



First Surveillance

Report for:

Primaria Zarnesti

LRQA reference:	BUC6012541/0006
Assessment dates:	29-30.04.2015
Assessment location:	Bd. Marghiloman, nr. 117, Zarnesti, Jud. Buzau
Assessment criteria:	ISO 9001:2008 ISO 14001:2004
Assessment team:	Mihaela Guna
LRQA office:	Bucharest

Contents

1.	Executive report	3
2.	Assessment summary	4
3.	Assessment findings log - ISO 9001:2008	9
4.	Assessment findings log - ISO 14001:2004	10
5.	Audit Programme/Plan	11
6.	Next visit details	13
7.	Continual improvement tracking log (ISO 9001:2008, Zarnesti-Buzau).....	15
8.	Continual improvement tracking log (ISO 14001:2004, Zarnesti-Buzau).....	17
9.	Report explanation	20

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
- pentru a identifica faptul ca sistemul clientului continua să îndeplinească criteriile de evaluare și aplicare de certificare, orice cerințe legale, de reglementare și contractuale aplicabile, precum și pentru a se asigura că sistemul este îndeplinirea obiectivelor sale specifice.

-Sistemul de management integrat calitate mediu din Primaria Zarnesti sunt conforme cu cerintele standardelor de referinta si prezinta un nivel bun de implementare.

Se recomanda mentinerea certificarii sistemului fata de cerintele ISO 9001:2008 si ISO 14001:2004

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 prima vizita de supraveghere din actualul ciclu de certificare 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 29-30.04.2015.

Sedintele de deschidere/inchidere audit au avut loc in prezenta:
D-lui Popescu Aurel – Vice-Primar

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. La sedinta de deschidere a fost reconfirmata tema pentru audit.

In cadrul sedintei de inchidere a fost agreata tema pentru urmatorul audit, vizita 2 de supraveghere.

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 reclamatilor, analiza efectuata de management, prevenirea poluarii, imbunatatire continua) (QMS, EMS)	Auditee(s):	DI. Popescu Aurel
Audit trails and sources of evidence:			
<p>Documente si inregistrari: Organigrama (Anexa 2 la manual), Obiectivele calitatii /2014 si 2015</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, rev.2015, 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 /01.2015, Controlul inregistrarilor, 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 2015, Plan de audit nr. 15009PA/27.01.2015; Raport de audit nr. 15009RARA /03.02.2015, Rapoarte de deficiente (ex. nr. RD15009-1/03.02.2015)</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 2014</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 pentru anul 2014/02.2015; 01.08.2014</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 ale Manualului, procedurilor si organigramei Primariei. Documentele continua sa respecte cerintele ISO 9001:2008 si ISO 14001:2004.Politica in domeniul calitatii si mediului a ramas neschimbata in continut , dar re-asumata in anul 2015 ca urmare a analizei acesteia.</p> <p>Cerintele standardului de referinta sunt acoperite de documentatia existenta.</p> <p>In general responsabilitatile sunt definite, alocate.</p> <p>Au fost disponibile inregistrari referitoare la auditul intern si analiza de management semestriala, pentru 2014 si anuala la nivelul anului 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>Nu au fost inregistrate reclamatii de mediu de la parti interesate. In general, reclamatii 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>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 Dl. 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 /2015, 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</p> <p>Abonament la Monitorul oficial pentru acces la cerintele legale</p> <p>Lista cu cerinte legale si alte cerinte de mediu /01.2015; Plan de verificare a conformitatii cu legislatia si reglementarile de mediu; Inregistrari referitoare la evaluarea conformarii cu cerintele legale si alte cerinte /01.2015; Autorizatie Gospodarire Apa: 40/02.04.2015 – Administratia Apele Romane-Administratia Bazinala Buzau-lalomita</p> <p>Nota de constatare de la Garda de mediu nr. 97/06.04.2015; 271/18.08.2014; Raportari la Agentia de mediu; Declaratie privind obligatiile la Fondul pentru mediu/12.2014; Raportare deseuri/536/25.02.2015</p> <p>Program de management de mediu /2014 si 2015, Obiective /2014 si 2015, Program de monitorizare si masurare aspecte de mediu /2015</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 si re-evaluate in anul 2015.</p> <p>Programul de management pentru implementarea obiectivelor, cu termene si responsabilitati a fost disponibil.</p> <p>A fost demonstrate accesul la cerintele legale. Au fost mentinute inregistrari cu privire la evaluarea conformarii cu cerintele legale</p> <p>In conformitate cu cerintele legale, Primaria Zarnesti nu detine autorizatie de mediu.</p> <p>Obligatiile asumate ca urmare a inspectiei autoritatilor au fost rezolvate in timp.</p>			
Areas for attention:			
Nu au fost notate aspecte neconforme			

Assessment of:	T1:Masurare si monitorizare/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/2015; Autorizatie Gospodarie Apa: 40/02.04.2015</p> <p>Contracte de energie electrica; Inregistrari referitoare la monitorizare consumuri (ex. energie electrica) /lunar 2014 & 2015; inregistrari cu privire la verificarea EMM; livret cazan (lemne); Raport verificare centrala, Contract eliminare deseuri 82/10.01.2014- MSD Com SRL: AM: 230/09.10.2012; Formulare incarcare descarcare deseuri/2014 & 2015: 18.06.2014; 08.10.2014; 3.11.2014; 4.11.2014 (deseu plastic; carton-hartie); Raportare privind obligatiile la fondul de mediu; Buletin masurare calitate apa: 869-868/06.2014</p>			
Evaluation and conclusions:			
<p>Au fost mentinute inregistrari cu privire la monitorizarea consumurilor de energie electrica cu EMM verificate.</p> <p>Deseurile sunt colectate si eliminate selectiv.</p> <p>Din analiza inregistrarilor a rezultat un bun nivel de implementare a cerintelor ISO 14001:2004.</p>			
Areas for attention:			
<p>Nu au fost notate aspecte neconforme</p> <p>In momentul auditului centrala termica nu era in functiune. Se recomanda ca pana la porinirea acesteia sa fie realizata inspectia si verificarea ISCIR.</p>			

Assessment of:	T2,3: Managementul proceselor si control operational in cadrul Departament Administrativ / Gospodarie comunala; Departament Impozite si taxe	Auditee(s):	DI. Popescu Aurel D-na Argentina Baltateanu DI Marian Ungureanu
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 eliminare deseuri 82/10.01.2014- MSD Com SRL ; inregistrari cu privire la receptia lucrarilor pentru dezvoltarea locala: alimentare cu apa;; decolmatari; Borderou desfasurator; Chitante achitare taxe si impozite; Certificat fiscal; Program gestionare taxe si impozite;Evidenta impozite sit axe personae fizice si juridice; HCL 4/29.01.2015- nivelul taxelor si impozitelor locale; Certificat mostenitor 171/dec.2011; ROL 63, Certificat fiscal, Cereri si certificate fiscal: 1198/04.2015; 1260/04.2015; 1165/04.2015</p> <p>Registrul Hotarari Consiliu Local; HGL 8/30.01.2014 aprobare organigrama; PV receptive lucrari executate –dezapezire drumuri 3870/12.2014; 680/14.03.2015-decolmatari canale; Regulament de functionare a serviciului alimentare apa aprobat prin HCL 22/08.2013; HCL aprobare regulament serviciu de salubritate 18/03.2014; Autorizatie Gospodarie Apa: 40/02.04.2015 ;</p> <p>Identificarea aspectelor de mediu si evaluarea impacturilor asociate /2015, Lista cu cerinte legale si alte cerinte de mediu /2015, Politica referitoare la Calitate si mediu /2015, 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) /2015, Planuri de evacuare, Extinctoare</p>			
Evaluation and conclusions:			
<p>Din analiza inregistrarilor a rezultat faptul ca procesele sunt planificate, controlate si monitorizate. Au fost identificate aspectele de mediu specifice proceselor .</p>			
Areas for attention:			
<p>Nu au fost notate aspect neconforme</p>			

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. 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

5. Audit Programme/Plan

Visit Type	Suprav. 1		Suprav. 2					CR Visit
Due Date	05.2015		05.2016					06.2017
Start Date	29.04.2015							
End Date	30.04.2015							
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,			T(D1pm)					

Visit Type	Suprav. 1		Suprav. 2					CR Visit
EMS)								
Departament Impozite si taxe (QMS, EMS)	T2,3(D2 am)							
Departament Agricol, cadastru si urbanism (QMS, EMS)			✓ (D1pm)					
Departament Asistenta sociala (QMS, EMS)			✓(D1pm)					

Visit start time (approximate)	29.04.2015 9,00	Visit end time (approximate)	30.04.2015 15,00	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 potentiale) • Pentru a revizui sistemul și performanța companiei în timpul ciclului de certificare anterior, pentru a vedea cum intenționează clientul să avanseze în viitor și pentru a planifica vizita de reînnoire certificat în timp ce confirmă conformitatea continuă cu criteriile de evaluare și certificare aplicabile, orice cerința legala aplicabila , cerințele de reglementare și contractuale și pentru asigurarea ca sistemul îndeplinește obiectivele specifice. • T1::Managementul proceselor de aprovizionare si al subcontractorilor

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

6. Next visit details

Visit type	Supraveghere 2			
Theme(s) for Next Visit	T: Managementul proceselor de aprovizionare si al subcontractorilor. Se vor audita si celelalte procese, in conformitate cu planificarea de la sectiunea 5.			
Audit days	1,5	Due date	05.2016	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				

Visit type	Supraveghere 1				
Theme(s) for Next Visit	T1: Masurare si monitorizare (masurare si mntorizare; 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	29.04/30.04.2015
Locations	Bd. Marghiloman, nr. 117, Zarnesti, Jud. Buzau				
Activity codes	108601; 750102				
Team	Mihaela Guna				
Standard(s) / Scheme(s)	ISO 9001:2008, ISO 14001:2004				
Remarks and instructions					

7. 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	Alimentare 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
SV1 04.2015	Obiectivul nu a fost realizat in totalitate decat pentru Zarnesti. Pentru Prumemi a fost realizat doar forajul. Cauza: lipsa de fonduri. Obiectivul se mentine si pentru 2015	Alimentare cu apa potabila Zarnesti; pentru Pruneni numai forajul	N/A	open

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

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

Baseline information				
1. Improvement objective reference number:		CI-1504-02	Date first recorded: 05.2014	
2. What is to be improved?	3. Baseline performance		4. Target performance	5. Target completion date
Imbunatatirea managementului deseurilor la nivelul comunii prin achizitionarea unei masini de gunoi	1		2	31.12.2015
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-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 Calnau 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
SV1 04.2015	Obiectivul a fost atins partial. Au fost consolidate malurile paraului cu un numar de salcami. S-a constatat ca este numarul de pomi care se puteau planta la momentul respective.	700 salcami	N/A	closed

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 o,2	24723	n/a	Open
SV1 04.2015	Obiectivul a fost atins	18128 KWH/2014	N/A	closed

9. 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 2.7 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.