

Audit report QM EM OHSAS



Customer:	GRAFOPRODUKT DOO		
Lead auditor:	Jelica Josimov	Certificate No.:	ISO 9001: 20 100 141379853 ISO 14001: 20 104 141382891 OHSAS 18001: 20 116 141376849 ISO 27001: TA 420 141382892 ISO 50001: TA 270 141382893
Auditor (Expert):	Zdravko Glušica, Boris Glušica, Čaba Majaroš - Expert	Date of the audit	09, 10 and 12.06.2017.
Audit representative	Angela Keri		
<input type="checkbox"/> certification audit	<input type="checkbox"/> Post implementation audit	<input checked="" type="checkbox"/> OHSAS 18001	
<input type="checkbox"/> 1. Surveillance audit	<input type="checkbox"/> extension audit	<input type="checkbox"/> ISO 29990	
<input type="checkbox"/> 2. Surveillance audit	<input type="checkbox"/> ...	<input type="checkbox"/> SCC/SCP	
<input checked="" type="checkbox"/> recertification audit	<input checked="" type="checkbox"/> EN ISO 9001:2015	<input checked="" type="checkbox"/> ISO 50001	
<input type="checkbox"/> Pre-Audit	<input checked="" type="checkbox"/> ISO 14001:2015	<input checked="" type="checkbox"/> ISO 27001	
Audit objectives(focus)			
Economic activities (EA)	EAC: 09	Effective no. of employees:	15
Scope of application:	<input checked="" type="checkbox"/> see certificate text		<input type="checkbox"/> no changes

Standard requirements

audited not audited c = critical nonconformity n = non critical nonconformity

QM	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7	9.1	9.2	9.3	10.1	10.2	10.3
CA/RA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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EM	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7	9.1	9.2	9.3	10.1	10.2	10.3
CA/RA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1. SA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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No. n																												
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OHSAS	4.1	4.2	4.3.1	4.3.2	4.3.3	4.3.4	4.4.1	4.4.2	4.4.3	4.4.4	4.4.5	4.4.6	4.4.7	4.5.1	4.5.2	4.5.3	4.5.4	4.6
CA/RA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1st SA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2nd SA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number n	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0
Number k	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0

EnMS	4.1	4.2	4.2.1	4.2.2	4.3	4.4	4.4.1	4.4.2	4.4.3	4.4.4	4.4.5	4.4.6	4.5	4.5.1	4.5.2	4.5.3	4.5.4	4.5.5	4.5.6	

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Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

EnMS	4.5.7	4.6.1	4.6.2	4.6.3	4.6.4	4.6.5	4.7.1	4.7.2	4.7.3
CA/RA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1st SA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2nd SA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number n	0	0	0	0	0				
Number k	0	0	0	0	0				

ISMS	A5.1	A6.1	A6.2	A7.1	A7.2	A7.3	A8.1	A8.2	A8.3	A9.1	A9.2	A9.3	A9.4	A10.1	A11.1	A11.2
Audit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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Sum of M																
Sum of O																

	A12.1	A12.2	A12.3	A12.4	A12.5	A12.6	A12.7	A13.1	A13.2	A14.1	A14.2	A14.3	A15.1	A15.2	A16.1
Audit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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Sum of M															
Sum of O															

	A17.1	A17.2	A18.1	A18.2
Audit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sum of K				
Sum of M				
Sum of O				

Summary:

The certification audit was completed with positive results.
 No nonconformities against the requirements of the international standards were identified.
 No external complaints on the management system are evident.

Auditor's recommendation:

- The post implementation audit is necessary or the certificate must be withdrawn
- Issue of the certificate
- The certificate remains valid Modification of the certificate

Audit report QM EM OHSAS



08.07.2017.

Jelica Josimov

Zdravko Glušica, Boris
Glušica, Čaba Majaroš -
Expert

Date

Lead Auditor

Auditor / Expert

Issue of the certificate:

Approval by the head of certification body

Refusal

Approval by the Veto-Person (on critical EAC) Refusal

D. I. Glušica
26.07.2017

Date, Signature

Date, Signature

1 Characteristics of the company (CA) / Changes since the last certification audit / surveillance audit / recertification audit

TÜV AUSTRIA CERT GMBH je primio zahtev od firme Grafoprodukt d.o.o. da sprovede sertifikacioni audit integrisanog sistema menadžmenta I to za: sistem mekadžmenta kvalitetom prema standardu ISO 9001:2015, sistema upravljanja zaštitom životne sredine prema standardu ISO 14001:2015, sistema upravljanja zaštitom zdravlja i bezbednošću na radu prema standardu OHSAS 18001:2007, sistema upravljanja bezbednosti informacija prema standardu ISO/IEC 27001:2013 i sistema upravljanja energijom prema standardu ISO 50001:2011.

Izdavačka kuća i štamparija Grafoprodukt d.o.o. je osnovana 1992. godine. Pored izdavačke delatnosti knjiga, časopisa bave se i štampom kataloga, brošura, letaka kao i izradom lake kartonske ambalaže i etiketa. Osnovna tehnologija je ofsetna tabačna štampa. Pored toga raspoložu sa digitalnom štampom i štampom velikog formata. Pružaju usluge: štancanja, spiralisanja, plastificiranja, osvetljenja filma i ploča (CTP), dizajna, preloma.

Primenjuje se verzija standarda ISO/IEC 27001:2013

2 Basics for the audit

Osnove za audit (Goals and principles of auditing (CA + RA))

Audit je zasnovan na slijedećim kriterijumima:

- ISO 9001:2015
- ISO/IEC 27000:2013
- ISO 50001:2012
- ISO 14001:2015
- OHSAS 18001:2007
- Poslovnik integrisanog sistema menadžmenta
- Pravilnik o organizaciji i sistematizaciji poslova
- Akt o proceni rizika
- Pravilnik o zaštiti na radu

3 Audit result (comments and assessment)

Scope

Audit je sproveden na Sistemu menadžmenta kvalitetom, zaštitom životne sredine, zaštitom zdravlja, bezbednošću na radu, bezbednosti informacija i sistema upravljanja energijom I sistemom upravljanja informacijama, zajedno sa svim dokumentima koji su u **Grafoprodukt d.o.o.** u upotrebi. Područje primene je: **Ofsetna tabačna štampa, digitalna i solvent štampa.**

Sedište organizacije je na adresi: **Jožef Atile 26, 24000 Subotica, Srbija**

Organizacija je uspostavila, dokumentovala, primenila i održava integrisani sistem menadžmenta prema zahtevima relevantnih standarda za područje primene: "Ofsetna tabačna štampa, digitalna i solvent štampa".

Svi glavni procesi, od važnosti za funkcionisanje integrisanog menadžment sistema su identifikovani, utvrđena je njihova međuzavisnost, utvrđeni su metodi i kriterijumi za njihovo praćenje, merenje i analizu.

Uvidom u dokumenta sistema: Poslovnik, procedure, uputstva i pojedine zapise, može se zaključiti da je dokumentacija kompletna, verifikovana, ažurna, distribuirana i dostupna, saglasno spisku distribucije. Organizacionom šemom preduzeća koja je deo Poslovnika IMS prikazan je formalni sistem odgovornosti i ovlašćenja sa kojima su zaposleni i upoznati.

Organizacija je sastavila i implementirala Poslovnik IM 01, 24.04.2017. Izdanje 01. Pripremila: Angela Keri – Menadžer kvaliteta, odobrio: Karolj Ezveđ, direktor. Na osnovu njega definisani su i dokumenti nižih nivoa u sistemu menadžmenta.

Neke od procedura su:

- QP 01 Procedura preispitivanje od strane rukovodstva
- QP 02 Procedura interne provere
- QP 03 Procedura upravljanje dokumentima
- QP 04 Procedura obuka
- QP 05 Procedura korektivne i preventivne mere
- QP 06 Procedura upravljanje neusaglašenostima
- QP 07 Nabavka
- QP 08 Preispitivanje ugovaranja
- QP 09 Procedura pripreme materijala za štampu i ofset štampanje
- QP 10 Održavanje opreme
- EP 01 Identifikacija i ocenjivanje ekoloških aspekata i uticaja
- EP 02 Upravljanje neštetnim otpadom
- EP 03 Primena zakonske i druge regulative
- EP 04 Identifikacija i ostvarivanje ekoloških ciljeva i nastojanja
- EP 05 Komunikacija
- OHP 01 Identifikacija opasnosti i procena rizika
- OHP 02 Plan za vanredne situacije
- OHP 03 Upravljanje promenama
- OHP 04 Povreda na radu
- OHP 05 Istraživanje tržišta
- EnP 01 – Menadžment energijom
- EnMS 02 Energetsko preispitivanje

ISO/IEC 27001:

- Izjava o primenjivosti
- A.5 Politike bezbednosti informacija
- A.6 Organizacija bezbednosti informacija
- A.7 Bezbednost ljudskih resursa
- A.8 Menadžment imovinom
- A.9 Kontrola pristupa
- A.10 Kriptografija
- A.11. Fizička bezbednost i bezbednost u okruženju
- A.12 Bezbednost funkcionisanja
- A.13 Bezbednost komunikacija
- A.14 Nabavka, razvoj i održavanje sistema
- A.15 Odnosi sa dobavljačima
- A.16 Menadžment incidentima narušavanja bezbednosti informacija
- A.17 Aspekti bezbednosti informacija kod menadžmenta kontinuitetom poslovanja
- A.18 Usklađenost

Posvećenost rukovodstva organizacije je vidljiva i oslikava se kroz definisanje adekvatne Politike (April 2017) IMS-a koja se izdaje kao samostalni dokument koji potpisuje Karolj Ezveđ - Direktor. Aktivno učestvovanje u postavljanju ciljeva IMS, sprovođenje redovnog preispitivanja, kao i obezbeđenje resursa za nesmetano funkcionisanje QMS, EMS, HSMS, ISMS i EnMS u celini. Direktor Karolj Ezveđ planira jednogodišnje merljive ciljeve. Ciljevi kvaliteta se postavljaju na nivou cele organizacije.

Koordinator za kvalitet, zaštitu životne sredine, zdravlje i sigurnost na radu, bezbednosti informacija i energetske efikasnosti je Angela Keri. Njene dužnosti su opisane u poslovniku.

Menadžer IMS-a donosi odluku o izradi dokumenta, koju evidentira u Zahtevu za izradu/izmenu dokumenta (QP 03.ZI-01) a svaki zahtev se evidentira u Registru zahteva za izradu/izmenu dokumenta (QP 03.RZ-02). Dokument se evidentira u Spisku dokumentacije IMS-a (QP 03.SD-04). Menadžer IMS ažurira pomenuti spisak. Dokumenta i njihov broj kopija se može proveriti u Distributivnom spisku dokumenta (QP 03.DS-03). Eksterna dokumenta evidentiraju Rukovodioci sektora, za svoj sektor, u Spisku eksternih dokumenata (QP 03.SE-05) i ažuriraju iste.

Preispitivanje IMS od strane rukovodstva organizacije, održano je 15.02.2017. i izvršeno u skladu sa poslovnikom i zahtevima referentnih standarda, a sadrži sve obavezne tačke preispitivanja. Prisutni su bili: Ezveđ Karolj, Ištvan Kiš, Angela Keri, Silvester Sloboda i Robert Gencel. Neki od definisanih ciljeva za 2016.: zamena CTP uređaja, novije generacije, bez hemije, sortiranje korisnog i komunalnog otpada... Menadžer IMS-a dostavlja Obaveštenje o održavanju sastanaka preispitivanja sistema (QP 01.OB-01) 5 radnih dana pre održavanja sastanka svim članovima Rukovodstva IMS.

Sastanak Tima za IMS organizuje se najmanje jedanput godišnje, ali članovi tima za IMS se sastaju na mesečnom nivou i preispituju se aktuelne teme. Pored ovoga preispitani su i neki drugi aspekti poslovanja, a koji mogu direktno, ili indirektno uticati na funkcionisanje IMS u preduzeću. Po završetku se sastavlja Zapisnik sa sastanka (QP 01.ZP-02).

Organizacija redovno prati zakonsku regulativu, postupak praćenja je opisan u proceduri Primena zakonske i druge regulative (EP03). Menadžera IMS ili po njegovom nalogu Administrativni radnik prikuplja zakonsku i drugu regulativu i sve informacije o novim, kao i izmenjenim i dopunama postojećih zakona/regulativa. Prikupljene informacije Menadžer IMS ažurira u Registru zakona/regulativa (Ref.: EP 03.RG-01). Nakon toga se pravi Rezime zakona (EP 03.RZ-02).

Stručni kadar i infrastruktura preduzeća (radni prostor, procesna i pripadajuća oprema) u potpunosti zadovoljavaju standarde u pogledu postizanja usaglašenosti sa zahtevima proizvoda i usluga. Spisak opreme QP10 SP-01 je kompletan i ažuran. U dokumentaciji se nalazi i karton opreme QP10 KO-02. Odgovorne osobe za održavanje opreme su Karolj Ezveđ i Silvester Sloboda. Nabavljena je nova oprema, u cilju povećanja obima proizvodnje i smanjenja utroška energije (primer: trorezač, koji u jednom prolazu izreže knjigu u tri smeru, a sa starom opremom je trebalo da se uradi tri prolaza – što znači tri puta više vremena i uposleno tri radnika).

Realizacija glavnih aktivnosti se sprovodi prema procedurama: QP 09 Procedura pripreme materijala za štampu i ofset štampanje. Evidencija proizvodnje se vodi na zapisu Radni nalog (QP 09 RN 01) , vodi se planiranje, analiza, zapisis o proizvodnji. Neki od zapisa: Nalog za pripremu papira - QP 09 NP 02, Kontrolni listić QP 09 KL 03, Spisak opreme QP 10 SO 01, Karton oprema QP 10 KO 02. Zaposleni su osposobljeni za bezbedan i zdrav rad, nose uredno zaštitnu opremu. Anitić Tamaš - mašinstava ravne štampe (obrazac br.6), Keri Angela - administrativni radnik (obrazac br. 6), Doro Edvard - grafički manipulant (obrazac br.6)

Utvrđen je postupak nabavke, odgovornosti i ovlašćenja sa tim u vezi. Takođe, Menadžer IMS-a održava Spisak odobrenih isporučilaca (QP 07 SD 01 ažurirano u decembru 2016.), Crnu listu dobavljača (QP 07.CL-03), Zapise o isporuci (QP 07 ZD 02) i upravlja istim. Odgovorna osoba za poslove nabavke je Angela Keri.

Potrebna vrsta i količina materijala za zalihe materijala na skladištu se evidentira u Zahtevu za nabavku (QP 07. ZN-04). Neki od odobrenih dobavljača:

- Comes d.o.o.
- Rotografika d.o.o.
- ASD System doo
- Deus System doo

Zahtev za nabavku sirovine i pomoćnog materijala QP 07 ZN 04.

Merenja, analize i poboljšanja se vrše na adekvatan način i u skladu sa zahtevima referentnih standarda. Ocena zadovoljstva korisnika se vrši najmanje jednom godišnje, tako što menadžer IMS-a dostavlja klijentu Anketni list QP 08 AL 03. Administrativni radnik analizu vraćenih Anketnih listova vrši popunjavanjem obrasca Analiza anketnog lista (QP 08.AA-04 od 30.12.2016.) i dobijene rezultate prezentuje na sastanku preispitivanja IMS-a. Ukoliko se desi opravdana reklamacija Direktor propisuje korektivnu meru u cilju rešavanja reklamacije kupca, što se posle unosi u Izveštaj o reklamaciji (QP 08.IR-02).

Neki od klijenata koji su anketirani:

1. Gradski Muzej,
2. Biromarket doo – Fotokopirnica, veleprodaja,
3. Potisje Kanjiža – Tondach – Proizvodnja crepa,
4. Mini Pani doo – Prehrambena industrija,
5. Učiteljski fakultet na mađarskom nastavnom jeziku u Subotici.

Datum anketiranja: od 15. novembra do kraja decembra 2015. godine.

Datum analiziranja: 30.12.2016.

Zaključeno je da su u 2016. godini klijenti zadovoljni sa kvalitetom proizvoda i kvalitetom pruženih usluga.

Interna provera se sprovodi u planiranim intervalima prema proceduri QP02 – Procedura Interne provere. IMS menadžer najkasnije do kraja januara priprema predlog Plana internih provera (Ref.: QP 02.PL-01) za tekuću godinu. Interna provera je sprovedena 07.02.2017. prema planu iz Januara 2017. Proverivači sastavljaju Program interne provere (Ref.: QP 02.PR-02), u većini slučajeva i kontrolna pitanja u Ček-listi interne provere (Ref.: QP 02.ČL-03) za proces koji se proverava. Proverivač o neusaglašenostima sastavlja Izveštaj o nalazu provere (Ref.: QP 02.NP-04). Vođa tima proverivača na osnovu zapisa nastalih tokom realizacije interne provere sastavlja Izveštaj o internoj proveri (QP 02.IP-05).

Upravljanje neusaglašenim proizvodom sprovodi se prema proceduri Upravljanje neusaglašenostima QP 06 i proceduri Korektivne i preventivne mera QP 05.

Potencijalnim neusaglašenostima se upravlja blagovremeno, bilo da su one identifikovane kroz interne provere IMS, u procesima preduzeća, ili eksterno kroz primedbe i žalbe klijenata i zainteresovanih strana.

Ekološki aspekti aktivnosti firme i njihov značaj na životnu sredinu određuju se na osnovu njihovog uticaja na okolinu što je propisano procedurom EP 01 Identifikacija i ocenjivanje ekoloških aspekata i uticaja. Identifikacija aspekata evidentirana je u obrascu EP 01.RG-01 Registar aspekata i uticaja

Operativna kontrola se sprovodi prema procedurama za proizvodnju i dokumentaciji IMS. Plan upravljanja otpadom 2016-20118.

Menadžer za zaštitu životne sredine vodi Pregled stanja otpadnih materija (EP 02.PO-01). U okviru Izveštaja su prikazane količine odnetog i uskladištenog otpada. Organizacija je sačinila ugovor i sa organizacijom koja odnosi pojedine otpade - Ugovor o preuzimanju, transportu i tretmana otpada 44/2015, 21.12.2015. Odnosenje otpada se obavlja po nakupljenoj količini otpada. Vođenje evidencije o kretanju otpada (za 2016/2017 godinu), Vođenje evidencije o kretanju opasnog otpada (za 2016/2017 godinu). Ostali neopasni otpad odnosi komunalna služba. Primer 29.09.2015, Eco Logistika je, prema ugovoru 1488/2016, za šifru ptpada 200136 (elektronska oprema), a dozvola za upravljanje otpadom je IV-08-501-205/2016.

Obuka zaposlenih se redovno sprovodi prema planiranim aktivnostima. Plan obuke je prikazan u obrascu QP 04.PO-01 Plan obuke. Obuku na temu osposobljavanje učenika za bezbedan rad rizika prošli su

- Sloboda Silvester, odgovorna osoba za održavanje opreme.
- Angela Keri, komercijalista, koordinator za IMS.
- Ezveđ Karolj, direktor

Su prošli obuku za tranziciju sistema menadžmenta kvalitetom i sistema menadžmenta zaštitom životne sredine u martu 2017, evidencija o obuci zaposlenih QP 04.EO-02, od strane ovlašćene firme za obuku zaposlenih.

Nadležni rukovodilac sektora o realizovanoj obuci sastavlja Evidenciju obuke zaposlenih (QP 04.EO-02).

Definisana je procedura za vanredne situacije OHP 02 – Plan za vanredne situacije. Sačinjen je plan evakuacije u vanrednim situacijama (izrađen 16.12.2011.), kao i pravila zaštite od požara (izrađena 16.12.2011) potpisani od strane direktora Ezveđ Karolja. Plan evakuacije i upustvo za postupanje u slučaju vanredne situacije je postavljeno na vidnim mestima u objektu štamparije. Organizacija je uspostavila, primjenjuje i održava sistem istraživanja incidenata koji omogućava identifikaciju korena uzroka incidenata, faktora koji doprinose incidentu i sistematske nedostatke u svakom određenom slučaju. Sistem istraživanja, takođe, omogućava i kontrolu uzroka, što pomaže sprečavanje i ponovo javljanje sličnih incidenata.

Utvrđeni su i načini interne i eksterne komunikacije kada je reč o svim zahtevima integrisanog menadžment sistema u organizaciji u proceduri EP 05 Komunikacije. Plan eksterne komunikacije u obrascu EP 05.EK-02, Plan interne komunikacije EP 05.IK-01. Odgovorno lice za Primljene informacije za EMS (EP-05.PE-03) je Koordinator IMS.

Analiza opasnosti po zdravlje na radu i bezbednost zaposlenih, procena rizika i definisanje kontrola su sprovedeni u skladu sa procedurom OHP 01 Identifikacija opasnosti i procena rizika. Procedurom je utvđen redosled i način odvijanja aktivnosti identifikovanja opasnosti, procene rizika i kontrole (upravljanje) rizika. Organizacija poseduje i Uputstvo za bezbedan rad (Prva pomoc 01-1) – OHG.02.

Organizacija statistički prati i beleži sve nesreće koje su se desile na radu, te u skladu sa tim planira dalje mere zaštite na radu. Svi zapisi se čuvaju u upravi organizacije.

Uloge, odgovornosti i postupci pri potencijalnoj povredi zdravlja i bezbednosti zaposlenih su utvrđeni. Različite vrste promena koje mogu nastati u poslovanju kompanije i njihov uticaj na bezbednost i zdravlje zaposlenih su predviđeni i opisani u proceduri OHP 03 Upravljanje promenama.

Preduzeće je izradilo i implementiralo Aneks 1 Poelovnika Upravljanja Energijom, na osnovu aneksa preduzeće definiše sve dokumente unutar rukovođenja i zadovoljava sve zahteve standarda (normi).

Očevidno je uključenje administracije u oblasti sistema rukovođenja koje takođe obezbeđuje sve neophodne resurse.

Identifikovani su osnovni procesi za sistem upravljanja energijom i utvrđena je njihova sledljivost i njihova međusobna povezanost, kao i kriterijumi za praćenje i ocenu efikasnosti njihove implementacije. Utvrđeni su resursi za njihovu implementaciju, procedure praćenja i analize merljivih podataka za izvođenje procedure.

Dokumenti koji su pregledani od strane proverivača:

- EnP 01 - Upravljanje Energijom,
- EnP 02- Energetsko preispitivanje,
- Lista ciljeva,
- Lista kontrole i merenja potrošnje energije u godini,
- Lista podataka korisnika za nominalnu potrošnju,
- Pregled nominalne potrošnje struje,
- Lista faktora (za svakog kupca) koji utiče na povećanu potrošnju,
- Lista kupaca koji će uticati na buduće povećanje potrošnje za period od 1 godine,
- Zapisnik o energetskom preispitivanju od 12.12.2016.
- Interni audit,
- Preispitivanje rukovodstva.

Neusuglašenosti sa zahtevima standarda (*Non-conformities with respect to the requirements of the standard*)

Neusaglašenosti nisu identifikovane.

There were no nonconformities.

5. Pozitivni rezultati (*Strengths of the management system*)

GRAFOPRODUKT DOO je u potpunosti implementirala sve zahteve standarda ISO 9001:2015, ISO 14001:2015 i OHSAS 18001:2007, ISO/IEC 27001:2013, ISO 50001:2011.

Posebno treba istaći kontinualno preispitivanje i poboljšanje utroška električne energije i zemnog gasa.

6. Saveti za poboljšanja (*Notes on the management system*)

Nakon analize rezultata sertifikacionog audita, faza 2 ocenjivač je doneo zaključak da bi trebalo unaprediti process prikupljanja podataka iz proizvodnje u cilju obezbeđivanja potpune sledljivosti procesa, analize parametara i praćenja trenda u cilju kontinualanog poboljšanja .

7. Opšte napomene (*General notes*)

Organizacija je uspostavila, dokumentovala, primenila i održava integrisani sistem upravljanja kvalitetom, zaštitom životne sredine i zaštitom zdravlja i bezbednošću na radu prema EN ISO 9001:2015, EN ISO 14001:2015 i OHSAS 18001:2007, ISO / IEC 27001:2013 and ISO 50001:2011 u obimu sertifikacije:

- **Ofsetna tabačna štampa, digitalna i solvent štampa.**

Organizacija je ispunila sve zahteve referentnih standarda koji su bili predmet ocenjivanja. Tokom sertifikacionog audita izvršen je uvid u dokumentaciju sistema, uključujući tekuće zapise i radne dokumente, izvršeno je osvedočenje u funkcionisanje procesa u realnim okolnostima i realnom vremenu, na slučajnom uzorku. Tom prilikom nije identifikovana ni jedna neusaglašenost.

Evidentirani su pozitivni rezultati i jedan savet za poboljšanje i navedeni u tačkama 5 i 6.

Audit je izveden po metodi slučajnog uzorka u realnom vremenu, na osnovu kojih su doneti zaključci o sistemu IMS.

8. English overview

TÜV AUSTRIA CERT GMBH received a request from Grafoprodukt d.o.o. To implement the certification audit of the integrated management system for the following: quality management system according to the ISO 9001: 2015 standard, environmental management system according to the ISO 14001: 2015 standard, health and safety management system in accordance with OHSAS 18001: 2007, management system Information security according to ISO / IEC 27001: 2013 and energy management systems according to ISO 50001: 2011 standard.

Publishing house and printing house Grafoprodukt d.o.o. Was founded in 1992. In addition to the publishing activity of the books, the magazines also deal with the printing of catalogs, brochures, leaflets as well as the production of light cardboard packaging and labels.

The basic technology is offset printing. In addition, they have digital printing and large-format printing. Provides services: punching, spiral, lamination, film and plate lighting (CTP), designs, fractures.

The version of ISO / IEC 27001: 2013 applies

The audit was based on:

- a. ISO 9001:2015
- b. ISO/IEC 27000:2013

- c. ISO 50001:2012
- d. ISO 14001:2015
- e. OHSAS 18001:2007

- ✓ Manual in the actual valid version, further applicable documents as referenced in the individual sections of the Manuals
- ✓ Documentation and records of IMS in organization

The audit was conducted on the Quality Management System, Environmental Protection, Health Protection, Safety at Work, Information Security and Energy Management and IMSS Systems together with all documents Which are in Grafoprodukt d.o.o. in use. The field of application is: Offset printing, digital and solvent printing. The organization's head office is at: Jozef Atila 26, 24000 Subotica, Serbia

The organization has established, documented, applied and maintained an integrated management system according to the requirements of the relevant standards for the field of application: "Offset printing, digital and solvent printing".

All the main processes, of importance for the functioning of the integrated management system, have been identified, their interdependence has been determined, the methods and criteria for their monitoring, measurement and analysis have been determined.

By inspecting the system documents: Rules, procedures, instructions and individual records, it can be concluded that the documentation is complete, verified, up-to-date, distributed and available in accordance with the distribution list. The organizational scheme of the company that is part of the IMS Rules of Procedure shows the formal system of responsibilities and powers with which they are employed and familiarized.

The organization has compiled and implemented the Rules of Procedure IM 01, April 24, 2017. Issue 01. Prepared by: Angela Kerry - Quality Manager, approved by: Karolj Ezveđ, Director. On the basis of it, lower level documents in the management system are also defined.

Some of the procedures are:

- QP 01 Review procedure by the management
- QP 02 Internal verification procedure
- QP 03 Document Management Procedure
- QP 04 Training procedure
- QP 05 Corrective and preventive measures procedure
- QP 06 Non-Compliance Management Procedure
- QP 07 Procurement
- QP 08 Review contracting
- QP 09 Preparation procedure for printing and offset printing
- QP 10 Maintenance of equipment
- EP 01 Identification and evaluation of environmental aspects and impacts
- EP 02 Manage non-hazardous waste
- EP 03 Application of legal and other regulations
- EP 04 Identification and achievement of ecological goals and endeavors
- EP 05 Communication
- OHP 01 Hazard identification and risk assessment
- OHP 02 Emergency Plan
- OHP 03 Change Management
- OHP 04 Injury at work
- OHP 05 Market research
- EnP 01 - Energy Management
- EnMS 02 Energy Reassessment

ISO / IEC 27001:

- Declaration of Conformity
- A.5 Information Security Policies
- A.6 Organization of information security
- A.7 Human resources security
- A.8 Property Management
- A.9 Access control
- A.10 Cryptography
- A.11. Physical security and security in the environment
- A.12 Safety of operation
- A.13 Communication security
- A.14 Procurement, development and maintenance of the system
- A.15 Relationship with suppliers
- A.16 Management of information security breaches
- A.17 Aspects of information security in business continuity management
- A.18 Compliance

The commitment of the management of the organization is visible and reflected through the definition of an adequate Policy (April 2017) IMS issued as an independent document signed by Karolj Ezvej - Director. Active participation in setting the objectives of the IMS, conducting regular reviews, as well as providing resources for the smooth functioning of QMS, EMS, HSMS, ISMS and EnMS as a whole. Director Karolj Ezvej plans a yearly measurable goals. Quality objectives are set at the level of the entire organization.

Coordinator for quality, environmental protection, health and safety at work, information security and energy efficiency is Angela Kerry. Her duties are described in the Rules of Procedure.

The IMS Manager makes a decision on the creation of the document, which is recorded in the Request for creating / editing the document (QP 03.ZI-01), and each request is recorded in the Register of Requests for Document Creation / Modification (QP 03.RZ-02). The document is recorded in the IMS Documentation List (QP 03.SD-04). The IMS Manager updates the list. Documents and their number of copies can be checked in the Distribution List of the Document (QP 03.DS-03). External documents are recorded by Sector Managers, for their sector, in the External Documents List (QP 03.SE-05) and update them.

The IMS review by the management of the organization was held on 15.02.2017. And executed in accordance with the rules of procedure and the requirements of the reference standards, and contains all mandatory points of review. Present were: Ezvejd Karolj, Istvan Kiš, Angela Kerry, Silvester Sloboda and Robert Gencel. Some of the defined goals for 2016: replacement of CTP devices, newer generations, no chemistry, sorting of utility and municipal waste ... The IMS Manager submits the Notice on the holding of system review reviews (QP 01.OB-01) 5 working days prior to maintenance Meeting for all members of the IMS Management. The IMS Team Meeting is organized at least once a year, but IMS team members meet on a monthly basis and review the current topics. In addition, some other aspects of business are reviewed, which can directly or indirectly affect the functioning of IMS in the company. At the end of the meeting Minutes from the meeting (QP 01.ZP-02) are drawn up.

The organization regularly monitors the legal regulations, the monitoring process is described in the procedure Application of legal and other regulations (EP03). The IMS Manager or his order The Administrative Worker collects legal and other regulations and all information on new, as well as amended and supplemented by existing laws / regulations. Information collected The IMS Manager is updated in the Register of Regulations / Regulations (Ref.: EP 03.RG-01). After that, the Summary of the Law is made (EP 03.RZ-02).

Professional staff and enterprise infrastructure (workspace, process and related equipment) fully meet standards in terms of achieving compliance with the requirements of products and services. The list of equipment QP10 SP-01 is complete and up-to-date. The documentation also contains QP10 KO-02 cardboard equipment. The responsible persons for the maintenance of the equipment are Karolj Ezvej and Silvester

Sloboda. New equipment was purchased in order to increase the volume of production and reduce energy consumption (for example: a triple-cutter, who cuts a book in three directions in one passage, and with the old equipment three passages were supposed to be made - which means three times more time and employed three workers).

Implementation of the main activities is carried out according to procedures: QP 09 Procedure for preparation of printing materials and offset printing. Production records are kept on the record Work Order (QP 09 RN 01), planning, analysis, production record are conducted. Some of the records: Paper preparation order - QP 09 NP 02, Checklist QP 09 KL 03, List of equipment QP 10 SO 01, Cardboard equipment QP 10 KO 02. Employees are trained for safe and healthy work, wearing proper protective equipment. Anitić Tamaš - a straightforward machine engineer (form no.6), Keri Angela - administrative worker (form 6), Doro Edward - graphic manipulator (pattern no.6)

The procurement procedure, responsibilities and powers in connection with it have been established. Also, the IMS Manager maintains a list of approved suppliers (QP 07 SD 01 updated in December 2016), the Black List of Suppliers (QP 07.CL-03), Supplier Records (QP 07 ZD 02) and manages it. The responsible person for procurement is Angela Kerry. The required type and quantity of materials for the stock of material in the warehouse is recorded in the Procurement Request (QP 07. ZN-04). Some of the approved suppliers:

- Comes d.o.o.
- Rotografika d.o.o.
- ASD System Ltd.
- Deus System doo

Request for the procurement of raw materials and auxiliary materials QP 07 ZN 04.

Measurements, analyzes and improvements are carried out in an adequate manner and in accordance with the requirements of the reference standards. Customer satisfaction assessment is performed at least once a year, as the IMS Manager submits to the client the Questionnaire QP 08 AL 03. The administrative worker completes the analysis of the returned questionnaires by filling in the form of the Questionnaire Analysis (QP 08.AA-04 of 30.12.2016) and The results presented at the IMS review meeting. If a justified complaint occurs, the Director prescribes a corrective measure in order to resolve the customer's complaint, which is entered into the Report on Advertising (QP 08.IR-02).

Some of the clients who were interviewed:

1. City Museum,
2. Biromarket doo - Photocopying, wholesale,
3. Potisje Kanjiža - Tondach - Production of tile,
4. Mini Pani doo - Food industry,
5. Teacher's Faculty in the Hungarian language of instruction in Subotica.

Date of the interview: from November 15th to the end of December 2015.

Analyzing Date: 12/30/2016.

It was concluded that in 2016, customers are satisfied with the quality of products and the quality of services provided.

Internal checks are carried out at planned intervals according to the procedure QP02 - Internal Audit procedure. By the end of January, the IMS Manager prepares the Draft of the Internal Audit Plan (Ref.: QP 02.PL-01) for the current year. Internal check was conducted on February 7, 2017. According to a plan from January 2017. The verifiers compile the Internal Audit Program (Ref.: QP 02.PR-02), in most cases, and control issues in the Internal Check Checklist (Ref.: QP 02.L-03) for the process Checking. The Non-Compliance Checker draws up the Finding Findings Report (Ref.: QP 02.NP-04). The head of the verification team shall draw up the Internal Audit Report (QP 02.IP-05) based on the records generated during the internal audit process.

The management of the non-compliant product is carried out in accordance with the QP 06 Non-Compliance Procedure and the QP 05 Corrective and Preventive Measure Procedures.

Potential inconsistencies are managed timely, whether identified through internal IMS checks, in company processes, or externally through comments and complaints from clients and stakeholders.

Environmental aspects of the company's activities and their importance to the environment are determined on the basis of their environmental impact as prescribed by the EP 01 Procedure Identification and assessment of environmental aspects and impacts. The identification of aspects is recorded in EP 01.RG-01 Form of Aspects and Impacts

Operational controls are carried out according to IMS production and documentation procedures. Waste Management Plan 2016-20118.

The environmental manager is responsible for the review of the state of waste materials (EP 02.PO-01). Within the Report, the quantities of waste and stored waste are shown. The organization has also signed a contract with the organization dealing with individual waste - Agreement on the takeover, transport and treatment of waste. 44/2015, 21.12.2015. Waste collection is done according to the accumulated amount of waste. Keeping records on the movement of waste (for 2016/2017 year), Keeping records on the movement of hazardous waste (for 2016/2017). Other non-hazardous waste relates to utility services. Example 29.09.2015, Eco Logistics, according to the contract 1488/2016, for the code Pippa 200136 (electronic equipment), and the license for waste management is IV-08-501-205 / 2016.

Staff training is regularly conducted according to the planned activities. The training plan is shown in the QP 04.PO-01 Training Plan. Training on the topic of training students for safe risk work has passed

- *Freedom Silvester, responsible person for the maintenance of equipment.*
- *Angela Kerry, commercialist, coordinator for IMS.*
- *Ezvej Karolj, Director*

They have passed training on the quality management system and environmental management system management in March 2017, records on training QP 04.EO-02, by a certified employee training firm.

The competent manager of the sector on the completed training prepares the Training of employees (QP 04.EO-02).

The emergency procedure for the OHP 02 - Emergency Plan has been defined. An emergency evacuation plan was prepared (made on December 16, 2011), as well as fire protection rules (made on December 16, 2011) signed by Director Ezvej Karol. The evacuation plan and the instructions for dealing with the emergency situation are displayed in visible places in the printing facility. The organization has established, applies and maintains an incident investigation system that enables the identification of root causes of incidents, factors contributing to the incident and systematic deficiencies in each particular case. The research system also provides a control of the cause, which helps prevent and report similar incidents again.

Methods of internal and external communication have been identified when it comes to all requirements of the integrated management system in the organization in the procedure EP 05 Communications. External communication plan in EP 05.EK-02, Internal communication plan EP 05.IK-01. The responsible person for the Received Information for EMS (EP-05.PE-03) is the IMS Coordinator

Hazards analysis for occupational health and safety, risk assessment and control definition are carried out in accordance with the OHP 01 Hazard Identification and Risk Assessment Procedure. The procedure determines the order and manner of carrying out the activities of hazard identification, risk assessment and risk control (management). The organization also has Safety Instructions (First Aid 01-1) - OHG.02.

The organization monitors and records all accidents that occurred at work, and in accordance with it plans further measures of protection at work. All records are stored in the organization's management.

Roles, responsibilities and procedures for the potential health and safety hazards of employees have been established. The various types of changes that may occur in the company's business and their impact on employee safety and health are foreseen and described in the OHP 03 Change Management.

The company has developed and implemented Annex 1 of the Energy Management Department, based on the annex, the enterprise defines all the documents within the management and meets all the requirements of the standards (norms).

Apparently, the involvement of the administration in the management system, which also provides all the necessary resources.

The basic processes for the energy management system were identified and their traceability and their interconnectedness as well as the criteria for monitoring and evaluation of the efficiency of their implementation were identified. Resources have been identified for their implementation, procedures for monitoring and analyzing measurable data for the execution of the procedure.

Documents reviewed by the verifier:

- *EnP 01 - Energy Management,*
- *EnP 02- Energy Reassessment,*
- *List of goals,*
- *List of control and measurement of energy consumption in the year,*
- *User list for nominal consumption,*
- *Overview of nominal current consumption,*
- *List of factors (for each customer) that affects increased consumption,*
- *List of buyers that will influence the future increase in consumption for a period of 1 year,*
- *Minutes on Energy Review dated 12.12.2016.*
- *Internal audit,*
- *Review leadership.*

Positive findings

GRAFOPRODUKT DOO has fully implemented all the requirements of ISO 9001: 2015, ISO 14001: 2015 and OHSAS 18001: 2007, ISO / IEC 27001: 2013, ISO 50001: 2011 standards.

Particular emphasis should be given to continuously reviewing and improving the consumption of electricity and natural gas.

Tips for improvement

After analyzing the results of the certification audit, Phase 2 auditor made the conclusion that should improve system: prepare records for collecting data from production in order to ensure full traceability of the process, to improve analysis of parameters and monitor trends in order to provide continuous improvement.

General notes

The organization has established, documented, implemented and maintained an integrated quality management system, environmental protection and health and safety at work according to EN ISO 9001: 2015, EN ISO 14001: 2015 and OHSAS 18001: 2007, ISO / IEC 27001: 2013 and ISO 50001: 2011 in the scope of certification:

- *Offset printing, digital and solvent printing.*

The organization has met all the requirements of the reference standards that have been subject to evaluation. During the certification audit, an insight into the system documentation, including current records and working documents, was carried out to ensure that the process was functioning in real-time and real-time, on a random sample. On this occasion, no discrepancy was identified.

Positive results and one improvement advice were recorded and referred to in points 5 and 6.

The audit was carried out using the random-method method in real time, based on which conclusions about the IMS system were drawn.