Pannon Egyetem
University of Pannonia

INTEGRATED QUALITY AND ENVIRONMENTAL MANAGEMENT MANUAL OF THE UNIVERSITY OF PANNONIA

Prepared according to the MSZ EN ISO 9001:2015 and the MSZ EN ISO 14001:2015 standards, taking into account the standards, directives and expectations of Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015).

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0. INTRODUCTION

Based on the Organisational and Operational Rules (hereinafter: "**OOR**") Part I Organisational and Operational Rules of Procedure (hereinafter: "**OORP**") approved by the Senate of the University of Pannonia (hereinafter: "**University**") and adopted by the Foundation for the University of Pannonia as the maintainer exercising the founding and ownership rights (hereinafter: "**Maintaner**"), and the Board of Trustees' resolution on the rules of procedure for adopting the regulations of the University of Pannonia by the Board of Trustees, the **Integrated Quality and Environmental Management Manual** of the University of Pannonia (hereinafter: "**Manual**") is determined as follows.

The **Manual** defines all the requirements and regulates the activities, by considering and adhering to which the **Integrated Quality and Environmental Management Policy of the University of Pannonia** can be implemented and its specific goals can be achieved.

General provisions

a) This Manual, based on external and internal regulations and expectations, as well as the Organisational and Operational Rules of the University of Pannonia, systematizes the University's quality and environmental management activities, supervision and development.

b) In order to maintain, increase and continuously develop the standards achieved so far in education and research, the University of Pannonia operates a quality management and environmental management system, which has been developed in line with the goals of the University. The Manual was developed based on the methods applied and proven in the

institution and on university traditions, the provisions of the Act on Higher Education in force at all times, the positions and proposed criteria of the Hungarian Accreditation Committee, international recommendations on the quality assurance system, in particular the standards, guidelines and expectations of the European Higher Education Area quality assurance, the "Standards and Guidelines for Quality Assurance in the European Higher Education Area" (hereinafter: ESG), in accordance with the relevant chapters of the MSZ EN ISO 9001:2015 quality management standard and the requirements of the MSZ EN ISO 14001:2015 environmental management standard. The connection matrix of the ISO standards and the expectations of the ESG-2015 standard is presented in Annex No. 4 to this Manual.

The purpose of the present Policy – in line with the University's values – is to ensure and develop high-quality educational, research and scientific activities and the related professional, management and maintenance processes, to increase the efficiency of operations, to provide high-quality performance of social obligations, and to increase the satisfaction of external and internal stakeholders and to meet their needs to the maximum extent possible.

Scope of the Integrated Quality and Environmental Management Manual

The scope of the Manual covers:

a) all faculties, comprehensive organisational units, organisational units, all units that are not considered organisational units, and university citizens of the University;
b) The material scope of the Manual covers the activities of education, research and educational organization and the professional, management and maintenance processes that support these.

1. APPLICATION AREA

The Integrated Quality and Environmental Management System (hereinafter: "Integrated Management System") in accordance with the requirements of the **MSZ EN ISO 9001:2015** standard, the **MSZ EN ISO 14001:2015** standard and the ESG 2015 standard applies to the following activities:

a) **Bachelor's and master's degrees, doctoral degrees, adult education, specialized further training, higher education vocational training, professional consulting.**

b) **Conducting basic, applied and experimental research and development in areas and disciplines related to training, as well as other research supporting education.**

c) **Science organization, technological innovation, patents.**

d) **Supporting professional, management and maintenance processes related to the above.**

Managers' statement

a) The Manual, in accordance with the MSZ EN ISO 9001: 2015 standard, the MSZ EN ISO 14001: 2015 standard and the ESG 2015, covers the tasks related to management and clearly defines the Integrated Management System of the University of Pannonia, in addition to those specified under the scope of the Integrated Quality and Environmental Management Manual.

b) The Manual and the valid documents of the Integrated Quality and Environmental Management Procedures (hereinafter: "Integrated Management Procedures") related to the Integrated Management System are available to all organisational units on the website of the University of Pannonia (https://strategia.uni-pannon.hu).

c) Knowledge and compliance with the procedures described in the Manual and the Integrated Management System are mandatory for employees of all faculties, comprehensive organisational units, organisational units, and all units not classified as organisational units included in the certification who are employed or otherwise employed by the University of Pannonia.
d) The Rector's Commissioner for Quality Development is responsible for the continuous maintenance of the Manual, and the staff of the relevant faculties, comprehensive organisational units, organisational units, and all units not classified as organisational units are responsible for implementing its contents.
e) The Manual serves as an expectation for the University of Pannonia's subcontractors, suppliers and customers, and as an information document for its other contractual partners.

.....	.....
Dr. János Abonyi rector	Zsolt Csillag chancellor

Introduction of the University of Pannonia

The detailed history of the University of Pannonia can be found on the University's website.

From September 1, 2021, the public interest asset management foundation established by the Government of Hungary will exercise the founding and maintenance rights of the University of Pannonia, headquartered in Veszprém, and ensure the operating conditions and the implementation of institutional development goals.

All organograms of the University of Pannonia (university, academic, chancellor's) can be found on the University's website as an annex to the Organisational and Operational Rules of Procedure.

2. NORMATIVE REFERENCES

When defining the requirements of the Integrated Management System, the Manual follows the sections of the MSZ EN ISO 9001 quality management standard, keeping in mind the requirements of the MSZ EN ISO 14001 environmental management standard and the provisions of the ESG standard for easier handling. The Integrated Quality and Environmental Management Manual serves three purposes:

- It includes the application areas of the University of Pannonia's Integrated Management System, its Integrated Quality and Environmental Management Policy, and the requirements of the ESG standard.
- It defines the activities that are necessary to fully satisfy legal requirements, standards and customer needs.
- It can be used as information and a communication tool related to quality and environmental management for all units of the University of Pannonia and its external relations.

3. CONCEPTS AND DEFINITIONS

The source of the definitions used in the Integrated Quality and Environmental Management Manual and the Integrated Management Procedures and applied in practice, within the scope of management, is: Quality Management Systems. Fundamentals and Dictionary, (MSZ EN ISO 9000:2015) standard and Chapter 3 of the MSZ EN ISO 14001:2015 standard.

The terms defined in the referenced standards are set out in Annex No. 3.

4. THE CONTEXT OF THE ORGANIZATION

The University of Pannonia has developed, implemented and operates a management system that complies with the requirements of the MSZ EN ISO 9001 quality management system and the MSZ EN ISO 14001 environmental management system standards, in line with the basic document of European higher education quality assurance, the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG), which contains standards and directives.

The basis for developing the Integrated Management System is the organisational structure and the processes related to the activity, their interaction, the specifics of the activity, as well as the existing operational regulations and practices.

4.1. Understanding the organization and its context

The Integrated Quality and Environmental Management Policy defines the strategic direction and the essential aspects that may affect the results expected from the operation of the Integrated Management System and regulation, taking into account the needs of external and internal stakeholders. The processes and their interaction are presented as documented information in process development documentation prepared according to a process map.

Understanding the organization and its context:

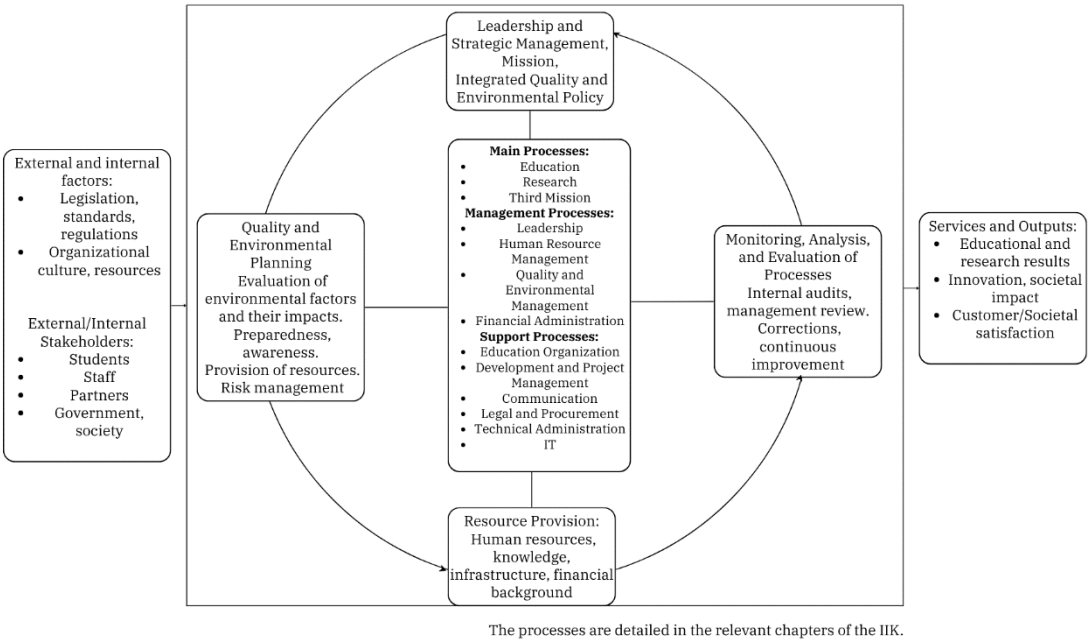

Figure 1: The process of the management system

The effectiveness of the management system at the University of Pannonia is determined by the following external and internal factors:

4.1.1. External factors:

- characteristics of the settlement in a regional context;
- other service providers with similar activities (competitors);
- subcontractors with appropriate training and capacity;
- legal and standard requirements;
- customer specifications;
- needs and expectations of external stakeholders.
- macroeconomic factors, such as currency exchange rate forecasts, economic situation, inflation forecast, credit availability;
- social factors, such as local unemployment rates, feelings of safety, education levels, national holidays and working days;

- political factors, such as political stability, public investments, local infrastructure;
- technological factors, such as new sector-related technology, new materials and tools, patent expiration dates/validities, professional code of ethics;
- competition including the organization's market share, similar or substitute products or services, market leading trends, customer growth trends, market stability;
- factors that affect the working environment: trade union regulations; legal and regulatory requirements, including environmental laws and regulations;
- climate change: taking into account the provisions of standard requirements related to climate change.

4.1.2. Internal factors:

- high level of professional knowledge;
- training and experience in specialized areas;
- availability of necessary equipment and tools for work;
- availability of adequate infrastructure and IT systems to perform tasks;
- performance showing an increasing trend;
- the ability, training and experience to perform specific service and inspection tasks;
- job expansion (creation) and recruitment opportunities;
- overall performance of the organization, including financial results;
- resource factors, including infrastructure, the environment for processes to operate, organisational knowledge;
- human factors, such as the competence of employees, organisational culture, and relationships with organizations;

- operational factors, such as process, service capabilities, quality and environmental management system performance, customer evaluation;
- factors in the governance of an organisation, such as rules and procedures for decision-making or organisational structure.

External and internal factors can be positive or negative elements. The review of factors is ensured by management during the management review and monitored depending on the expectations of stakeholders and the risks and opportunities.

The University of Pannonia has assessed the interactions of its activities with climate change. Climate change is a relevant issue for the University of Pannonia, as it affects the institution's energy use, operations and sustainability goals. There is a clear expectation from stakeholders (students, lecturers, maintenance, society) that the University actively contributes to the achievement of sustainability goals. Accordingly, the University incorporates these expectations into its strategic and operational planning, as well as its research and educational activities.

4.2. Understanding the needs and expectations of interested parties

During the development of the Integrated Management System, the stakeholders and their expectations were determined. The management of the University of Pannonia defined the relevant stakeholders in the Integrated Management System among the factors that decisively influence the operation and environment of the institution. Based on this, their expectations were surveyed and determined based on existing relationships and knowledge, which have an influential nature in the provision of appropriate quality service activities. The management evaluated the assessed needs from the perspective of which measures can be taken in addition to the above (undertaken needs) within the economic operating framework of the University of Pannonia.

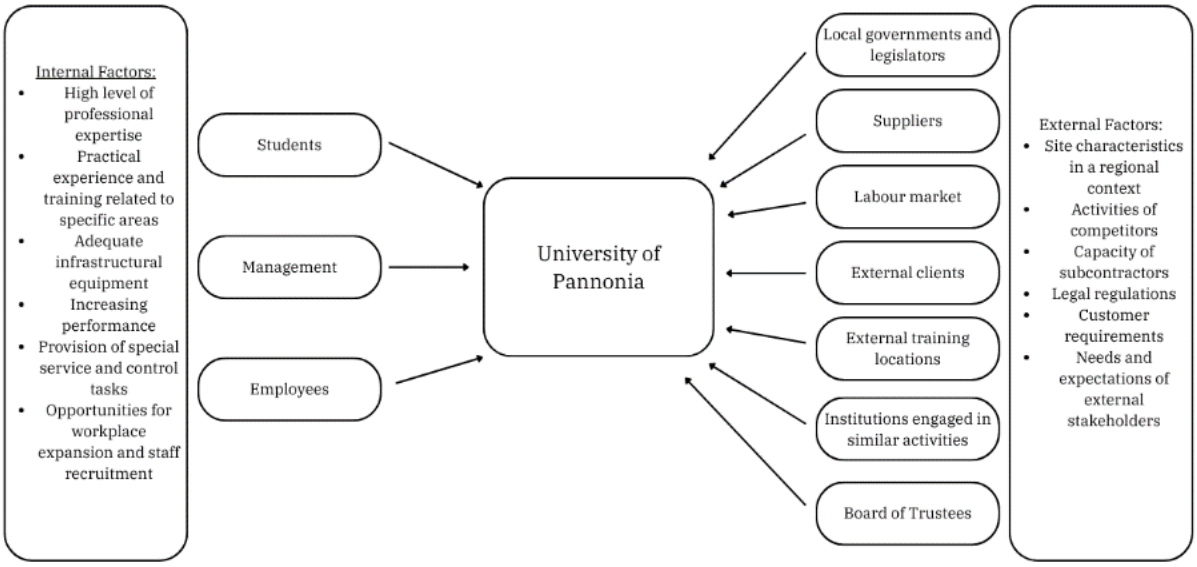

Figure 2: External and internal stakeholders – External and internal factors

Determination of external requirements, collection of information:

External factors	
Stakeholders	Needs, Requirements
State legislators	Knowledge, compliance and enforcement of domestic legislation; Strict compliance with regulations regarding activities; Compliance with environmental and safety regulations. Understanding the needs of legal entities and following them in the legislative process.
Municipality	Compliance with local regulations and official regulations; Long-term continuous maintenance of the state of the environment; Cooperation.
Educational institutions engaged in similar activities	Mutual knowledge of activities; Possible impacts on each other's activities and, if they are negative, how to manage them.
Suppliers/subcontractors	Precise definition of the expected service and specifications; Meeting deadlines, flexibility; Quality service and related documentation; Communication.
Customers, clients, students	Understanding their needs; Accessibility, availability, flexibility; Adequate price/value ratio in the service; Compliance with the quality of service; Meeting deadlines; Understanding market needs; The ability to provide additional services that affect customer satisfaction.

Table 1: External stakeholders of the University of Pannonia

Determination of internal requirements, collection of information:

Internal factors	
Stakeholders	Needs, Requirements
Management	Employing a skilled, experienced workforce; Management-level contact with customers and clients; Continuously learning about the needs and expectations of customers and clients; Continuous development of professional knowledge; Creation and development of working environment and infrastructure.
Office administration, educational support units	Collecting accurate information during contact; Accurate documentation for stakeholders; Compliance with the requirements specified in the documented information; Existence of official and other permits.
Employee base	Maintaining an orderly work environment; Use of appropriate work tools; Competitive salary; Long-term secure employment; Contribution to the development of training in order to increase customer and student satisfaction; Carrying out and documenting audits and developments assigned to work areas.
Students	Understanding student needs; Accessibility, availability, flexibility; Good value for money in the service; Compliance with the quality of service; Adherence to agreed deadlines; Understanding market needs; The ability to provide additional services that affect student satisfaction.

Table 2: Internal stakeholders of the University of Pannonia

From the perspective of the operation of the University of Pannonia, the most important external stakeholders are customers, students, and legislators. The University closely monitors the needs listed above in accordance with the requirements of MSZ EN ISO 9001, MSZ EN ISO 14001, and ESG.

4.3. Determining the scope of the quality management system

The University of Pannonia has determined the scope of its Integrated Management System, taking into account the identified external and internal factors and the needs of relevant stakeholders, based on the service activities performed by the University and its professional characteristics.

The University of Pannonia communicates the scope of application as follows:

It communicates the Integrated Quality and Environmental Management Policy, the system certificate and documents to external (customers, clients) and internal stakeholders (education, research, and supporting units).

4.4. Integrated Management System and its processes

To implement the Integrated Management System, the management of the University of Pannonia has defined the processes covered by the system and their interactions as follows:

4.4.1. Management processes

- The University's Integrated Quality and Environmental Management **Policy, Quality and Environmental goals**, communicate and maintain a vision within the organization to increase awareness, engagement and participation.
- Ensuring a focus on **customer and environmental requirements** across all University organizations.

- Appropriate processes, ensuring the application of regulations that enable the requirements of external and internal stakeholders to be met and objectives to be achieved.
- To create, implement and maintain an effective and efficient Integrated Management System to achieve the set goals.
- Providing the resources necessary to meet stakeholder requirements and operate the Integrated Management System.
- Review of the Integrated Management System at specified intervals.

Decision:

- On activities related to the Integrated Quality and Environmental Management Policy and objectives.
- On the measures necessary for the development of the Integrated Management System.

The regulation of the main activities of the University of Pannonia is implemented through the regulation of the organization's operations.

The regulations include requirements for activities and services, the review of their fulfillment, the monitoring and measurement of the characteristics of processes and services, as well as contact with the parties concerned, activities related to environmental management, including possible complaint and grievance management.

The main processes of the University of Pannonia are as follows:

Education is one of the main processes of the University of Pannonia, which aims to prepare students with high-level, modern knowledge and to develop competencies that meet the needs of the labor market and society. The process includes the development of curricula and subjects, the implementation of education, the evaluation of student performance and continuous development. During education, the University also pays special attention to sustainability and social responsibility.

Research is one of the main processes of the University of Pannonia, its goal is to create new scientific results, expand scientific knowledge, and develop innovative solutions to social and economic challenges. The process includes defining research topics, implementing applications and projects, publishing and utilizing the results. Research is closely linked to education, the latest scientific results are incorporated into training programs and contribute to the development of students' practice-oriented, modern knowledge.

The third mission activity at the University of Pannonia, beyond education and research, means actively engaging with society and contributing to the development of the region. In this context, the University places its knowledge and resources at the service of the local community, economic actors and society. The process includes knowledge transfer, industrial and community collaborations, the organization of cultural and social programs, and initiatives supporting sustainability and lifelong learning.

The **management processes** of the University of Pannonia are as follows:

Management is one of the fundamental management processes of the University of Pannonia, which ensures the implementation of the institution's mission, vision and strategic goals. The process includes making strategic and operational decisions, efficiently allocating resources, representing the organisational culture and values, and coordinating educational, research and social tasks. The management is also responsible for taking into account the needs of stakeholders, supporting sustainability, quality and environmental management goals, and promoting continuous development and innovation, in order to strengthen the competitiveness and social role of the University. The operation, powers and tasks of the Rector's and Chancellor's Office related to the management of the University of Pannonia are contained in the Rules of Procedure of the Rector's Office and the Rules of Procedure of the Chancellor's Organization.

The tasks related to the processes of **Human Resources Management** are performed by the Directorate of Human Resources Management belonging to the Chancellor's Organization of the University of Pannonia, as described in the Employment Requirement System of the Organisational and Operational Rules of the University of Pannonia. The Rules of Procedure of the Chancellor's Organization define its tasks.

The **Quality and Environmental Management** processes are carried out by the Quality Development Group of the Strategic Planning and Analysis Center of the Center of Excellence, which belongs to the Rector's (academic) organization of the University of Pannonia. The Rules of Procedure of the Center of Excellence define its tasks.

The **economic administration** processes are carried out by the Directorate for Economic Affairs of the Chancellor's Organization of the University of Pannonia. The Rules of Procedure of the Chancellor's Organization define its tasks.

The process related to knowledge and technology transfer activities is carried out by the Knowledge and Technology Transfer Office, which is part of the Chancellor's Organization of the University of Pannonia. The Rules of Procedure of the Chancellor's Organization define its tasks.

The **internal control** process is carried out by the Department of Internal Audit of the Chancellor's Organization of the University of Pannonia. The Rules of Procedure of the Chancellor's Organization define its tasks.

The overall organisational units and the organisational unitsvalid documents are available on the website of the University of Pannonia.

4.4.2. Regulation of supporting processes

The activities that ensure the conditions of the processes (reviewing and managing orders and contracts, purchasing, ensuring infrastructure and an appropriate working environment, communication, ensuring the conditions of the service, inspections, supervision of subcontractor processes) are regulated, documented and traceable.

The **supporting processes** of the University of Pannonia are as follows:

The **educational organization** process is carried out by the Directorate of Academic Affairs, which is part of the Chancellor's organization of the University of Pannonia.

The **development and project management** process is carried out by the Directorate for Development and Projects of the University of Pannonia, which is part of the Chancellor's organization.

The **communication** process is carried out by the Directorate of Communication of the Chancellor's organization of the University of Pannonia.

The **legal and procurement** process is carried out by the Directorate of Legal Affairs and Procurement of the University of Pannonia, which is part of the Chancellor's organization.

The **technical administrative** process is carried out by the Technical and Operational Directory of the University of Pannonia, which is part of the Chancellor's organization.

The **IT** process is carried out by the Directorate of Information Technology of the Chancellor's organization of the University of Pannonia.

The Rules of Procedure of the Chancellor’s Organization define the tasks of the organisational units. The organisational unitsvalid documents are available on the website of the University of Pannonia.

4.4.3. Monitoring the processes of external service providers

In the event that the main activity of the University of Pannonia requires the involvement of a subcontractor, it will be carried out with the involvement of the Directorate of Legal Affairs and Procurement, under the supervision of the Legal Affairs and Procurement Director. It can be implemented with the approval of the Rector's Commissioner for Quality Development, if the involvement of the area is professionally necessary.

Tasks of the units involved in the involvement of the given subcontractor:

- Before concluding the contract or issuing the work, the organisational unit using the subcontractor examines the subcontractor's ability (based on qualifications, references or previous experience),
- the organisational unit using the subcontractor informs the subcontractor about the practice of the University of Pannonia and the existence of the Integrated Management System,
- the organisational unit using the subcontractor supervises the proper quality of the tasks during the performance process (work control),
- The subcontractor's activities are checked on a random basis prior to performance, where the nature of the work requires it.

4.4.4. Procedures and controls ensuring the measurement and development of the system's operation

- Internal audits;
- Non-conformity management;
- Complaints handling;
- Corrective and risk management activities;
- Satisfaction measurement and handling of comments;
- Performance evaluation.

The operational processes are detailed in the procedures related to the Integrated Quality and Environmental Management System in order to:

- the services meet both the requested needs and legal requirements,
- the requirements of the Integrated Quality and Environmental Management Policy and the quality and environmental objectives are fully met,
- the activities carried out by the University of Pannonia should be clearly visible and efficient,

- the continuous development of the Integrated Management System should be ensured.

During the development and implementation of the Integrated Management System, the following were determined:

- input and expected output;
- sequence and interaction of processes;
- checkpoints built into processes;
- indicators of effective operation;
- availability of resources;
- responsibilities, powers;
- risks, opportunities;
- evaluation of results;
- process development.

To support the processes being operated, the following documented information must be maintained:

Integrated Quality and Environmental Management Policy

In the policy, the University's leadership defines the leadership commitment and the goals of the organization.

Integrated Quality and Environmental Management Manual

The basic document of the quality and environmental management system. The Integrated Quality and Environmental Management Manual aims to comprehensively present the University's quality and environmental management system, ensuring compliance with the requirements of the MSZ EN ISO 9001 and MSZ EN ISO 14001 standards. It helps transparent and regulated operations, supports continuous development, and promotes an environmentally conscious

approach. The Manual also reflects the commitment of the management and provides information for internal and external partners.

Integrated Quality and Environmental Management Procedures

They regulate the Quality and Environmental Management System, determine the method of implementation of processes and those responsible.

Documented information:

Record formats (forms)

Documented information related to the Integrated Management System. One form of documented information related to the Integrated Management System is the form, which is used to record data, events and inspection results generated during work processes. The forms ensure uniform and traceable documentation of information through their predefined structure.

Other internal regulators

Internal regulatory documents supporting the operation of the Integrated Management System, which define the expectations and procedures related to each specialty or operational area. These documents complement the main process regulations of the Integrated Management System and ensure compliance with organisational-level expectations.

The valid internal regulatory documents of the University of Pannonia are available to all organisational units on the University of Pannonia's website.

External regulators

External regulations governing the operation of the organization. These guidelines define the expected operation at a legislative or sectoral level and serve as a basis for the development of internal regulations. These include, for example:

- Applicable national and EU legislation,
- Applied standards (e.g. MSZ EN ISO 9001, MSZ EN ISO 14001),
- Industry regulations, guidelines, professional recommendations.

Compliance with these regulations is a fundamental condition for transparent, legal and verifiable operations. The Directorate of Legal Affairs and Procurement provides regular information to organisational units about current legislative changes in the Legal Monitoring Annex to University Circular No. 1.

5. LEADERSHIP

5.1. Leadership and commitment

5.1.1. General rules

The management of the University of Pannonia has expressed its commitment to the creation and development of the integrated system and to providing the necessary resources.

- The University of Pannonia's obligations: In addition to complying with domestic and international legislation and other requirements, it also extends to meeting the needs of external and internal stakeholders as fully as possible. The needs are always determined in consultation with the relevant stakeholder and are brought to the attention of those concerned during implementation.
- Ensuring personal and infrastructural working conditions that meet the current requirements of scientific and other professional work.
- It ensures the definition of the Integrated Quality and Environmental Management Policy, quality and environmental objectives, and compliance with the principles of the Integrated Management System.
- Carrying out inspection, evaluation and corrective actions in accordance with the regulations.
- Developing employees' quality and environmentally conscious mindset. It is the duty of employees of the University of Pannonia to be aware of the responsibilities and authority set out in their job descriptions, regulations and relevant procedures, and to carry out their activities accordingly.
- Knowledge and compliance with the relevant legislation is a fundamental requirement for the work of all employees working at all faculties and

comprehensive organisational units, organisational units, and all units not classified as organisational units of the University of Pannonia.

5.1.2. Customer focus

The University of Pannonia takes into account the current expectations and requirements of its partners and customers, monitors domestic and international scientific results. Using training procedures applied in practice, it provides high-level and quality services in accordance with various professional standards. Based on these principles, it determines the risks and opportunities, with the help of which the continuous development of services can be implemented in order to increase customer satisfaction.

5.2. Integrated Quality and Environmental Management Policy

The Integrated Quality and Environmental Management Policy of the University of Pannonia is an officially declared intention, adopted by the management and issued in a joint directive of the Rector and Chancellor, which is in line with the objectives of the University of Pannonia, includes the fulfillment of the requirements of the Integrated Management System, the commitment to continuous development, and compliance with other obligations prescribed by law.

Recognizing the importance of quality service and environmental protection in today's economic life, as well as the environmental impacts of our activities, the University of Pannonia has committed itself to the introduction of an integrated, quality- and environment-focused Integrated Management System based on the MSZ EN ISO 9001:2015 and MSZ EN ISO 14001:2015 standards and the requirements of the ESG standard, and to its continuous development according to these standards.

In addition to providing services tailored to the needs of external and internal stakeholders, the University of Pannonia strives to reduce energy losses and the amount of waste generated, in addition to activities that meet legal requirements.

The organization implements regular training and awareness-raising activities for its employees in order to prepare for and respond to environmental emergencies. Taking all of this into account, the University of Pannonia is committed to complying with the relevant requirements, continuously improving performance, and preventing environmental pollution.

Our goals

- with cost-effective management,
- with a stable financial background,
- with professionally prepared and responsible employees,
- by developing appropriate infrastructure,
- and we implement it using equipment in good technical condition.

In order to ensure the efficient and controlled operation of the Integrated Management System, the institution is committed to continuously monitoring and developing the quality management approach and environmental awareness of its employees. To this end, it provides regular training, information activities and information resources, facilitating the continuous development of professional competencies and commitment to quality and the environment. The University's goal and commitment is to implement its operations and processes in a way that ensures the high standard of its activities, and the name ’University of Pannonia’ represents a guarantee of quality for both domestic and international stakeholders.

5.3. Organizational roles, responsibilities and authorities

The hierarchical relationships and management order between the positions are recorded in the organisational chart, which clearly defines the structure of the organization and the levels of responsibility. The tasks, responsibilities and authority elements related to each position are recorded in the job descriptions, ensuring a clear definition of the roles and expectations within the organization. All employees are responsible for performing the assigned tasks in accordance with the regulations. Compliance with the requirements of the MSZ EN ISO 9001:2015 and ISO 14001:2015 standards and ensuring the operation of the Integrated Management System are supervised and coordinated by the Rector's Commissioner for Quality Development. His tasks, responsibilities and authority are contained in the Rules of Procedure of the Rector's Office, the Manual and the job description of the Rector's Commissioner for Quality Development.

In order to guarantee the efficiency and continuous operation of the quality management system, it is necessary to consistently strengthen the customer-centric approach and maintain the functionality of the Integrated Management System. We have defined the responsibilities and powers of managers related to the integrated management system for planning and implementing changes:

The Rector and Chancellor are responsible for:

- the formulation, approval and implementation of the Integrated Quality and Environmental Management Policy.
- operating the Integrated Management System and providing the necessary conditions, jobs, and human resources.
- the management and control of the ordering of corrective actions at the institutional level and the monitoring of their implementation.

- the development of an appropriate information system within the institution, for the continuous development of the quality and environment-focused approach of the employees of the University of Pannonia, for the enforcement of the expectations of quality work, and for ensuring that work processes are implemented in accordance with quality and environmental management requirements.
- making the resources necessary for quality work available to the extent possible, for reviewing the conclusion and performance of contracts affecting the organization - from a quality and environmental management perspective - and for ensuring that the operation of the quality and environmental management system complies with the law.

The Deed of Foundation and Organisational and Operational Rules of Procedure of the University of Pannonia and the job descriptions of the leaders contain the tasks and powers of the Rector and Chancellor in detail.

The Senate is responsible:

- For Senate approval of the Integrated Quality and Environmental Management Manual.
- For the approval of quality and environmental management programs aimed at continuous improvement, and for the approval of the implementation of institutional self-assessment activities.
- For cooperation with the Quality Development Committee of the University of Pannonia.
- For the establishment of an efficient and regulated organisational structure that meets operational requirements, and for the clear definition of responsibilities and competencies.

The Organisational and Operational Rules of Procedure of the University of Pannonia contain the tasks and powers of the Senate in detail.

University-level organization of quality management:

The senior management of the University of Pannonia is responsible for the strategic level supervision and management of the Integrated Quality and Environmental Management System. The decision-making level is made up of the University management, and its decision-making body is the Senate, which is responsible for defining the strategic goals, guidelines and development priorities at the institutional level.

The main tasks of the university-level management organization are:

- Development and approval of the integrated quality and environmental management policy and framework;
- Defining the goals, metrics and development directions of the Integrated Management System;
- Providing the resources (human, financial, infrastructural) necessary to achieve strategic and operational goals;
- Conducting management reviews and management assessments, and regularly analyzing system performance;
- Ensuring compliance with legal, standard requirements and stakeholder expectations at the institutional level;
- Management of factors, risks and opportunities that are significant from an environmental management perspective at the institutional level;

- Supporting a culture of quality and environmental awareness and strengthening commitment to continuous improvement.

The Quality Development Committee is a standing committee of the Senate of the University of Pannonia. The task of the Committee is to prepare, coordinate and support decisions on quality and environmental management issues affecting the educational, research and organisational life of the University. The composition and tasks of the Quality Development Committee are contained in the Rules of Procedure of the Quality Development Committee.

The heads of faculties, comprehensive organisational units, organisational units, units not classified as organisational units are responsible:

- For the quality of the design and implementation of educational, research, basic and supplementary activities.
- For the efficient, quality- and environmentally-oriented operation of the University of Pannonia.
- For the operation of faculty/university center level quality improvement committees/working groups.
- For the appointment of faculty/university center quality development officers and for the formulation of unit-level quality goals aligned with the strategic goals of the University.
- For the development of regulations within their own competence, taking into account quality management requirements;
- For establishing the organisational and operational conditions necessary for the operation of the Integrated Management System;
- During direct work, activities are carried out in accordance with quality and environmental management requirements.

Quality Development Group:

The Quality Development Group of the Center of Excellence – Strategic Planning and Analysis Center of the University of Pannonia operates and develops the institution's Integrated Quality and Environmental Management System. During its activities, it ensures that the University's operations comply with the MSZ EN ISO 9001:2015, MSZ EN ISO 14001:2015 standards, and the ESG–2015 requirements, and that it is aligned with the University's quality and environmental goals. The detailed description of the group's tasks is contained in the Rules of Procedure of the Center of Excellence.

The faculty/university center level organization of quality management:

At the faculty level, the Vice-Dean, appointed by the Dean, is responsible for the management and coordination of quality management activities, and is responsible for the operation, supervision and development of the Integrated Quality and Environmental Management System of the University of Pannonia at the faculty level. As part of the faculty-level quality management structure, Quality Development Committees operate, which play an advisory and proposing role in the definition and implementation of quality development activities. The work of the Committees is supported by faculty quality development officers, who play a role in the operational implementation of quality development tasks and in ensuring internal communication.

Faculty Quality Improvement Committee:

The composition, powers and tasks of the Faculty Quality Improvement Committees are determined by the Organisational and Operational Rules of Procedure of the faculties.

The duties of the faculty quality improvement officer:

The duties of the faculty quality improvement officer are set out in a job description.

6. PLANNING

When analyzing its organisational environment and internal operations, the University of Pannonia takes into account the risks related to its activities, including education, research, and other service areas and the operation of the organisational units supporting them. The risk analysis covers all faculties, comprehensive organisational units, organisational units, and those units that do not qualify as independent organisational units of the University.

Based on the assessment of identified risks and opportunities, the University develops action plans for continuous development, achieving strategic goals, and increasing the satisfaction of partners and stakeholders.

6.1. Actions to added risks and opportunities

The risks and opportunities identified as a result of the measurement and evaluation processes are addressed based on their priority, by defining measures to reduce or eliminate the risks. New or modified actions are analyzed in advance from a risk perspective by the University before their introduction, and the effectiveness of the measures applied is then checked through regular feedback.

Proven and effective improvement measures are documented, finalized and integrated into the relevant processes. The aim of this integrated approach is to ensure long-term satisfaction of stakeholders and continuous improvement of processes.

6.1.1. Identification of risks and opportunities, general requirements

During its actions, the University of Pannonia pays special attention to the continuous identification of risks and sources of danger, the assessment of their effects, and the definition of the necessary preventive and corrective measures. To manage risks, the risks are prioritized, deadlines and responsible persons are assigned, and intervention priorities are determined, taking into account the possible effects and probability of occurrence.

The risk assessment covers all organisational processes and activities that may affect the quality of services provided by the University and the impacts on the environment - regardless of which organisational unit the given process belongs to. Regular monitoring and reassessment of risks and opportunities enables the organization to achieve desired results, prevent unintended impacts, and support continuous improvement. The implementation of related measures, monitoring and evaluation of their effectiveness are an integral part of the operation of the Integrated Management System.

Full documentation of the risk management process is ensured, and its detailed regulation is contained in the Risk Assessment Procedure of the University of Pannonia.

6.1.2. Planning of risk-related actions

The University of Pannonia plans and systemsizes actions related to risks and opportunities, and their incorporation into the processes of the Integrated Management System. The aim of defining the related measures, operating conditions and development directions is to enforce a preventive approach, mitigate unwanted effects and exploit development opportunities.

The efficiency and effectiveness of these actions are assessed by the University management during the annual management review, during a comprehensive review of the operation of the Integrated Management System. The regulation covers all processes that are part of the Integrated Management System - including actions relevant to both quality and environmental management.

Environmental factors:

During the development and operation of the Integrated Management System, the University of Pannonia identified and assessed the environmental factors arising from its operational processes, taking into account their potential environmental impacts. The assessment covers all activities that may affect the environment – including educational and research activities, related support processes, and potential emergency situations.

The identified environmental factors are reviewed regularly, at least annually, with particular attention to changes in activities and subcontractors directly managed by the University. The institution uses a scoring method to determine factors with significant environmental impact. The list of significant impacts is updated and reviewed at least once a year in accordance with the requirements of the Integrated Management System, and is modified if necessary.

The heads of the relevant institutes, departments, laboratories and the environmental management officer are primarily responsible for the assessment of environmental factors and impacts. In the event of the introduction of new activities, the termination of existing processes, the implementation of developments or investments, a re-examination of environmental factors is mandatory.

The process of evaluating environmental factors takes place along the following steps:

- Identification of factors with potentially significant environmental impact arising from the operations and activities of the University of Pannonia;
- Reviewing compliance with relevant environmental legislation and other obligations;
- Defining and documenting the criteria used during the assessment to ensure an objective assessment of significant environmental impacts.

6.1.3. Compliance obligations

The environmental management officer keeps a record of legal and other requirements important for the operation of the University of Pannonia and monitors their changes based on the relevant standards and the Environmental Management Procedure. He/She keeps a list of environmental protection regulations, which can be accessed by managers with an important role in environmental management on the central network. The heads of organisational units - upon request - receive all relevant legislation. The Quality Development Group of the Center of Excellence is responsible for reviewing new or changed legislation from the perspective of whether the changes affect their activities and, if so, to what extent. If the activities or the operation of the environmentally focused management system are affected by the change, the environmental management manager prepares a proposal for the management of the University of Pannonia, based on which the necessary interventions (changes) can be implemented.

The Environmental Management Officer is responsible for recording the legal and other requirements related to the operation of the University of Pannonia, as well as for continuously monitoring their changes, in accordance with the

relevant standards and the requirements of the Environmental Management Procedure.

It maintains an up-to-date list of environmental regulations, which it makes available to managers playing a key role in environmental management. Managers of the relevant organisational units receive the legal regulations applicable to them upon request.

6.1.4. Action planning

The University faculties, comprehensive organisational units, organisational units, all units not classified as organisational units, plans the activities to address significant environmental factors, compliance obligations and identified risks. The University evaluates these activities during the management review of the Integrated Management System.

6.2. Quality objectives and planning to achive them

6.2.1. Objectives

Quality objectives:

The management of the University of Pannonia defines long-term strategic objectives and quality targets in accordance with the Integrated Quality and Environmental Management Policy and taking into account the institutional development strategy. When developing these targets, it also takes into account the performance indicators specified in the Public Task Financing Agreement, changing customer and market needs, and applicable legal requirements. The management continuously seeks development opportunities and bases its decisions on the results of management reviews in order to ensure sustainable development and continuous improvement of quality performance.

Environmental goals:

In defining the environmental objectives and targets of the University of Pannonia, it sets medium-term tasks that respond to the identified significant environmental impacts and serve to improve environmental performance and prevent or reduce adverse impacts. Through the fulfillment of the targets, we aim to prevent environmental pollution and promote sustainable operation.

It defines quality and environmental objectives in such a way that their achievement can be measured objectively, preferably with numerical indicators. It regularly evaluates the achievement of the objectives, including through management reviews, and takes corrective measures if necessary based on the results.

Primary quality and environmental goals:

- Identifying the development directions and necessary intervention areas of the Integrated Management System, ensuring the regulated operation of processes through documentation, training and process-level development;
- Conducting regular internal controls and audits in all relevant areas of organisational operations to ensure compliance with legal and standard requirements, reviewing and modifying the frequency of audits as necessary;
- Systematic collection, analysis and management of customer feedback (complaints) and student and employee complaints; the aim is to reduce the number of complaints and increase the level of service;

- Ensuring and continuously improving the professional quality of services provided to clients and partners, with particular attention to educational, research and support processes;
- Continuous development of employees' expertise, competencies and environmental awareness through targeted training and internal knowledge sharing;
- Regular assessment of the technical condition of the equipment stock and determination of its modernization needs; maintaining the technical adequacy of tangible assets through renovations and targeted equipment purchases;
- Design, operate, continuously monitor and develop waste management processes in accordance with legislation in order to minimize environmental impact;
- Establishing, operating and continuously developing a supplier evaluation system that includes quality and environmental awareness criteria suitable for evaluating supplier performance;
- Carrying out regular and documented risk assessment activities to identify and evaluate risks and opportunities in order to ensure the preventive operation of the management system;
- Regularly exploring, evaluating and updating environmental factors – with particular attention to identifying significant environmental impacts – to establish the basis for related preventive and corrective measures.

6.2.2. Planning actions to achieve objectives

In line with the Integrated Quality and Environmental Management Policy and the primary strategic objectives, the management determines specific and measurable quality and environmental goals for the current year as part of the annual management review.

- The processes related to the operation of the institution are documented in a manner regulated in the Manual, in accordance with standard requirements and the internal regulatory environment.
- The Integrated Management Procedures are based on the organisational and operational characteristics of the University of Pannonia, taking into account the provisions and requirements of the MSZ EN ISO 9001:2015, MSZ EN ISO 14001:2015 standards, and the ESG 2015 standard.

Ensures the human, material, financial and infrastructural resources necessary for the effective operation and continuous development of the Integrated Management System, in line with the strategic objectives.

The process of defining the quality and environmental goals of the University of Pannonia is shown in Figure 3.

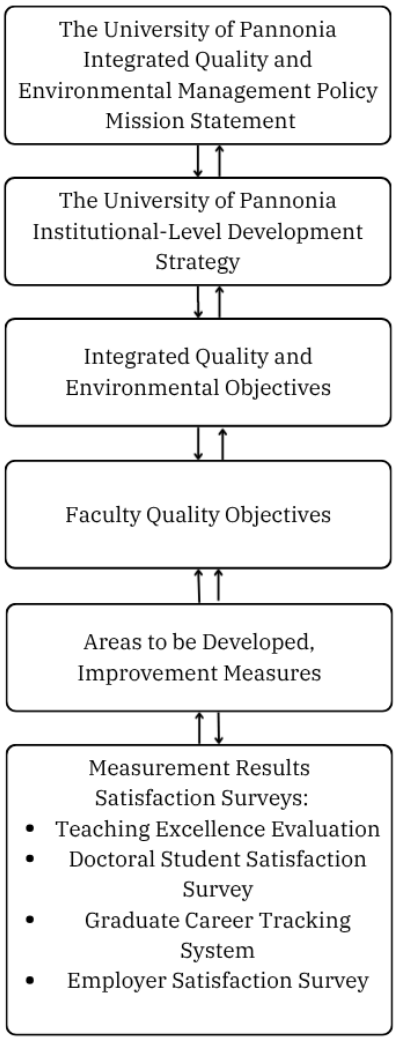

Figure 3: Process of defining quality and environmental objectives

6.2.3. Planning of changes

The University of Pannonia is committed to the continuous development of the Integrated Management System. To this end, in response to changes in the internal and external environment and taking into account their effects, the

management initiates and implements modifications to the management system as necessary.

The purpose of planning and implementing changes is to:

- Increasing the adaptability and efficiency of the organization,
- Maintaining the appropriateness of operation,
- Ensuring the functionality and continuous improvement of the Integrated Management System.

When implementing changes, the management's tasks and responsibilities are:

- Determining the purpose and justification of the changes,
- Analysis of potential impacts and risks,
- Designation of necessary measures, resources and powers,
- Planned and controlled implementation of changes.

Possible internal changes:

- Transformation of the organisational structure,
- Change in the number of employees,
- Modifying operational processes or introducing new processes,
- Technological innovations or developments,
- Expansion or modification of the service portfolio provided.

Possible external influences:

- Changes in customer needs and expectations,
- Changes in the composition of the supplier base,
- Developments in the operating and economic environment,
- New opportunities emerge,
- Changing market demands,
- Changes in relevant legal and professional requirements,
- Changes in the customer base or the volume, proportion and nature of orders.

During the implementation of the changes, the University of Pannonia ensures:

- Maintaining the smooth operation of the Integrated Management System,
- The availability of the necessary resources – human, financial, technological
- Clarifying and redefining responsibilities and powers as necessary to ensure effective implementation.

7. SUPPORT

7.1. Resources

7.1.1. General rules

The management of the University of Pannonia is committed to providing all resources necessary for organisational operation – including human, material, infrastructural and information resources – at the appropriate level and in a timely manner, in order to:

- the effective operation, maintenance and continuous development of the Integrated Management System is achieved,
- high-quality, cost-effective and sustainable service provision for stakeholders using the services.

The responsibilities and authority of senior management for making strategic and operational decisions related to resources are regulated in accordance with the relevant management documentation, in particular the provisions of Chapter 5.3.

Prior to the development of the Integrated Management System, a comprehensive situation analysis was conducted, which included:

- identifying the expectations and needs of relevant stakeholders,
- analysis of general and service-specific legal and professional requirements for regulated processes,
- assessing the capabilities and limitations of existing human resource capacities and other resources (e.g. infrastructure, technology, financial resources),
- and an assessment of the risks and opportunities associated with the available resources.

The system thus established enables the University of Pannonia to use resources in a targeted, efficient and strategic manner, ensuring the effectiveness of the management system and the achievement of organisational goals.

7.1.2. Personnel

The qualification and training requirements of the personnel are contained in Part II of the Organisational and Operational Rules, the Employment Requirement System. It is a fundamental requirement that every employee performing activities that affect the quality and environmental performance of the University of Pannonia has the professional knowledge necessary to perform their work.

7.1.3. Infrastructure

The University of Pannonia ensures the availability of the necessary buildings, equipment, tools, software, communication and IT backgrounds and transportation resources in order to achieve the adequacy of service processes and the satisfaction of those using its services.

In order to maintain the functionality of machines and equipment, the University of Pannonia carries out the following:

- Keeps records of tools and equipment.
- It prescribes repair and maintenance periods and documents the maintenance performed.
- Troubleshoots malfunctions and has equipment repaired and inspected as necessary.

7.1.4. Environment for the operation of pocesses

The management of the University of Pannonia ensures high-quality working conditions at the University's headquarters and sites. In the course of its activities, it determines those health and safety factors that directly or indirectly influence the quality of work and service.

All employees are provided with appropriate protective equipment, temperature and ventilation for their work.

In order to protect the workplace environment, we operate a camera surveillance system around the buildings. The supervision of the machines and equipment necessary for the operation of the building is the task and responsibility of the Technical and Operational Directory.

7.1.5. Resources

To operate the quality management system, the University of Pannonia has identified all areas where resource allocation is necessary to maintain efficient operation and meet customer needs. The goal is therefore to maintain high standards, achieve customer satisfaction and support the work of employees. To this end, we support the appropriate allocation of resources with the following measurements.

7.1.5.1. General rules

The University of Pannonia determines and provides the resources that meet the requirements and are suitable for performing reliable monitoring and measurement activities. The purpose of maintenance is to maintain the continuous operation of buildings and equipment.

Inspections and measurements related to operations and services are preserved as documented information to ensure the appropriateness of decisions and measures based on them.

If requested by customers, we will make the test results of our measuring and testing equipment available to them as needed.

7.1.5.2. Traceability of measurements

Calibrated measuring instruments used by the University of Pannonia must be checked (verified) before use. We provide access to the results to the customers. To facilitate the traceability of the measurement, the instruments are provided with a unique identifier. In order to protect the calibrated state, the instruments are stored and used in a damage-free environment. The instruments are calibrated by an external company periodically, if necessary, in the event of failures, in accordance with the provisions of the law and the standard.

The registration of measuring instruments is the task and responsibility of the organisational unit using the instrument. The personnel handling the measuring instruments receive specific training in order to use, transport and store the instruments professionally. The training is preserved in documented form.

7.1.6. Organisational knowledge

The organization of the University of Pannonia determines the knowledge and competencies necessary for its processes and quality services in accordance with Part II of the Organisational and Operational Rules, titled Employment Requirement System. When hiring new employees and in the event of organisational changes, the management of the University of Pannonia informs all its employees of the information necessary for uninterrupted, high-quality work.

If it becomes necessary to expand or modify the organization's current knowledge based on the needs of external stakeholders, this knowledge becomes available to us from changes in standards, at conferences, or from external service providers and customers.

7.2. Competence

It is a fundamental requirement for our employees to have the necessary qualifications and professional knowledge for their job, to be familiar with our environmental and quality objectives, work requirements and regulations. The qualification and practical requirements necessary for filling jobs are determined by the Employment Requirement System, Part II of the Organisational and Operational Rules.

We develop quality and environment-focused management skills taking into account current requirements and implement them as planned in the annual training plan. Within the framework of integrated management training, we ensure the development of employees' environmental awareness by educating them about the importance of their role in achieving environmental goals. Direct superiors are convinced of the effectiveness of the employees' training during practical work.

The management of the University of Pannonia

- determines the necessary training for those persons who, under his supervision, perform work that affects the performance and effectiveness of the quality management system,
- ensures that these persons are prepared through appropriate education, training or practice,
- takes measures to achieve preparedness as necessary and evaluates the effectiveness of the measures taken, which are kept in documented form.

7.3. Awareness

The organization of the University of Pannonia ensures that the persons performing the work are aware of the following:

- Integrated quality and environmental management policy,
- quality goals,
- environmental goals,

which contribute to the effectiveness and development of the Integrated Management System.

The management of the University of Pannonia provides all employees with the necessary training, regardless of the type of legal relationship. Records and minutes are kept of internal training. The Quality Development Group of the University of Pannonia Center of Excellence is responsible for conducting quality management and environmental management training.

7.4. Communication

7.4.1. General rules

The organization defines in detail the internal and external communication relevant to the management system:

- what to communicate about;
- when to communicate;
- with whom to communicate;
- how to communicate;
- who should communicate.

The regular forms of internal communication of the University of Pannonia:

- use of databases and software;

- instructions and documents governing the organization;
- meetings, briefings;
- electronic and traditional internal correspondence;
- university circular, rector's/chancellor's circular;
- public interest forum;
- general staff meetings;
- committees, council meetings.

The regular forms of external communication of the University of Pannonia:

During the communication processes related to quality management and environmental management, we strive to inform stakeholders about the operation of the Integrated Management System of the University of Pannonia.

We present our environmental goals, efforts and results to external stakeholders.

We provide data and information to supervisory authorities as specified in the legislation.

In relation to reports from the public and students regarding environmental protection, the manager responsible for environmental management examines the suggestions and then forwards them to the competent authorities for response (action).

7.5. Documented information

7.5.1. General information

The organization's Integrated Management System includes

- documented information required by the MSZ EN ISO 9001:2015, MSZ EN ISO 14001:2015 standards and the ESG 2015 standard,
- documented information determined to be necessary for the effectiveness of the Integrated Management System.

When developing the documentation system, we took into account the requirements of the standards, in line with the efficient operation and regulation of our processes, and with the codification activities of the University of Pannonia.

The requirements for the internal documents of the Integrated Management System and their application are recorded in the Manual, process control and the Integrated Quality and Environmental Management procedures related to the Quality and Environmental Management System.

7.5.2. Creating and updating

Types of internal documents:

- The development, review and modification of the Integrated Quality and Environmental Management Policy is the responsibility of the Rector, the Chancellor and the Rector's Commissioner for Quality Development. The Integrated Quality and Environmental Management Policy is issued as a joint directive of the Rector and Chancellor.
- Development and action plans: The Development and Action Plans of the University of Pannonia have been developed in accordance with the objectives of the Institutional Development Strategy, Institutional Development Plan. The aim of these development and action plans is to support the Integrated Management System's target system, as well as to promote the continuous improvement of the organization's performance and a high level of satisfaction of the needs of stakeholders. When determining the measures aimed at achieving the strategic goals, the following aspects are taken into account:
    - Analysis of existing operational and performance data (indicators);

- Flexible adaptation to changes in the internal and external environment;
- Integration of quality and environmental objectives into strategic planning;
- Implementing the principle of continuous improvement (PDCA cycle);
- Efficient and targeted allocation of resources;
- Ensuring measurability and feedback during management evaluations.

The planned measures are implemented, impact assessed and corrected as necessary within the framework of annual management reviews and quality goal assessments.

- Integrated Quality and Environmental Management Manual: Its maintenance is the responsibility of the Rector's Commissioner for Quality Development, its modification is approved by the Senate and adopted by the Board of Trustees. The Rector's Commissioner for Quality Development is responsible for issuing and electronically preserving verified copies of the Manual.
- Integrated Management Procedures: These documents contain the conditions necessary for the implementation of specific tasks related to the Integrated Management System that are not regulated in the Manual. The preparation and modification of the procedures is the responsibility of the quality assurance officer, which may be issued only with the approval of the Rector's Commissioner responsible for Quality Development. The Integrated Quality and Environmental Management Procedures are issued as a joint

instruction of the Rector and Chancellor, thus they are the defining elements of the official documentation system of the Integrated Management System.

- Documented information: The University of Pannonia shall create and manage the documented information generated during the operation of the Integrated Management System – including records, protocols, registers – in accordance with the applicable regulations, in a legible, clear and retrievable format. During the physical and digital storage of documented information, it must be ensured that it is preserved without damage and is safe, that unauthorized access is prevented, and that the integrity and authenticity of the data are preserved. The fulfillment of these conditions is a basic prerequisite for subsequent accessibility, the sound conduct of analyses, audits and decision-support processes.

Identification of internal documents:

At least the following identifiers must be included on all internal documents:

- document identification name or designation,
- edition number, page number / total number of pages,
- the name of the document's creator or approver,
- date of entry into force, number of approval decision,
- approving signature.

External documents include:

- laws, official regulations,
- international, regional and national standards,
- technological descriptions, inspection aspects,
- documents and specifications received from the customer (buyer) are included.

The management and storage of external and internal documents of the University of Pannonia in an orderly and accessible manner is carried out in accordance with the Document Management Regulation of the University of Pannonia.

Steps for modifying documents:

Document regulations can ensure that

- only signed, checked and approved documents are issued,
- documents are reviewed and amended as necessary,
- valid versions of documents can be clearly identified,
- readable versions of valid documents are available to all members of the Integrated Management System in order to operate the Integrated Management System effectively,
- be protected against access by unauthorized persons,
- exclusion of invalid documents from use is implemented in a document manager.

In the process of changing documents and data, we ensure that

- changes are implemented and approved by the same organisational units that created, reviewed and approved the original,
- the persons carrying out the review, modification and approval have the necessary background information,
- the changes are clearly identifiable,
- we will distribute the modified document to all organisational units.

7.5.3. Control of documented information

7.5.3.1. Documented information

We maintain our Integrated Management System and the documented information required by the MSZ EN ISO 9001:2015, MSZ EN ISO 14001:2015 standards and the ESG 2015 standard in order to:

- be accessible and suitable for use where and when needed; (if required by the contract, the documented information will be made available to the customer within the prescribed deadline),
- be adequately protected (e.g. from loss of confidentiality, misuse or loss of integrity). The confidentiality of documents is decided by the head of the organization or is governed by the contract concluded with the client.

7.5.3.2. Control of documented information

Documented information of external origin determined to be necessary for the design and operation of the quality management system is appropriately identified and kept under control.

To monitor documented information, our organization implements the following activities:

- Distribution, access, retrieval and use; (we ensure controlled accessibility, retrieval and the possibility of analysis),
- storage and preservation, including preservation of readability; (we ensure the electronic management of documents and databases, and that they remain readable during any intervention in the system),
- change management (e.g. version management is carried out through regular reviews by managers of individual areas),
- retention and disposal (in accordance with the Document Management Regulation).

8. OPERATION

8.1. Operation, planning and control

The University of Pannonia organization plans, implements and monitors the processes necessary to meet the requirements for the provision of services.

The process development procedure of the University of Pannonia requires the identification of service-related processes. These processes are implemented under regulated conditions in accordance with the relevant legislation, standards and the needs of our customers.

The University of Pannonia:

- It defines service requirements and criteria for accepting products and services.
- It identifies the resources needed to meet the service requirements.
- Implements process monitoring in accordance with criteria.
- Determines, maintains and preserves the necessary level of documented information in order to
    - be sure that the processes were carried out as planned,
    - certifies the compliance of services with requirements.

In our operations, we strive to monitor and control the processes by working in accordance with the regulations, through inspections, inspections, and regular maintenance, which can help to achieve safe, accident-free education and research. We have created a monitoring and observation environment that, according to our experience,

- warns of a possible emergency situation,
- defines the tasks and responsibilities related to the management of emergency situations,

- ensures the preparation of equipment and personnel for effective prevention.

We inform employees and students through training courses about recognizing potential environmental pollution situations, and about the necessary behavior and actions to take in an emergency situation.

8.2. Requirements for products and services

8.2.1. Customer communication

The University of Pannonia ensures efficient and correct contact and reception of inquiries for those who use its services, both during the performance and after the use of the service. The employees of the University of Pannonia who maintain contact with service users ensure full compliance with the requirements set by the management of the University of Pannonia during their activities, keeping in mind that customer satisfaction can be continuously maintained.

The University of Pannonia has defined the basic pillars of effective communication in the following main areas:

- information on services (both in the fields of education and research),
- contract management (creation, modification),
- customer feedback (satisfaction measurement, complaint management),
- development and operation of a one-stop complaint management system.

8.2.2. Determing requirements for products and services

The requirements for the services of the University of Pannonia are set out in the Regulations of the University of Pannonia (which affect the seat of the University, all its sites and all its organisational units in areas not regulated in the (OOR) and the following parts of its Organisational and Operational Rules:

- OOR Part I Organisational and Operational Rules of Procedure – organograms, annexes;
- OOR Part II of the Employment Requirement System (requirements for employees);
- OOR Part III Student Requirement System (requirements related to student affairs).

The uniform requirements system of the University of Pannonia was prepared with the compliance with the applicable laws and standards in mind. The requirements systems and regulations are reviewed every year and, if necessary, amended in order to ensure that the services provided by the University of Pannonia meet expectations.

8.2.3. Review of requirements for products and services

8.2.3.1. Inspection

The University of Pannonia ensures the ability to meet the requirements for the services to be offered to customers. The organization conducts a review of the provision of services prior to commitment. The review includes

- the requirements specified by the customer,
- requirements not specified by the customer but required by law, standards or use,
- requirements set by the University of Pannonia.

The University of Pannonia shall ensure that any contractual or order requirements that differ from those previously stated are clarified. In the event that the customer does not provide documented requirements, the University of Pannonia shall propose the customer requirements prior to acceptance of the order.

8.2.3.2. Documented information

The University of Pannonia preserves documented information

- the results of the inspection,
- any new requirements for services.

The retention period for documented information is determined by Annex 3 of the Document Management Regulation.

8.2.4. Changes to requirements for products and services

If the requirements for the services change, the University of Pannonia will ensure that the relevant documented information is modified and inform the relevant staff of the changed requirements.

8.3. Design and development of products and services

8.3.1. General rules

The University's activities, as stated in the Deed of Foundation of University of Pannonia and in its practical operation, are extremely diverse. Among the complex tasks, the following areas are regulated in detail by the quality documentation:

- educational activities involving student legal status,
- further training and adult education activities,
- scientific activities,
- services,
- general regulation of other activities.

The main activities of the University of Pannonia are education and research. The output of educational activity, as a value-creating process, is the transferred knowledge (intellectual product). The transferred knowledge becomes the result of

the activity through the training process. The most important stakeholders of the training activity are the students, the labor market and the superior bodies.

The University of Pannonia's effort to meet international accreditation (e.g. AACSB) requirements is an important and strategically justified direction. As part of this, regular measurement and development cycles have been established in several faculties along the Assurance of Learning (AoL) logic, which are based on the PDCA cycle (Plan–Do–Check–Act) model. In addition to the quantitative analysis of academic results based on performance statistics, qualitative competency assessment, monitoring the development of competencies and skills acquired by students, and their ability to apply them independently, as well as supporting student development and learning paths are also important parts of quality improvement.

Supporting student autonomy, reflective learning, and the development of soft skills (e.g. critical thinking, collaboration, problem solving) are all essential requirements for international-level education.

The output of research activity as a value-creating process is the research result. The research result is created as a result of a research project process, the most important stakeholders of which are the client or applicant in a narrower sense, and the scientific field, the related educational activity and society in a broader sense.

8.3.2. Design and development planning

The planning and development tasks belonging to the activities of the University of Pannonia are divided as follows:

- Planning for products and services:
  - planning curricula and subjects,

  - semester planning,
  - planning research projects,
  - accreditation.
- Development of products and services:
  - regulation of the training process,
  - development and approval of curricula and subjects,
  - regulation and development of research processes.

During the training development processes, we apply the logic of PDCA, including data continuously collected by the Strategic Planning and Analysis Center and the Directorate of Academic Affairs, which play a key role in the continuous improvement of the quality of training offerings and implementation.

We systematically incorporate information from various data sources into the work and reports of the specialist committees. These processed data are used to produce reports that support training development, which:

- identify gaps and areas for improvement,
- summarize and disseminate good practices,
- customer satisfaction is taken into account, and
- they are also in line with labor market expectations.

The planning and development stages, including the review processes, are the responsibility and authority of the relevant manager in each area. The management of the University of Pannonia decides on the persons involved in the planning and development tasks to be carried out in each area.

8.3.3. Design and development inputs

The level of design and development is determined by the expectations of external and internal stakeholders, as well as compliance with legal and regulatory

requirements and standards. The process is documented to facilitate later retrieval and analysis, making the information available in a further design development phase.

8.3.4. Design and development controls

The University of Pannonia carries out the following activities during the supervision of planning and development:

- Reviewing the results of designs and developments to ensure that they have achieved the desired results.
- Use of the results of regulated complaints handling process.
- Ensuring the existence and retention of properly documented information.
- Approval procedure for verified, verified results.
- Taking necessary measures regarding problems encountered during the activity.

8.3.5. Design and development outputs

The University of Pannonia ensures through its supervisory reviews that the requirements expected from partners are met during the design and development process and that it is suitable for further service delivery processes. The reviews precisely define the characteristics of the services and contribute to the production of services in a safe manner.

8.3.6. Design and development changes

The University of Pannonia ensures that it keeps under its control the changes made during the design and development of products and services to the extent necessary to avoid adverse effects and meet the expected requirements.

We document the information accumulated during design and development and retain it for the prescribed period.

8.4. Control of externally provided processes, products and services

8.4.1. General rules

The University of Pannonia evaluates and selects external resources for the product production process based on their ability to provide a service or deliver a product that meets professional requirements.

In all cases, professional requirements are determined based on the contract concluded with the client, legal regulations, and the internal regulations of the University of Pannonia.

Where possible and justified, we take into account the existence of a quality management system of the supplier or subcontractor. We keep a record of approved suppliers.

8.4.2. Type and extent of control

Procurement activities and sample documents related to the procurement process are contained in the Procurement Policy maintained by the Directorate of Legal Affairs and Procurement. In order to ensure efficient procurement, the requirements are clearly defined in the following documents.

- Valid framework agreements;
- Centralized procurement;
- Procurement assistance;
- Request for quotation template;
- Order request template.

Procurement documents are reviewed before being sent to ensure compliance with the required requirements.

8.4.3. Information for external providers

The University provides all external service providers with the requirements and information necessary for performance, which are essential for the provision of appropriate services, before entering into a contract. The requirements are included in requests for proposals, orders and contracts concluded with service providers. These may include the following:

- processes to be carried out for services,
- methods, data and certificate of conformity of inspections to be carried out,
- cooperation conditions,
- certification of competencies,
- supervisory inspection certificates.

8.5. Production and service provision

8.5.1. Control of product production and service provision

The operation of the processes of the University of Pannonia's organization is regulated by quality management and environmental protection procedures, the Organisational and Operational Rules, the University's regulations, and the relevant legal provisions.

The senior management of the University of Pannonia ensures that the work is carried out with appropriate means (personal and material conditions) and in accordance with the necessary technological process, taking into account the provisions of the Integrated Management System.

We ensure compliance with the specified requirements by regulating the following circumstances:

- where necessary, documents regulating the process are available,
- in an appropriate environment, appropriate tools are used to perform the given activity,
- a record of conformity is prepared for each service in accordance with the requirements,
- we monitor and measure the adequacy of processes.

8.5.2. Identification and traceability

The University of Pannonia identifies all services, documents the location, time, type of service performed, and the name of the person performing the work in a worksheet/ticketing system or by issuing a certificate of completion. The identification and traceability of the service from the submission of the offer to the completion of the activity is enabled by documentation (order or contract) with a unique identifier.

8.5.3. Property belonging to customers or external providers

The University of Pannonia keeps the property of external partners (both tangible assets and intellectual property) under its control and carefully manages it as long as it is under the control of the University of Pannonia or used by the University of Pannonia. The management of assets or intellectual property owned by external partners is regulated by the contract concluded with the external partners. The organization identifies, verifies, protects and safeguards the property of external partners transferred for use. If the property of an external partner is lost, damaged or otherwise rendered unfit for use, the organization notifies the external partner of this and then prepares and maintains documented information about what happened.

8.5.4. Preservation

The responsibility for warehousing, goods handling and the receipt of products and materials from suppliers is laid down in the Procurement Policy. The Asset Management Policy provide for the preservation, maintenance and utilization of any assets owned by the University, ensuring that the organization meets high standards in the production of products and provision of services.

8.5.5. Post-delivery activities

The University of Pannonia meets the requirements for post-delivery activities related to its services. When determining the necessary extent of these activities, the organization considers

- legal and other regulatory requirements,
- possible unintended consequences related to the product or service,
- the nature, application and intended lifespan of the products,

- customer requirements and feedback.

8.5.6. Control of changes

The University of Pannonia reviews and monitors changes in activities related to its services to the extent necessary to ensure continued compliance with requirements.

The organization shall retain the results of the review of changes, the name(s) of the person(s) who authorized the changes, and any other documents describing the necessary actions resulting from the review.

8.6. Release of products and services

The University of Pannonia shall not deliver the services until the planned measures to demonstrate conformity have been properly implemented, unless otherwise approved by a duly authorized person (e.g. the customer) - where applicable. The organization shall prepare and maintain documented information about the service process, which shall include:

- evidence of compliance with the acceptance criteria,
- traceability to the person who authorized the transfer of the service result.

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8.7. Control of nonconforming outputs

The University of Pannonia takes corrective action depending on the nature of the nonconformity and its impact on the compliance of the services.

This also applies to non-conformities that are detected after delivery or service provision. The organization initiates corrective action for the non-conforming service, in which case the customer is informed of the progress.

If it is possible to correct the non-conforming output, the organization shall demonstrate compliance with the requirements by producing and maintaining documented information. It shall operate a complaint management system for reporting non-conformities.

9. PERFORMANCE EVALUATION

9.1. Monitoring, measurement, analysis and evaluation

9.1.1. General rules

The University of Pannonia pays special attention to the continuous monitoring and evaluation of the efficiency and effectiveness of processes during the operation of the Integrated Management System. The analysis of deviations and non-conformities identified in the framework of quality and environmental-focused and process development surveys, internal audits and inspections is carried out at the system level.

Evaluation activities can be continuous or periodic and include:

- measuring and benchmarking the performance of operational processes,
- analyses supported by statistical methods,
- analysis of statements, indicators and trends,
- and identifying development needs.

Based on the results of the assessments, corrective actions are developed to eliminate the identified causes. Evaluation mechanisms and decision rules related to certain processes are recorded in advance, enabling intervention. The goal of this complex system is that the evaluation processes do not only provide feedback, but also facilitate conscious, data-driven decision-making and the continuous development of the Integrated Management System.

9.1.2. Customer satisfaction

The University of Pannonia is committed to the regular and structured assessment of the satisfaction of stakeholders — especially internal (students, employees) and external partners (suppliers, cooperating organizations, partners

using external services) — and to the implementation of developments based on their feedback. Within the framework of the Integrated Management System, the purpose of satisfaction measurement is to support the achievement of strategic and operational goals, maintain the trust of partners, and continuously improve the level of service.

Regular student satisfaction surveys, periodic employee satisfaction surveys, and surveys related to partnership cooperation serve to document, collect, and evaluate the handling of partner opinions, suggestions, and complaints regarding the operation of the University:

- documents regulating satisfaction measurements:
  - student satisfaction measurement document
  - document on measuring satisfaction of doctoral students
- supplier evaluation
- employee satisfaction measurement document
- complaint handling results

The procedures and responsibilities related to each measurement are recorded in separate regulatory documents, ensuring the uniformity, transparency and feedback of the measurement processes. The evaluation of the measured results is carried out as part of the management reviews and forms the basis for the planning and implementation of measures aimed at continuous improvement.

The University's Alumni Strategy provides a framework for the relationship between the institution and its graduates.

9.1.3. Analysis, evaluation

The University of Pannonia carries out data collection and data recording activities in a continuous, regulated manner in order to provide sound information

for evaluating the organization's operations, examining the efficiency of processes, and monitoring the satisfaction of stakeholders - especially students, employees, and partners.

The purpose of data collection, processing and analysis is to achieve objective, evidence-based decision-making, which forms the basis for initiating development and corrective measures, managing risks, and improving quality and environmental performance.

The scope, type and extent of data collection are determined by the institution's management, taking into account the institution's strategic objectives, the findings of the previous year's audits, and changes in organisational operations, based on the professional recommendations of the Quality Development Group of the Center of Excellence.

The process aims to:

- ensure systematic monitoring of process and performance indicators,
- provide support for the operation of the continuous improvement cycle (PDCA),
- help to establish the basis for strategic and operational decisions,
- promote customer focus and compliance with standard requirements.

The Privacy and Data Protection Policy of the University of Pannonia contains, among other things, detailed regulations regarding the handling of data.

9.2. Internal audit

The University of Pannonia conducts an assessment of the operation of the Integrated Management System at regular intervals, but at least once a year, in order to continuously ensure the effectiveness and adequacy of the management system. The purpose of the review activities is to confirm:

- whether the operation of the system is in accordance with the relevant standard requirements (MSZ EN ISO 9001:2015, ISO 14001:2015), or
- whether the application of documented processes in practice is efficient and effective.

Independent auditors are responsible for conducting internal audits, and they perform the audit activities based on the approved annual audit plan and using pre-prepared checklists. The audits cover the following organisational levels and units:

- university faculties,
- comprehensive organisational units,
- organisational units,
- units that are not considered organisational units.

During the audit, auditors record the findings in writing, including similarities, differences and development opportunities. In case of a discrepancy or deficiency, an action plan is developed in consultation with the head of the relevant organisational unit, which defines the necessary corrective measures. Their implementation is examined in the framework of a follow-up audit.

Within the framework of the Integrated Management System, the institution determines the data to be collected and evaluated for each process, which is based on the following:

- the operational characteristics,
- relevant legal and regulatory requirements,
- experiences from previous audits and non-conformance investigations.

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The necessary control points, inspection frequency, person responsible for performing the inspection and acceptance criteria are defined for each process and recorded in the Integrated Quality and Environmental Management Procedures.

The aim of this structured and documented approach is to operate the system systematically, reduce risks, promote continuous improvement, and maintain the trust of stakeholders in the quality and environmentally conscious operation of the institution.

9.3. Management review

The management review is conducted annually by the managers assigned to it. The review participants submit annual reports and annual plans for each area. Each submission contains summary data on the goals planned for the previous year and their implementation, as well as the justification for any deviations. The management review is also part of the University's quality planning process.

9.3.1. General rules

The senior management reviews and evaluates the institutional operations annually. The management review covers training and research activities, as well as the operation of the University's quality management system. The participants in the review are:

- the chancellor,
- the rector,
- the Rector's Commissioner for Quality Development,
- invited persons regarding current topics.

9.3.2. Management review inputs

The following will be reviewed during the management review:

- status of actions resulting from previous management reviews;
- changes in external and internal factors that are relevant to the quality management system;
- information on the performance and effectiveness of the quality management system, including trends:
    1) customer satisfaction and feedback from key stakeholders;
    2) the extent to which quality and environmental objectives are met;
    3) information on the organization's environmental performance, including trends:
    4) the performance of processes and the conformity of products and services;
    5) non-conformities and corrective actions;
    6) monitoring and measurement results;

7) the audit results;

8) performance of external service providers;

- adequacy of resources;
- regarding risks and opportunities
- effectiveness of measures taken;
- development opportunities.

9.3.3. Management review outputs

A Management Review Report is prepared for the management review, which includes the assessment of the review, the corrective actions identified during the review, and the areas for development, broken down as follows:

- continuous development opportunities;
- requests for changes to the quality and environmental management system;
- resource requirements;
- conclusions on the continuing suitability, adequacy and effectiveness of the environmental management system;
- measures, if necessary, if environmental objectives are not met;
- opportunities to improve the integration of the environmental management system with other business processes, as needed;
- any changes in the organization's strategic direction.

10. IMPROVEMENT

10.1. General rules

In order to meet the expectations of stakeholders and customer requirements at a high level, the University of Pannonia has identified those strategic and operational development areas whose targeted development contributes to:

- the proactive management of future customer (client, student, partner) needs, through the development of the necessary capacities and competencies,
- identify, prevent and manage undesirable effects and risks, including the operation of a system of corrective and preventive measures,
- increase the performance, efficiency and effectiveness of the Integrated Management System, with particular regard to education, research and support processes.

The definition of development directions is based on the analysis of risks and opportunities, alignment with strategic goals, and regular evaluation of management reviews and feedback from stakeholders.

10.2. Nonconformity and corrective action

The University of Pannonia takes action to correct a “non-conformity” when it occurs. The method of correction is corrective action, during which:

- reviews and analyzes non-conformity,
- determines the reasons,
- checks whether additional or similar non-conformities exist or may occur during the processes.

The purpose of corrective action is to prevent the occurrence of the cause by eliminating it. During corrective action, the organization implements all necessary activities and checks the effectiveness of the action and whether the correction affects the activities related to risks and opportunities.

In the event of identified non-conformities, the University of Pannonia takes measures to correct them and eliminate the root causes within the framework of a regulated procedure. The aim of managing non-conformities is to maintain the efficiency of the Integrated Management System and prevent the occurrence of similar errors in the future.

When implementing corrective actions, the organization applies the following steps:

- review and analysis of the fact of non-compliance,
- determining the root causes,
- investigating the potential occurrence of similar non-conformities in other processes,
- planning and implementing the necessary corrective actions,
- assessing the effectiveness of measures,
- examining whether the measures affect processes related to risks and opportunities.

The management of non-conformities and related corrective actions is regulated in detail in the document entitled Management of Non-Compliant activities in the Integrated Quality and Environmental Management System of the University of Pannonia.

10.3. Continual improvement

The management of the University of Pannonia is committed to ensuring that the Integrated Management System is an integral part of the organization's operations and is integrated into all processes of the University. The management recognizes that the effectiveness and sustainability of the system's operation is a basic condition for achieving strategic goals.

The management regularly collects, evaluates and analyzes information regarding the operation and performance of the Integrated Management System and formulates improvemnet proposals taking into account the findings and feedback from internal and external stakeholders.

The continuous improvement of the management system is based on information and evaluation from multiple sources, with particular attention to the following:

- the guidelines set out by the Integrated Quality and Environmental Management Policy,
- for the defined quality and environmental objectives and for the evaluation of their implementation,
- the results of internal and external audits,
- to analyze process performance data and trends,
- to implement identified non-conformities, corrective and, if necessary, preventive measures,
- and the findings and recommendations of regular management reviews.

The aim of improvement activities is to increase the effectiveness of the management system, ensure continuous improvement, and maintain and increase the satisfaction of customers, students, partners and other stakeholders.

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11.FINAL PROVISIONS

The Integrated Quality and Environmental Management Manual was approved by the Senate at its meeting on September 25, 2025, with Senate Resolution No. 137/2025.(IX.25.). The Manual will enter into force on October 31, 2025, following its adoption by the Board of Trustees. At the same time, the Integrated Quality and Environmental Management Manual approved by Senate Resolution No. 208/2024. (X.31.) shall be rendered ineffective.

Veszprém, September 25, 2025

Dr. János Abonyi
rector

Zsolt Csillag
chancellor

Adopted by resolution no. 101/2025. (10.09.) of the Board of Trustees.

Veszprem, October 9, 2025

Dr. Zoltán Birkner
chairman

12.LIST OF FIGURES AND TABLES:

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13.ANNEXES

Annex No. 1

List of changes:

Date	Nature of change	Modified pages
2023. 12.18.	**Development**	**7, 8, 10, 14, 15, 23, 27, 37-38, 45, 62, 67**
2024. 12.02.	**Modification according to ESG points, Specification of stakeholders, Aspiration towards information- and data security, Specification of external and internal stakeholders, ESG-ISO Matrix**	**8,11,16,23,25,33,42,49,53,73, 74,75,76**
2025. 10. 31.	**Organisational changes, implementation of integrated management system developments**	

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Annex No. 2

Version number	Date of publication	Effective date	Date of repeal	Senate resolution number, Board of Trustees resolution number*
00	18.12.2023	18.12.2023	02.12.2024	Senate Resolution 196/2023. (X.26.) Board of Trustees resolution 114/2023. (10.27.)
01	02.12.2024	02.12.2024	31.10.2025	Senate Resolution 208/2024. (X.31.) Board of Trustees resolution 144/2024. (11.21.)
02	31.10.2025	31.10.2025	-	Senate Resolution 137/2025. (IX.25.) 101/2025. (10.09.) Board of Trustees resolution

* if the entry into force of the rules is subject to adoption by the Board of Trustees

Annex No. 3

Concepts and definitions:

- **Documented information:** Information that is recorded in written, printed, or digital form for the purpose of later retrieval and use. Information that an organization must maintain and preserve under its control, and the medium that contains the documented information (which can exist on any medium and come from any source).
- **Document:** Information, which is on paper or electronic media, is of a prescriptive and evidentiary nature, external or internal in type. Documents that are required to follow changes are prescriptive regulations related to the operation of the Integrated Management System.
- **Proceedings:** A prescribed way of carrying out an activity or a process.
- **Interested parties:** A person or group affected or interested in the environmental performance of an organization.
- **Notes, certificates:** Documents certifying the performance and/or compliance of an activity, which can be prepared within the organization (e.g.: registers, protocols, forms) or outside the organization (e.g.: protocols of official inspections).
- **Process:** A series of related or interacting activities that transform inputs into outputs.
- **Corrective action:** Action taken to eliminate the cause of a detected nonconformity or other undesirable situation. (A nonconformity may have more than one cause. Corrective action is taken to prevent the nonconformity from recurring, while risk management action is taken to prevent its occurrence.) Corrective action is different from corrective action.

- **Head of Integrated Management System (QMS, EMS Head):** The Rector's Commissioner for Quality Development is responsible for the development and maintenance of the Integrated Management System, regardless of his/her other duties.
- **Corrective action:** Action to eliminate a detected deviation.
- **Manual:** This document defines the Integrated Management System of the University of Pannonia - as an organization.
- **EMS:** Environmental Management System.
- **Environmental goal:** A comprehensive long-term plan consistent with the environmental policy that the organization has set for itself to achieve and which is quantified, where possible.
- **Environmental impact:** Any change in the environment – harmful or beneficial – that results, in whole or in part, from environmental factors affecting the organism.
- **Environmental policy:** The organization's overall intentions and environmental focus related to its environmental performance, as stated by senior management.
- **Environmental performance:** Measurable results of managing the organization's environmental factors.
- **Environmental management system review:** That part of the overall management system that includes the organisational structure, planning activities, responsibilities, practices, procedures and resources necessary to develop, implement, perform, review and maintain the environmental policy.
- **Compliance:** Compliance with specified requirements.

- **Client (student or external partner):** A natural or legal person who uses a product/service from the University of Pannonia.
- **Quality goal:** Goals affecting the University of Pannonia and influencing quality, the definition of which is based on the quality policy.
- **Quality policy:** The University of Pannonia's quality concepts and objectives, which are in line with the organization's mission and provide a framework for quality goals.
- **QMS:** Quality Management System.
- **Traceability:** The ability for an organization to track the history, application, or location of a service. Traceability may relate to:
  - the origin of the materials, chemicals, and technological devices used,
  - the permissions, location, and processes of the service.
- **Supplier:** A natural or legal person who supplies materials, products, services or information to the University of Pannonia. The supplier may be internal or external to the organization. In a contractual relationship, the supplier may act as a "contractor".
- **Organization:** A group of natural persons or a legal entity that has its own functions, responsibilities, powers and relationships to achieve its goals.
- **Organization and its environment:** A combination of internal and external factors that may affect the University of Pannonia.
- **Design and development:** A set of processes whose inputs are mostly based on research results, which are transformed into more detailed requirements as outputs.
- **Instructions:** A set of regulations specific to a given area or activity, regulating an activity in detail, for a specific period of time. Each employee

concerned ensures its implementation in their own area of work and within their competence.

Annex No. 4

ESG 2015	ISO9001	Publication in the Integrated Manual
1.1 Quality Policy	5.2 Quality policy	The Integrated Quality and Environmental Management Policy of the University of Pannonia is an intention accepted and officially declared by the management, which is in line with the objectives of the University of Pannonia.
1.2 Development and approval of training programs	4.4 Quality management system and its processes	The University's quality management activities are systematized taking into account the standards of ISO9001, ISO14001 and the European Higher Education Area quality assurance, and based on the Organisational and Operational Rules of the University of Pannonia.
1.3 Student-centered learning, teaching, and assessment	4.2 Understanding the needs and expectations of interested parties; 5.1.2 Customer focus	The main goal is to understand and measure the needs of stakeholders and improve services.
1.4 Admission, progression, recognition of studies and award of qualifications	5.1.2 Customer focus	Providing high-level and quality service by using training procedures applied in practice, in accordance with external and internal regulations.

ESG 2015	ISO9001	Publication in the Integrated Manual
ESG 1.5 Instructors	7.1.2 Employees; 7.2 Preparedness, competence	The organization of the University of Pannonia determines the knowledge and competencies necessary for its processes and quality services as set out in the Employment Requirement System.
1.6 Study support and student services	7.1.3. Infrastructure; 7.1.4. Operating environment of processes; 7.1.5. Resources; 8.5.1. Regulation of product production and service provision.	The University of Pannonia provides the necessary infrastructure to ensure the adequacy of service processes and the satisfaction of those using its services.
1.7 Information management	7.5 Documented information	We have determined that documented information is necessary for the effectiveness of the Integrated Management System. When developing the documentation system, we took into account the requirements of the standard, in line with the efficient operation of our processes.
1.8 Public information	7.5 Communication	The organization defines in detail the internal and external communication that is essential to the

ESG 2015	ISO9001	Publication in the Integrated Manual
		management system: What, when, with whom, how, and who should communicate.
1.9 Continuous monitoring and regular evaluation of training programs	8.1. Operation, planning and supervision	The University of Pannonia organization plans, implements and monitors the processes necessary to meet the requirements for the provision of services.
1.10 Regular external quality assurance	9.2 Internal Audit; 9.3 Management Review	All elements of the quality management system are reviewed regularly, at least once a year.