

Necessary work environment is ensured

Territory organization Department UTS Department & Chief architect (Product realisation, Control of nonconforming products, Customer communication, Customer related processes) – Mrs. Miroslava Rusanova, Mr. Tsvetanka Vasileva – Documents: QM, P 07-01, P 08-02

Request for registration of technical passport No 94-TSU13-92 / 16.11.2011

Technical passport No 63766702.1525.2 / 17.11.2011

Request for certificate for administrative address No 94-TSU2-24 / 12.10.2011

Notarial act No 143 III 4505

Certificate for administrative address No 94-TUS2-264 / 18.10.2011

Request for certificate for equal property No 94-TUS11-60 / 25.07.2011

Sketch No 554 / 17.12.2010

Certificate No 94-TUS11-60 / 01.08.2011

Complaint No 94-Zh-125 / 12.09.2011

Ascertain protocol No MP 9 / 05.10.2011

Letter to National Construction Control No 24-00-727 / 07.10.2011

Object UPI XX 1728, 1729 No 197 was reviewed

Request for approve of investment project No 94-TSU10-156 / 03.11.2011

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Complex report

Project document are available

Necessary administrative documents are available

Request for permission for construction

Permission for construction No 112 / 15.11.2011

Announcement to interested parties No 94-TUS3-132 / 18.11.2011

Request –declaration for certificate for tolerance No 940M-904 / 21.10.2011

Sketch No 5477 / 22.07.2011

Certificate for tolerance No 94-M-904 / 04.11.2011

Request for permission for temporarily place of object No 26-00-927 / 06.07.2011

Construction attitude April 2010

Permission for temporarily place of object No 7 / 15.11.2011

Request for permission for PUP No 26-00-1455 / 03.11.2011

Attitude from No 26-00-1455 / 14.11.2011

Order for No 1354-RD-01-03 / 14.11.2011

Secretary (Product realisation, Control of nonconforming products, Customer communication, Customer related processes) – Mrs. Varbinka Konova – Documents: QM, P 07-01; P 08-02

Program for effective and transparent management of Svishtov Municipality for 2011

Report for effective and transparent management of Svishtov Municipality for 2010

Report from investigation of municipality counsel for good management dated 02.03.2011

Report from Director APIO 2011

Information for proposals in municipality Svishtov 2010-2011

About one hundred inquiry cards for clients satisfaction from centre for information services are available in 2011

Analyze of clients satisfaction – August 2011

No one clients claim is registered last year

No one nonconforming products is registered last year

Human resources (Human recourses) – Mrs. Todorka Ivanova – Documents: QM

Annual schedule for training for 2011

Personal plan for training of Mrs. Arazova for 2011

Personal plan for training of Mrs. Donkova for 2011

Personal plan for training of Mrs. Ivanova for 2011

Catalogue for training for 2011

Certificate from training of Mrs. Nikolaeva from BCNL

Certificate from training of Mr. Ivanova from SIP 2000 Petev and Radeva OOD

Report and information for training in 2010

Dossier of Mr. Ognyan Nikolaev was reviewed

Form for evaluation of Mr. Nikolaev for 2010

Job description of Mr. Nikolaev – Main specialist Municipality property

Diploma of Mr. Nikolaev No 49344 / 17.12.2003 from Dimitar Tsonev Svishtov

Contract with Mr. Nikolaev No 2318

Dossier of Mrs. Rositsa Mileva

Form for evaluation of Mrs. Mileva for 2011

Job description of Mrs. Mileva – Manager legal department

Diploma of Mrs. Mileva No 335 / 2000 from Angel Kunchev Ruse

Order for employment of Mrs. Mileva No 3160a / 19.12.2008

- **Relating to Client Proposed Action to Address Minor Non-Conformances Raised at this Audit**

No one CAR is recorded this audit

All opportunities for improvement and observations were discussed

Control of MME – N/A

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7. Nonconformities

NonConformity N° ___ of ___

Department /

Function:

Document Ref.:

Details of

Nonconformity:

Major Minor

Standard

Ref.:

Issue / Rev.

Status:

Nonconformities detailed here shall be addressed through the organization's corrective action process, in accordance with the relevant corrective action requirements of the audit standard, including actions to analyse the cause of the nonconformity and prevent recurrence, and complete records maintained.

- Corrective actions to address identified major nonconformities shall be carried out immediately and SGS notified of the actions taken within 30 days. An SGS auditor will perform a **follow up visit** within 90 days to confirm the actions taken, evaluate their effectiveness, and determine whether certification can be granted or continued.
- Corrective actions to address identified major nonconformities shall be carried out immediately and **records with supporting evidence sent to the SGS auditor** for close-out within 90 days.
- Corrective Actions to address identified minor non conformities shall be documented on a action plan and sent by the client to the auditor within 90 days for review. If the actions are deemed to be satisfactory they will be followed up at the next scheduled visit.
- Corrective Actions to address identified minor non-conformities have been detailed on an action plan and the intended action reviewed by the Auditor, deemed to be satisfactory and will be followed up at the next scheduled visit.

[Appropriate immediate action taken in response to each non-conformance as required](#)

Note:- Initial, Re-certification and Extension audits – recommendation for certification cannot be made unless check box 4 is completed. For re-certification audits the time scales indicated may need to be reduced in order to ensure re-certification prior to expiry of current certification.

Note: At the next scheduled audit visit, the SGS audit team will follow up on *all* identified nonconformities to confirm the effectiveness of the corrective actions taken.

8. General Observations & Opportunities for Improvement

1. Използвания сертификационен знак на пътеводителя не е актуален
2. Заявление No 803/23.11.2011 за смяна на настоящ адрес е прието без лицето да се яви лично или да бъде предоставено нотариално заверено пълномощно, както се изисква от наредбата.

Please submit your opinion for this audit on / Моля изразете мнението си за този одит на:

<http://www.zoomerang.com/Survey/WEB227K2LQTFUN>

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