



Certificate Renewal

Report for:

Primaria Zarnesti

LRQA reference:	BUC6012541/0005
Assessment dates:	26-27.05.2014
Assessment location:	Bd. Marghiloman, nr. 117, Zarnesti, Jud. Buzau
Assessment criteria:	ISO 9001:2008 ISO 14001:2004
Assessment team:	Mihaela Guna
LRQA office:	Bucharest

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Attachments

This report was presented to and accepted by:	
Name:	d-I Popescu Aurel
Job title:	Viceprimar

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1. Executive report

Assessment outcome:

Obiectivele vizitei au fost:

- utilizarea metodologiei LRQA Business Assurance in scopul de a ajuta clientii sa-si gestioneze sistemele si riscurile in scopul de a proteja performantele actuale si viitoare ale organizatiei;
- evaluarea tuturor problemelor ramase deschise de la vizitele precedente si a oricaror modificari in organizatia clientului, sau in cadrul sistemului sau, care au impact asupra certificarii si care vor fi inregistrate in raport ca obiective specifice ale vizitei
- Re-auditarea nivelului de implementare a sistemului de management pe baza rezultatelor vizitei de planificare a recertificarii; aceasta inseamna a re-confirma conformitatea cu cerintele de certificare, cum ar fi criteriul de audit si domeniul de certificare

-Sistemul de management integrat calitate mediu din Primaria Zarnesti sunt conforme cu cerintele standardelor de referinta si prezinta un nivel bun de implementare. Neconformitatile deschise cu ocazia vizitei precedente au fost inchise.

Se recomanda re-certificarea sistemului fata de cerintele ISO 9001:2008 si ISO 14001:2004, pentru :
Mediu: R: „Managementul de mediu al activitatilor din site incluzand si fiind asociate cu servicii de management pentru administratia publica locala”

E:” Environmental management of site activities including and associated with the management services for local public administration”

Calitate:R: “Managementul serviciilor de administratie publica locala”

E:” Management of services for local public administration”

Continual improvement:

Eficacitatea sistemului a fost evaluata luand in considerare inregistrari esantionate referitoare la analiza efectuata de management, audit intern, actiuni corective/preventive, analiza datelor, evaluare satisfactie clienti.

Primaria Zarnesti pune în aplicare sistemele de management tinand cont de cerințele standardelor, ale procedurilor aplicabile si ale cerintelor legale. Tinand cont de dovezile observate în timpul evaluării, s-a constatat că mecanismele adecvate pentru cresterea eficacitatii si imbunatatirea sistemului sunt implementate. Sistemele funcționează bine și ajută organizația să își atingă obiectivele de performanță .

Sistemele de management calitate-mediu a fost imbunatatit pe parcursul ultimului ciclu de certificare.

Pentru evaluarea imbunatatirii continue a se vedea sectiunile „Continual Improvement Tracking Log” din prezentul raport.

Areas for senior management attention:

Imbunatatirea continua

2. Assessment summary

Introduction:

Prezentul raport se refera la vizita de recertificare a sistemului de management integrat calitate-mediu din cadrul Primariei Zarnesti, Judet Buzau.

Auditul a avut ca referinta standardele ISO 9001:2008 si ISO 14001:2004 si s-a desfasurat in perioada 26-27.05.2014, in conformitate cu planul de audit prestabilit la ultima vizita de supraveghere, sectiunea 11..

Sedintele de deschidere/inchidere audit au avut loc in prezenta:

D-lui Popescu Aurel – Vice-Primar

Dnei Daniela Coman – Contabil si Reprezentantul managementului

Au fost prezentate managementului organizatiei obiectivele auditului, criteriile de referinta, modul si ordinea de desfasurare a auditului. S-a prezentat modul de clasificare a constatarilor conform procedurilor LRQA. A fost prezentata abordarea bazata pe teme, imbunatatire continua. A fost reiterata clauza de confidentialitate.

Neconformitatile notate cu ocazia auditurilor precedente au fost inchise. Activitatea din cadrul Primariei se desfasoara intr-un singur schimb care a fost auditat.

Assessor: Mihaela Guna, 2734

Assessment of:	Modificari in sistem Responsabilitate / autoritate / Elemente obligatorii (control documente si inregistrari, audit intern, control neconformitati, actiuni corective si preventive, tratarea reclamatiiilor, analiza efectuata de management, prevenirea poluarii, imbunatatire continua) (QMS, EMS)	Auditee(s):	D-na Daniela Coman DI. Popescu Aurel
Audit trails and sources of evidence:			
<p>Documente si inregistrari: Organigrama (Anexa 2 la manual), Obiectivele calitatii /2013 si 2014</p> <p>Manualul Sistemului de Management Integrat Calitate – Mediu cod MCM-01 editie 0/12.2010, Declaratia de Politica referitoare la Calitate si mediu /12.2010, Succesiunea si interactiunea proceselor sistemului de management Integrat (sectiune 3 din manual), Identificarea proceselor sistemului integrat (sectiune 3 din manual), Matricea reponsabilitatilor sectiune 4 din manual, Indicatori de performanta procese – anexe 1 ale fiecaror sectiuni din manual)</p> <p>Controlul documentelor, cod PS 3.4-01 ed. 0, amendament 1/05.2011, Lista documentelor valabile ale SMI /01.2014, Controlul inregistrarii, cod PS 3.5-01, ed.0 /01.2011, amendament 0; Lista formularelor /documentelor utilizate</p> <p>Audit intern, cod PS 7.2-01 ed.1/08.2012; Program de audit intern /2014 si 2013, Plan de audit nr. 13006PA/2013, 14003PA/2014nr. 12002PA/2012, Raport de audit nr. 13006RA /2013, 13007 RA/2013; nr. 14008RA /2014, Rapoarte de deficianta (ex. nr. 13006-1, 13006-2, 14008-01/2014)</p> <p>Controlul serviciului neconform, cod PS 7.3-01 amendament 1/05.2011, Actiuni corective, cod PS 7.5-01ed.1 /08.2012, Actiuni preventive cod PS 7.5-02,ed.0 /01.2011,</p> <p>Evaluarea satisfactiei clientilor - manual sectiune 7 capitolul 2.2.1, Chestionare de evaluare a nivelului de satisfactie a contribuabilului – F-8.2.1-01, Studiu privind evaluarea satisfactie clienti efectuat pentru anul 2013</p> <p>Reclamatii – Manualul Sistemului de Management Integrat Calitate – Mediu cod MCM-01 editie 0/12.2010, Registru de intrare iesire corespondenta,</p> <p>Inregistrari ale analizei efectuate de management /07.05.2014; 12.2013</p> <p>Procedura referitoare la Comunicare cod SP 4.6-01 amendament 1/05.2011</p> <p>Procedura Identificare aspecte de mediu si evaluarea impacturilor asupra mediului PS 6.4-02 ed. 1 /12.2011</p> <p>Cerinte legale si alte cerinte in domeniul mediului PS 7.2-06 ed. 0/01.2011, Evaluarea conformarii cu cerintele legale si alte cerinte in domeniul mediului PS 7.2-03 ed. 0/01.2011</p>			
Evaluation and conclusions:			
<p>Nu au fost notate modificari semnificative ale Manualului, procedurilor si organigramei Primariei. Documentele continua sa respecte cerintele ISO 9001:2008 si ISO 14001:2004.</p> <p>Cerintele standardului de referinta sunt acoperite de documentatia existenta.</p> <p>In general responsabilitatile sunt definite, alocate.</p> <p>Politicele referitoare la mediu si calitate au ramas deschimbate.</p> <p>Au fost disponibile inregistrari referitoare la auditul intern si analiza de management /2013 si 2014</p> <p>Nu au fost inregistrate reclamatii de clienti si parti interesate.</p> <p>Auditurile interne s-au desfasurat in conformitate cu programul aprobat.</p> <p>Au fost mentinute inregistrari cu privire al analizelele efectuate de management.</p> <p>Nu au fost inregistrate reclamatii de mediu de la parti interesate. In general, reclamatiiile cetatenilor nu au ca obiect serviciile oferite de catre Primarie si se refera cu precadere la probleme comunitare cu vecinii.</p>			
Areas for attention:			
<p>Nu au fost identificate neconformitati referitoare la utilizarea LRQA logo si a marcii de acreditare.</p> <p>Recomandare: Analiza de management la nivelul unui an sa se desfasoare la finalul anului respective pentru a avea o imagine clara supra elementelor de intrare: exemplu: pentru 2013- dupa finalizarea anului 2013.</p> <p>Nu au fost notate aspecte neconforme.</p>			

Assessment of:	Aspecte de mediu si impacturi asociate Obiective, tinte, programe de management	Auditee(s):	D-na Daniela Coman DI. Popescu Aurel
Audit trails and sources of evidence:			
<p>Documente si inregistrari: Cerinte legale si alte cerinte in domeniul mediului PS 7.2-06 ed. 0/01.2011, Evaluarea conformarii cu cerintele legale si alte cerinte in domeniul mediului PS 7.2-03 ed. 0/01.2011; Procedura Identificare aspecte de mediu si evaluarea impacturilor asupra mediului PS 6.4-02 ed. 1 /11.2011, Criterii de evaluare impact, Identificarea aspectelor de mediu si evaluarea impacturilor asociate /2014, Control operational al aspectelor de mediu PS 7.0-01/2011, Decizia de comunicare a aspectelor de mediu: In procedura SP 4.6-01 ed. 0 amendament 1/05.2011 Abonament la Monitorul oficial pentru acces la cerintele legale Lista cu cerinte legale si alte cerinte de mediu /01.2014; Inregistrari referitoare la evaluarea conformarii cu cerintele legale si alte cerinte /01.2014 Nota de constatare de la Garda de mediu nr. 113/04.2014; Raportari la Agentia de mediu Program de management de mediu /2013 si 2014, Obiective /2013 si 2014, Program de monitorizare si masurare aspecte de mediu /2014</p>			
Evaluation and conclusions:			
<p>In general aspectele de mediu au fost identificate in conformitate cu metodologia definita in procedura aplicabila. Pentru stabilirea obiectivelor de mediu au fost luate in considerare aspectele de mediu cu impact semnificativ. Aspectele de mediu au fost identificate in situatii normale, anormale si de urgenta. Programul de management pentru implementarea obiectivelor, cu termene si responsabilitati a fost disponibil. A fost demonstrate accesul la cerintele legale. Au fost mentinute inregistrari cu privire la evaluarea conformarii cu cerintele legale In conformitate cu cerintele legale, Primaria Zarnesti nu detine autorizatie de mediu.</p>			
Areas for attention:			
<p>Nu au fost notate aspecte neconforme Au fost analizate actiunile intreprinse in vederea inchiderii neconformitatii 1305CHF.02. Aceasta a fost inchisa.</p>			

Assessment of:	Situatii de urgenta	Auditee(s):	dl. Florea Marian
Audit trails and sources of evidence:			
<p>Documente si inregistrari: Procedura documentata Situatii de urgenta si capacitate de raspuns PS 7.3-02 /01.2011, Aspecte de mediu in caz de situatii de urgenta, Planuri de interventie in caz de situatii de urgenta (ex. calamitati, Schema de alarmare, Dispozitie primar privind responsabilitati pe linie de SU-45/2010, Tabel nominal cu mijloacele de stingere)</p> <p>Planificarea simularilor situatiilor de urgenta 2013-2015, Procese verbale de simulare situatii de urgenta, Plan tematic pentru instruirea in domeniul SU /2013-2014, Fise individuale de instruire SU, Planuri de evacuare, Extinctoare, Inregistrari referitoare la simulare SU /2013. Plan de analiza si acoperire riscuri; PV analiza stare drumuri, planuri de evacuare, stingatoare.</p>			
Evaluation and conclusions:			
<p>Au fost identificate situatiile de urgenta posibile: inundatii, cutremurele incendii; inzepeziri. Pentru situatiile de urgenta au fost intocmite planuri de inetrventie si au fost facute simulari. Au fost mentinute inregistrari cu privire la instruirea personalului.</p>			
Areas for attention:			
<p>Au fost analizate actiunile dispuse si implementate pentru inchiderea neconformitatii 1305CHF.03. Aceasta a fost inchisa. Nu au fost notate aspecte neconforme</p>			
Assessment of:	Masurare si montorizare/calibrare/managementul utilitatilor/managementul deseurilor/Externa area/site tour	Auditee(s):	DI Popescu Aurel
Audit trails and sources of evidence:			
<p>Documente si inregistrari: Procedura Control operational al aspectelor de mediu PS 7.0-01/2011; Masurare si monitorizare aspecte de mediu semnificative cod PS 7.2-04 ed. 0 /12.2010; Cerinte legale si alte cerinte in domeniul mediului PS 7.2-06 ed. 0/01.2011.; Gestionare deseuri PO 6.6-02 ed. 0/01.2011 , Identificarea aspectelor de mediu si evaluarea impacturilor asociate /2014,Program de masurare si monitorizare aspecte de mediu; Contracte de energie electrica; Inregistrari referitoare la monitorizare consumuri (ex. energie electrica) /lunar 2013 & 2014; inregistrari cu privire la verificarea EMM; livret cazan (lemne); Raport verificare centrala 89/2011.Contract eliminare deseuri – serviciu concesionta 2681/08.2010- Total Ecologic Servis 2008; Formulare incarcare descarcare deseuri/2013 & 2014; Raportare privind obligatiile la fondul de mediu</p>			
Evaluation and conclusions:			
<p>Au fost mentinute inregistrari cu privire la monitorizarea consumurilor de energie electrica cu EMM verificate. Deseurile sunt colectate si eliminate selective. Serviciul de salubritate si eliminare deseuri a fost concesionat. Din analiza inregistrarilor a rezultat un bun nivel de implemntare a cerintelor ISO 14001:2004.</p>			
Areas for attention:			
<p>Nu au fost notate aspect neconforme</p>			

Assessment of:	Dezvoltare locala/ Departament Administrativ / Gospodarie comunala/ Departament Agricol, cadastru si urbanism	Auditee(s):	DI. Popescu Aurel DI Carpen Gheorghe
Audit trails and sources of evidence:			
<p>Documente si inregistrari :</p> <p>Declaratia de Politica referitoare la Calitate si mediu, Manualul Sistemului de Management Integrat Calitate – Mediu cod MCM-01, Ed. 0/01.2011, Contract de concesiune a serviciilor publice de salubritate nr. 2681/02.08.2010 (Total Ecologic Service 2008 SRL) – exploatarea serviciului public de salubritate, inregistrari cu privire la receptia lucrarilor pentru dezvoltarea locala: alimentare cu apa; sat Fundeni; Soresti; amenajari rigole pentru prevenirea inundatiilor; Registrul privind eliberarea certificatelor de urbanism si autorizatii de constructii; Certificat urbanism 5/04.2014; 4/03.2014; Planuri de amplasament; Documentatia pentru obtinere certificat urbanism; Extras carte funciara; Autorizatie de constructie 2/04.2014; Conventie 478/2014- Electrica furnizare; Certificat urbanism 13/2012; Contract vanzare cumparare; Plan situatie; Plan fundatii; Evidenta gospodariilor; date identificare gospodarii; evidenta terenuri in proprietate; registrul agricol</p> <p>Identificarea aspectelor de mediu si evaluarea impacturilor asociate /2014, Lista cu cerinte legale si alte cerinte de mediu /2014, Politica referitoare la Calitate si mediu /12.2010, Procedura documentata Gestionare deseuri PO 6.6-02 ed. 0/01.2011, Procedura documentata Situatii de urgenta si capacitate de raspuns PS 7.3-02 /01.2011, Aspecte de mediu in caz de situatii de urgenta, Tematica instruire (inclusiv situatii de urgenta) /2014, Planuri de evacuare, Extinctoare</p>			
Evaluation and conclusions:			
Din analiza inregistrarilor a rezultat faptul ca procesele sunt planificate, controlate si monitorizate. Au fost identificate aspectele de mediu specific proceselor .			
Areas for attention:			
Nu au fost notate aspect neconforme Recomandare: actualizarea bazei de date cu privire la registrul agricol.			

Assessment of:	Departament Impozite si taxe/ Departament Asistenta sociala	Auditee(s):	d-na Adriana Dragomir dna Daniela Coman d-na Sora Catalina
Audit trails and sources of evidence:			
<p>Documente si inregistrari: Borderou desfasurator; Chitante achitare taxe si impozite; Certificat fiscal; Program gestionare taxe si impozite;</p> <p>Cerere ajutor social venit minim garantate 897/04.2014; acte identitate membri familiei; adeverinta elev 335/2014; adeverinta AJOFM 7360; 7364/2014; Adeverinta venit; copii acte studii; ancheta sociala 897/2014; Fisa calcul cuantum ajutor; Fisa directia Agricola; Dispozitie primar 118/2014; Registrul evident VMG; Raport statistici VMG; state plata; Situatiia persoanelor apte de munca-lunar; Registrul evident alocatii de stat; Cerere 1566/04.2014; Certificat nastere; Adresa Directia muncii (AJPIS Buzau) 1204/2014; Registrul evident alocatii sustinere familial; Cerere 296/03.2014; Docuemnte d eidentitate solicitant; adeverinta elev 31/2014; Adeverinta teren agricol 795/2014; Ancheta sociala; Dispozitie 84/2014; Ancheta sociala personae cu handicap 1743/2014; certificate handicap dosar 15062.</p> <p>Identificarea aspectelor de mediu si evaluarea impacturilor asociate /2014, Lista cu cerinte legale si alte cerinte de mediu /2014, Politica referitoare la Calitate si mediu /12.2010, Procedura documentata Gestionare deseuri PO 6.6-02 ed. 0/01.2011, Procedura documentata Situatii de urgenta si capacitate de raspuns PS 7.3-02 /01.2011, Aspecte de mediu in caz de situatii de urgenta, Tematica instruire (inclusiv situatii de urgenta) /2014, Planuri de evacuare, Extinctoare</p>			
Evaluation and conclusions:			
<p>Procesele sunt bine masurate si monitorizate.</p> <p>Resposnabilitatile au fost clar definite.</p> <p>Din analiza inregistrarilor si controlul operational a rezultat un bun nivel d eimplemntare a cerintelor legale si ale ISO 9001:2008 si ISO 14001:2004.</p>			
Areas for attention:			
Nu au fost notate aspect neconforme			

Assessment of:	Departament Juridic / Resurse Umane / Achizitii publice/Secretar/Managementul subcontractorilor	Auditee(s):	d-na Baltateanu Argentina
Audit trails and sources of evidence:			
Documente si inregistrari: Identificarea aspectelor de mediu si evaluarea impacturilor asociate /2014, Lista cu cerinte legale si alte cerinte de mediu /2014, Politica referitoare la Calitate si mediu /12.2010, Procedura documentata Gestionare deseuri PO 6.6-02 ed. 0/01.2011, aspecte de mediu/2014; Registrul Hotarari consiliu Local; Hotararea 35/2013; Registrul proiecte hotarari; Ordin 16/02.2014 pentru acordarea licentei de furnizor de apa 2736/02.2014; Conditii asociate licentei; registrul dispozitii Primar; Dispozitie 61/03.2014; referat stabilire locuri de afisaj; 1705/03.2014; Registrul deschidere succesiuni; Sesisare pentru deschiderea procedurii sucesorale anexa 24/2014; Titlu proprietate; testament; certificat deces; Certificat mostenitor; Planul anual al achizitiilor publice;PV receptie lucrare 455/02.2014- forare apa potabila; Contract 3709/2013- Trans Apa Construct; oferte furnizori; PV selectie oferta 3689/2013; Referat necesitate 3590/2013; Aspecte de mediu asociate lucrarii; PV instruire furnizori; Lista furnizorilor acceptati; Fise de post			
Evaluation and conclusions:			
Procese sunt bine masurate si monitorizate. Persoanlul a fost instruit. Responsabilitatile sunt alocate in fisele de post. Din analiza inregistrarilor a rezultat un bun nivel de implementare a cerintelor ISO 9001:2008 si ISO 14001:2004.			
Areas for attention:			
Nu au fost notate aspect neconforme			

3. Assessment findings log - ISO 9001:2008

Grade 1	Status 2	Finding (including location if applicable) 3	Correction, root cause & corrective action review 4	Process / aspect 5	Date 6	Reference 7	Clause 8

1. Grading of the finding *

2. New, Open, Closed

3. Description of the LRQA finding

4. Review by LRQA

5. Process, aspect, department or theme

6. Date of the finding

7. YYMM<Initials>seq.#

8. Clause of the applicable standard

* Major NC = Major nonconformity

Minor NC = Minor nonconformity

4. Closed Findings - ISO 9001:2008

Grade 1	Status 2	Finding (including location if applicable) 3	Correction, root cause & corrective action review 4	Process / aspect 5	Date 6	Reference 7	Clause 8
Minor NC	Closed	La momentul auditului nu au fost disponibile suficiente inregistrari care sa demonstreze faptul ca toate EMM-urile necesare pentru a furniza dovezi ale conformitatii serviciului cu cerintele au fost identificate	26.05.2014/ Analiza de cauza: Nu au fost fonduri disponibile pentru achizitii. Actiune corectiva: au fost alocate fondurile si in prezent este procedura de achizitie GPS. Personalul a fost instruit. Nu au mai fost operate masuratori cu EMM neverificate. closed	Controlul echipamentelor de măsurare si monitorizare	08 iun 14	1305CHF.0 1	7.6

1. Grading of the finding *

2. New, Open, Closed

3. Description of the LRQA finding

4. Review by LRQA

5. Process, aspect, department or theme

6. Date of the finding

7. YYMM<Initials>seq.#

8. Clause of the applicable standard

* Major NC = Major nonconformity

Minor NC = Minor nonconformity

5. Assessment findings log - ISO 14001:2004

Grade 1	Status 2	Finding (including location if applicable) 3	Correction, root cause & corrective action review 4	Process / aspect 5	Date 6	Reference 7	Clause 8

1. Grading of the finding *

2. New, Open, Closed

3. Description of the LRQA finding

4. Review by LRQA

5. Process, aspect, department or theme

6. Date of the finding

7. YYMM<Initials>seq.#

8. Clause of the applicable standard

* Major NC = Major nonconformity

Minor NC = Minor nonconformity

6. Closed Findings - ISO 14001:2004

Grade 1	Status 2	Finding (including location if applicable) 3	Correction, root cause & corrective action review 4	Process / aspect 5	Date 6	Reference 7	Clause 8
Minor NC	Closed	Desi pe timpul inspectiilor externe de la autoritati (ISU) au fost identificate neconformitati, in cazuri izolate nu a putut fi demonstrat faptul ca pentru acestea au fost identificate cauzele si initiate actiuni corective (ex raport ISU nr. 1/2012)	26.05.2014/ Analiza de cauza: Instruirea insuficienta a personalului. Actiune corectiva: Persoanul a fost instruit. Constatarile in urma inspectiei autoritatilor sunt considerate si tratate ca si neconformitati, ceea ce presupune analiza de cauza. corectii si actiuni corective. Closed.	Neconformitate, actiune corectiva	08 iun 14	1305CHF.0 2	4.5.1
Minor NC	Closed	Au fost identificate cazuri izolate in care fisele individuale de instruire referitoare la situatii de urgenta nu au fost completate conform tematicii aprobate si in termenul stabilit	26.05.2014. Analiza de cauza: Responsbailitatile nu au fost clar alocate. Actiune: au fost stabilite responsabilitati pentru instruirea personalului. Din inregistrările esantionate a rezutat faptul ca neconformitatea nu s-a mai repetat. Closed.	Situatii de urgenta	08 iun 14	1305CHF.0 3	4.4.7

1. Grading of the finding *

2. New, Open, Closed

3. Description of the LRQA finding

4. Review by LRQA

5. Process, aspect, department or theme

6. Date of the finding

7. YYYY<Initials>seq.#

8. Clause of the applicable standard

* Major NC = Major nonconformity

Minor NC = Minor nonconformity

7. Audit Programme/Plan

Visit Type	Suprav. 1		Suprav. 2					CR Visit
Due Date	05.2015		05.2016					06.2017
Start Date								
End Date								
Audit Days	1,5							
Any change in workforce numbers That may impact visit duration (if yes add new number)	Y/N	Y/ N	Y/N	Y / N	Y/N	Y/N	Y/ N	Y/N
Process / aspect / location <i>Final selection will be determined after review of management elements and actual performance</i>								
Management Review	✓ D1am		✓ D1am					✓
Internal Audits	✓ D1am		✓ D1am					✓
Continual Improvement	✓ D1am		✓ D1am					✓
Management of change	✓ D1am		✓ D1am					✓
Corrective action	✓ D1am		✓ D1am					✓
Preventive action	✓ D1am		✓ D1am					✓
Complaint Management	✓ D1am		✓ D1am					✓
Use of Logo	✓ D1am		✓ D1am					✓
Performance against the client management system objectives	✓ D1am		✓ D1am					✓
Aspecte de mediu si impacturi asociate (EMS)	✓ D1am		✓ D1am					✓
Obiective, tinte, programme de management (EMS)	✓ D1am		✓ D1am					✓
Cerinte legale si alte cerinte / Evaluarea conformarii (EMS)	✓ D1am		✓ D1am					✓
Masurare si monitorizare / calibrare (EMS)	T1(D1pm)							
Management deseuri (EMS)	T1(D1pm)							
Management utilitati (EMS)	T1(D1pm)							
Management contractori (EMS)			T(D1pm)					
Control EMM (QMS, EMS)	T1(D1pm)							
Situatii de urgenta (EMS)			✓ (D2 am)					
External area/ Site tour (EMS)			✓(D2 am)					
Departament Dezvoltare locala (QMS, EMS)			✓(D2 am)					
Departament Administrativ / Gospodarie comunala (QMS, EMS)	T2,3(D2 am)							
Departament Juridic / Resurse Umane / Achizitii publice/Secretar (QMS, EMS)			T(D1pm)					
Departament Impozite si taxe (QMS, EMS)	T2,3(D2 am)							

Visit Type	Suprav. 1	Suprav. 2					CR Visit
Departament Agricol, cadastru si urbanism (QMS, EMS)		✓ (D1pm)					
Departament Asistenta sociala (QMS, EMS)		✓(D1pm)					

Visit start time (approximate)	26.05.2014	Visit end time (approximate)	27.05.2014	The exact start and finish times for the visit will be agreed at the pre-visit contact with the assessor and recorded in the report introduction.
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Objective of the next visit (including where applicable the theme selected)
<ul style="list-style-type: none"> • utilizarea metodologiei LRQA Business Assurance in scopul de a ajuta clientii sa-si gestioneze sistemele si riscurile in scopul de a proteja performantele actuale si viitoare ale organizatiei • evaluarea tuturor problemelor ramase deschise de la vizitele precedente si a oricaror modificari in organizatia clientului, sau in cadrul sistemului sau, care au impact asupra certificarii (sau asupra certificarii potientiale) si care vor fi inregistrate in raport ca obiective specifice ale vizitei • A stabili gradul in care sistemul clientului continua sa fie conform cu criteriile de audit si cu domeniul de activitate certificat •

Scope	QMS: Managementul serviciilor de administratie publica locala EMS: Managementul de mediu al activitatilor din site incluzand si fiind asociate cu servicii de management pentru administratia publica locala
Exclusion	ISO 9001:2008: sectiunea 7.3-Proiectare

Note: pentru planul de audit -A se vedea planul de audit sectiunea 11 a prezentului raport

8. Next visit details

Visit type	Supraveghere 1			
Theme(s) for Next Visit	T1; Masurare si monitorizare (masurare si mitorizare; managementul utilitatilor, managementul deseurilor, calibrare) T2: Managementul proceselor in cadrul Departament Administrativ / Gospodarie comunala; Departament Impozite si taxe T3: Control operational in Departament Administrativ / Gospodarie comunala; Departament Impozite si taxe			
Audit days	1,5	Due date	05.2015	Visit start / end dates
Locations	Bd. Marghiloman, nr. 117, Zarnesti, Jud. Buzau			
Activity codes	108601; 750102			
Team	tbd			
Standard(s) / Scheme(s)	ISO 9001:2008, ISO 14001:2004			
Remarks and instructions				

9. Continual improvement tracking log (ISO 9001:2008, Zarnesti-Buzau)

Baseline information				
1. Improvement objective reference number:		CI-1405-01	Date first recorded: 05.2014	
2. What is to be improved?	3. Baseline performance	4. Target performance		5. Target completion date
Cresterea satisfactiei cetatenilor prin oferirea de servicii noi	Hotarare de Consiliu	Alimnetare cu apa potabila sate Zarnesti si Pruneni		31.12.2014
Progress information				
6. Visit type and date	7. Progress summary	8. Current performance	9. Findings log cross reference (if applicable)	10. Status

Baseline information				
1. Improvement objective reference number: CI-1106-01		Date first recorded: 3.06.2011		
2. What is to be improved?	3. Baseline performance	4. Target performance	5. Target completion date	
Mentinerea numarului de cereri/petitii de la cetateni rezolvate in termen legal (30 zile)	100% /2010 100% /2011 100% /2012	100% 100% 100%	12.2011 12.2012 12.2013	
Progress information				
6. Visit type and date	7. Progress summary	8. Current performance	9. Findings log cross reference (if applicable)	10. Status
SV1/05.2012	Obiectivul a fost realizat. Obiectivul se mentine si pentru 2012 cu acelasi target.	100% /2011	n/a	Open
SV2/05.2013	Obiectivul a fost realizat. Obiectivul se mentine si pentru 2013 cu acelasi target	100% /2012	n/a	Open
Cert.ren 05.2014	Obiectivul a fost realizat	100 % 2013	N/A	closed

10. Continual improvement tracking log (ISO 14001:2004, Zarnesti-Buzau)

Baseline information				
1. Improvement objective reference number:		CI-1405-02	Date first recorded: 05.2014	
2. What is to be improved?	3. Baseline performance		4. Target performance	5. Target completion date
Consolidarea malurilor paraului Calneni in vederea reducerii fenomenului de inundatii, prin plantare de salcami	Hotarare Consiliu		1000 bucati salcami	31.12.2014
Progress information				
6. Visit type and date	7. Progress summary	8. Current performance	9. Findings log cross reference (if applicable)	10. Status

Baseline information				
1. Improvement objective reference number: CI-1106-01		Date first recorded: 3.06.2011		
2. What is to be improved?	3. Baseline performance	4. Target performance	5. Target completion date	
Reducerea consumului de energie electrica	27792kWh /2010 19182 kWh /2011 14553 kWh /2012	-1% -0,5% -0,2%	12.2011 12.2012 12.2013	
Progress information				
6. Visit type and date	7. Progress summary	8. Current performance	9. Findings log cross reference (if applicable)	10. Status
SV1/05.2012	Obiectivul a fost realizat. Se mentine si pentru anul 2012 cu alt target	19182 kWh /2011	n/a	Open
SV2/05.2013	Obiectivul a fost realizat. Se mentine si pentru anul 2013 cu alt target	14553 kWh /2012	n/a	Open
Cert. Ren	Obiectivul nu a fost realizat. Au fost analizate cauzele si dispuse actiuni de imbunatatire.. Se mentine pentru 2014 cu o reducere de 0,2	24723	n/a	Open

11. Assessment plan

Assessment type	Assessment criteria	
Re-certification	ISO 9001:2008 ISO 14001:2004	
Assessment team	Assessment dates	Issue date
Mihaela Guna	05.2014	05.2014

(Day 1)

Introductory meeting with management to explain the scope of the visit, assessment methodology, method of reporting and to discuss the company's organisation (approximately 30 minutes). The Team Leader will agree a time to meet with top management to discuss policy and objectives for the management system.

LRQA team briefing for a team of two or more assessors or experts.

Discussion of all outstanding issues from previous visits.

- D1 am Schimbari in sistem, Organizare / Responsabilitate si autoritate (QMS, EMS)
 - D1 am Elemente de sistem obligatorii (control documente si inregistrari, audit intern, control neconformitati, actiuni corective si preventive, tratarea reclamatilor, analiza efectuata de management, imbunatatire continua, performanta de mediu, prevenirea poluarii, control documente , control inregistrari) – (QMS, EMS)
 - D1 am Aspecte si impacturi de mediu (EMS)
 - D1 am Obiective / Programe de management (QMS, EMS)
 - D1 am Cerinte legale si alte cerinte / Evaluarea conformarii cu cerintele legale (EMS)
 - D1 am Situatii de urgenta (EMS)
 - D1pm External area/ Site tour (EMS)
 - D1pm Masurare si monitorizare/ Calibrare (EMS)
 - D1pm Managementul utilitatilor (EMS)
 - D1pm Managementul deseurilor (EMS)Departament Dezvoltare locala (QMS, EMS)
 - D1pm Departament Dezvoltare locala (QMS, EMS)
- Report writing.
Close.

(Day 2)

Review of findings from previous day. Review of the assessment plan for the day.

- D2am Departament Administrativ / Gospodarie comunala
- D2am Departament Agricol, cadastru si urbanism
- D2am Departament Impozite si taxe
- D2pm Departament Asistenta sociala
- D2pm Departament Juridic / Resurse Umane / Achizitii publice/Secretar (QMS, EMS)
- D2pm Management contractori (EMS)

Review of day's findings.

Preparation of final report.

Closing meeting with management to present a summary of findings and recommendations.

12. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Primaria Zarnesti
Bd. Marghiloman nr. 117, Zarnesti, Judetul Buzau,
Romania**

has been approved by Lloyd's Register Quality Assurance
to the following Management System Standard(s):

ISO 9001:2008; SR EN ISO 9001:2008

The Management System is applicable to:

Managementul serviciilor de administratie publica locala

Suffix /	Technical review date:	Certificate expiry date:	09.06.2017
(for example, /A, /B, etc)	(office use only)	(office use; assessor to enter if non-standard)	

Type of certificate:									
<input checked="" type="checkbox"/>	Single certificate	<input type="checkbox"/>	Certificate per location	<input type="checkbox"/>	Multi-site certificate	<input checked="" type="checkbox"/>	Multiple languages		
<i>(Complete this form)</i>		<i>(Complete separate copies of this form for each location)</i>		<i>(Complete a certificate schedule [multi-site form]) as well as this form</i>		<i>(Complete separate copies of this form for each language)</i>			
Accreditation / number of certificates:									
<input checked="" type="checkbox"/>	UKAS /	2	<input type="checkbox"/>	RvA /	<input type="checkbox"/>	other /	<input type="checkbox"/>	Not accredited /	
Reason for issue of certificate:									
<input type="checkbox"/>	Initial certification	<input type="checkbox"/>	Change of certification	<input checked="" type="checkbox"/>	Certificate renewal				
Further instructions: (for example, module and / or annex for directives)									
n / a									
QA Register entry (for UKAS accreditation only)				Required	<input type="checkbox"/>	Not required	<input checked="" type="checkbox"/>		

13. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Primaria Zarnesti
117 Marghiloman Blvd., Zarnesti, Buzau County,
Romania**

has been approved by Lloyd's Register Quality Assurance
to the following Management System Standard(s):

ISO 9001;2008; SR EN ISO 9001:2008

The Management System is applicable to:

Management of services for local public administration

Suffix /	Technical review date:	Certificate expiry date:	09.06.2017
(for example, /A, /B, etc)	(office use only)	(office use; assessor to enter if non-standard)	

Type of certificate:									
<input checked="" type="checkbox"/>	Single certificate	<input type="checkbox"/>	Certificate per location	<input type="checkbox"/>	Multi-site certificate	<input checked="" type="checkbox"/>	Multiple languages		
<i>(Complete this form)</i>		<i>(Complete separate copies of this form for each location)</i>		<i>(Complete a certificate schedule [multi-site form]) as well as this form</i>		<i>(Complete separate copies of this form for each language)</i>			
Accreditation / number of certificates:									
<input checked="" type="checkbox"/>	UKAS /	2	<input type="checkbox"/>	RvA /	<input type="checkbox"/>	other /	<input type="checkbox"/>	Not accredited /	
Reason for issue of certificate:									
<input type="checkbox"/>	Initial certification	<input type="checkbox"/>	Change of certification	<input checked="" type="checkbox"/>	Certificate renewal				
Further instructions: (for example, module and / or annex for directives)									
n / a									
QA Register entry (for UKAS accreditation only)				Required	<input type="checkbox"/>	Not required	<input checked="" type="checkbox"/>		

14. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Primaria Zarnesti
Bd. Marghiloman nr. 117, Zarnesti, Judetul Buzau,
Romania**

has been approved by Lloyd's Register Quality Assurance
to the following Management System Standard(s):

ISO 14001:2004; SR EN ISO 14001:2005

The Management System is applicable to:

**Managementul de mediu al activitatilor din site incluzand si
fiind asociate cu servicii de management pentru administratia
publica locala**

Suffix /	Technical review date:	Certificate expiry date:	13.06.2017
(for example, /A, /B, etc)	(office use only)	(office use; assessor to enter if non-standard)	

Type of certificate:								
<input checked="" type="checkbox"/>	Single certificate	<input type="checkbox"/>	Certificate per location	<input type="checkbox"/>	Multi-site certificate	<input checked="" type="checkbox"/>	Multiple languages	
<i>(Complete this form)</i>		<i>(Complete separate copies of this form for each location)</i>		<i>(Complete a certificate schedule [multi-site form]) as well as this form</i>		<i>(Complete separate copies of this form for each language)</i>		
Accreditation / number of certificates:								
<input checked="" type="checkbox"/>	UKAS /	2	<input type="checkbox"/>	RvA /	<input type="checkbox"/>	other /	<input type="checkbox"/>	Not accredited /
Reason for issue of certificate:								
<input type="checkbox"/>	Initial certification	<input type="checkbox"/>	Change of certification	<input checked="" type="checkbox"/>	Certificate renewal			
Further instructions: (for example, module and / or annex for directives)								
n / a								
QA Register entry (for UKAS accreditation only)				Required	<input type="checkbox"/>	Not required	<input checked="" type="checkbox"/>	

15. Certificate details



DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**Primaria Zarnesti
117 Marghiloman Blvd., Zarnesti, Buzau County,
Romania**

has been approved by Lloyd's Register Quality Assurance
to the following Management System Standard(s):

ISO 14001:2004; SR EN ISO 14001:2005

The Management System is applicable to:

**Environmental management of site activities including and
associated with the management services for local public
administration**

Suffix /	Technical review date:	Certificate expiry date:	13.06.2017
(for example, /A, /B, etc)	(office use only)	(office use; assessor to enter if non-standard)	

Type of certificate:									
<input checked="" type="checkbox"/>	Single certificate	<input type="checkbox"/>	Certificate per location	<input type="checkbox"/>	Multi-site certificate	<input checked="" type="checkbox"/>	Multiple languages		
<i>(Complete this form)</i>		<i>(Complete separate copies of this form for each location)</i>		<i>(Complete a certificate schedule [multi-site form]) as well as this form</i>		<i>(Complete separate copies of this form for each language)</i>			
Accreditation / number of certificates:									
<input checked="" type="checkbox"/>	UKAS /	2	<input type="checkbox"/>	RvA /	<input type="checkbox"/>	other /	<input type="checkbox"/>	Not accredited /	
Reason for issue of certificate:									
<input type="checkbox"/>	Initial certification	<input type="checkbox"/>	Change of certification	<input checked="" type="checkbox"/>	Certificate renewal				
Further instructions: (for example, module and / or annex for directives)									
n / a									
QA Register entry (for UKAS accreditation only)				Required	<input type="checkbox"/>	Not required	<input checked="" type="checkbox"/>		

16. Report explanation

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LRQA Findings Log definitions and information

Definitions of Grade Findings

Major Nonconformity

The absence of, or the failure to implement and maintain, one or more management system elements, or a situation which would, on the basis of the available objective evidence, raise significant doubt of the management to achieve:

- *the policy, objectives or public commitments of the organisation*
- *compliance with the applicable regulatory requirements*
- *conformance to applicable customer requirements*
- *conformance with the audit criteria deliverables.*

Minor Nonconformity

A finding indicative of a weakness in the implemented and maintained system, which has not significantly impacted on the capability of the management system or put at risk the system deliverables, but needs to be addressed to assure the future capability of the system.

Objectives of the visit

For all visits:

- *using the LRQA Business Assurance methodology to help clients manage their systems and risks to improve and protect the current and future performance of their organisation*
- *with the exception of Stage 1 visits, to address all issues outstanding from previous visits and any changes to the client's organisation or system that impacts on the approval (or potential approval) which will be recorded as visit specific objectives within the report.*

Stage 1:

The assessor shall review the system to determine that it fulfils the requirements of the assessment criteria and covers the activities detailed within the assessment scope.

The assessor shall then interview the senior management of the company to determine that they have undertaken the following

- *Stakeholder Analysis*
- *Strategic Analysis*
- *An analysis of the risk that could impact upon their business*
- *That they have determined the context in which the system will operate*
- *That they have identified any applicable legal, statutory or regulatory requirements that the system has to address*

The assessor will then use the information gathered as a result of these interviews to review the design of the system to determine if the client has addressed the potential risk within the system and to determine if the needs of their stakeholders have been addressed.

*In addition the assessor shall review and confirm the contractual arrangements. This includes any changes required as a result of the outcome of the Stage 1 visit (including changes to the scope of assessment, duration of the Stage 2 visit, and duration of subsequent surveillance visits). The assessor shall also determine the planning, logistics, sampling, etc. that will be used during the Stage 2 visit. **Stage 2:** The assessment of the implementation of the management system. This is to confirm conformity with certification requirements such as the assessment criteria and certification scope.*

Surveillance: *To determine that the client's system continues to meet the assessment criteria and certification scope.*

Certificate Renewal Planning / Focus: *To review the system and the performance of the company during the previous certification cycle, to see how the client plans to move forward in the future and to plan the Certificate renewal visit while confirming continued compliance with the assessment criteria and*

certification scope.

Certificate Renewal: The re-assessment of the implementation of the management system based on the results of the certificate renewal planning visit. This is to re-confirm conformity with certification requirements such as the assessment criteria and certification scope.

Special Surveillance: To review the effectiveness of the correction and corrective action taken after the raising of a Major Nonconformity at a surveillance visit.

Follow-up: To review the effectiveness of the correction and corrective action taken after the raising of a Major Nonconformity at a Stage 2 or Certificate Renewal.

Change to Approval: The assessment of the implementation of the management system for an additional site or activity, which expands the existing scope of approval.

Additional information

Isolated issues and opportunities for improvement

Any isolated issues identified during the assessment, which have not resulted in a nonconformity being raised, we will record in the appropriate process table in the report.

If we identify opportunities to improve your already compliant system, we will either record them in the process table applicable to the area being assessed, or in the Executive summary of the report if they can deliver improvement at a strategic level.

Confidentiality

We will treat the contents of this report, together with any notes made during the visit, in the strictest confidence and will not disclose them to any third party without written client consent, except as required by the accreditation authorities.

Sampling

The assessment process relies on taking a sample of the activities of the business. This is not statistically based but uses representative examples. Not all of the detailed nature of a business may be sampled so, if no issues are raised in a particular process, it does not necessarily mean that there are no issues, and if issues are raised, it does not necessarily mean that these are the only issues.

Terms and conditions

Please note that, as detailed in the Terms and Conditions clause of the contract (27), clients have an obligation to advise LRQA of any breach of legal, regulatory, or statutory requirements and any pending prosecution. Although proportionality and scale of the situation should be considered, you are required to advise LRQA of any serious potential risks to our certification but not, for example, isolated cases of a minor nature.

"The Client is required to inform LRQA as soon as it becomes aware of any breach or pending prosecutions for the breach of any regulatory requirements relevant to the Certified Management System. LRQA will review the details of any breaches brought to its attention and may elect to perform additional verification activities chargeable to the client to ensure compliance with specified requirements. LRQA reserves the right to suspend or withdraw certificates of approval / verification statements and opinions for both failure to inform LRQA and the appropriate regulator of such breaches".

LRQA information

The client is also reminded of the information and guidance available to them from our website www.lrqa.com. This includes information on our QMS, EMS, OHSAS, Verification and Validation products, our Training Services, and our CE Directives products.

Information is also available from www.lrqa.com.