



**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).

Prepared by: Quality Management Centre

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# INTEGRATED QUALITY AND ENVIRONMENTAL MANAGEMENT MANUAL OF THE UNIVERSITY OF PANNONIA\_PE-IK

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## 0. INTRODUCTION

The Integrated Quality and Environmental Management Manual (hereinafter referred to as: “Manual”) issued by the University of Pannonia (hereinafter referred to as: “University”) on the basis of the Organisational and Operational Rules (hereinafter referred to as: “OOR”), Part I Organisational and Operational Rules of Procedure (hereinafter referred to as: “OORP”) approved by the Senate of the University of Pannonia and adopted by the Foundation for the University of Pannonia acting as the operator exercising founders’ and ownership rights (hereinafter referred to as: “Operator”) and on the basis of the resolution by the Board of Trustees on the rules of procedure for adopting the regulations of the University of Pannonia by the Board of Trustees are as follows.

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

### General provisions

- a) The present Manual summarizes the University’s quality management activity, supervision and development, based on the external and internal expectations and the Organisational and Operational Rules of the **University of Pannonia**.
- b) In order to preserve and continuously develop the standards already achieved by the **University of Pannonia** in education and research, a quality management and environmental management system is operated, elaborated in coherence with the University’s objectives. The Manual has



been elaborated based on the best practices applied and proven in the institution, taking into account the standards, directives and expectations of the Standards and Guidelines for Quality Assurance in the European Higher Education Area (hereinafter referred to as: “ESG”), in accordance with the relevant chapters of the MSZ EN ISO 9001:2015 quality management standard and the MSZ EN ISO 14001:2015 environmental management standard tailored to it.

The objective of the present Policy – in coherence with the University’s values – is the quality assurance and continued development of the advanced educational, research and scientific activity, and related professional, management and maintenance processes and to improve the level of satisfaction of the external and internal stakeholders.

#### The effect of the Integrated Quality and Environmental Management Manual

The validity of the Manual extends to:

- a) To all faculties, comprehensive organisational units, organisational units, all units not classified as organisational units and citizens of the University;
- b) The subject validity of the Manual extends to the activities of education, research and training organisation and the related professional, management and maintenance processes.

## 1. AREA OF APPLICATION

The Integrated Quality and Environmental Management System (hereinafter referred to as: “Integrated Management System”) according to the MSZ EN ISO





9001:2015 and the MSZ EN ISO 14001:2015 standards concerns the following activities:

- a) BSc, MSc, and PhD degrees, adult training, postgraduate advanced training, tertiary vocational training, professional consultancy, language examinations.
- b) Basic, applied and experimental researches and developments and other research activities supporting education in the areas linked to training and scientific fields.
- c) Scientific organisation, technological innovation, patents.
- d) Related professional, financial and maintenance processes.



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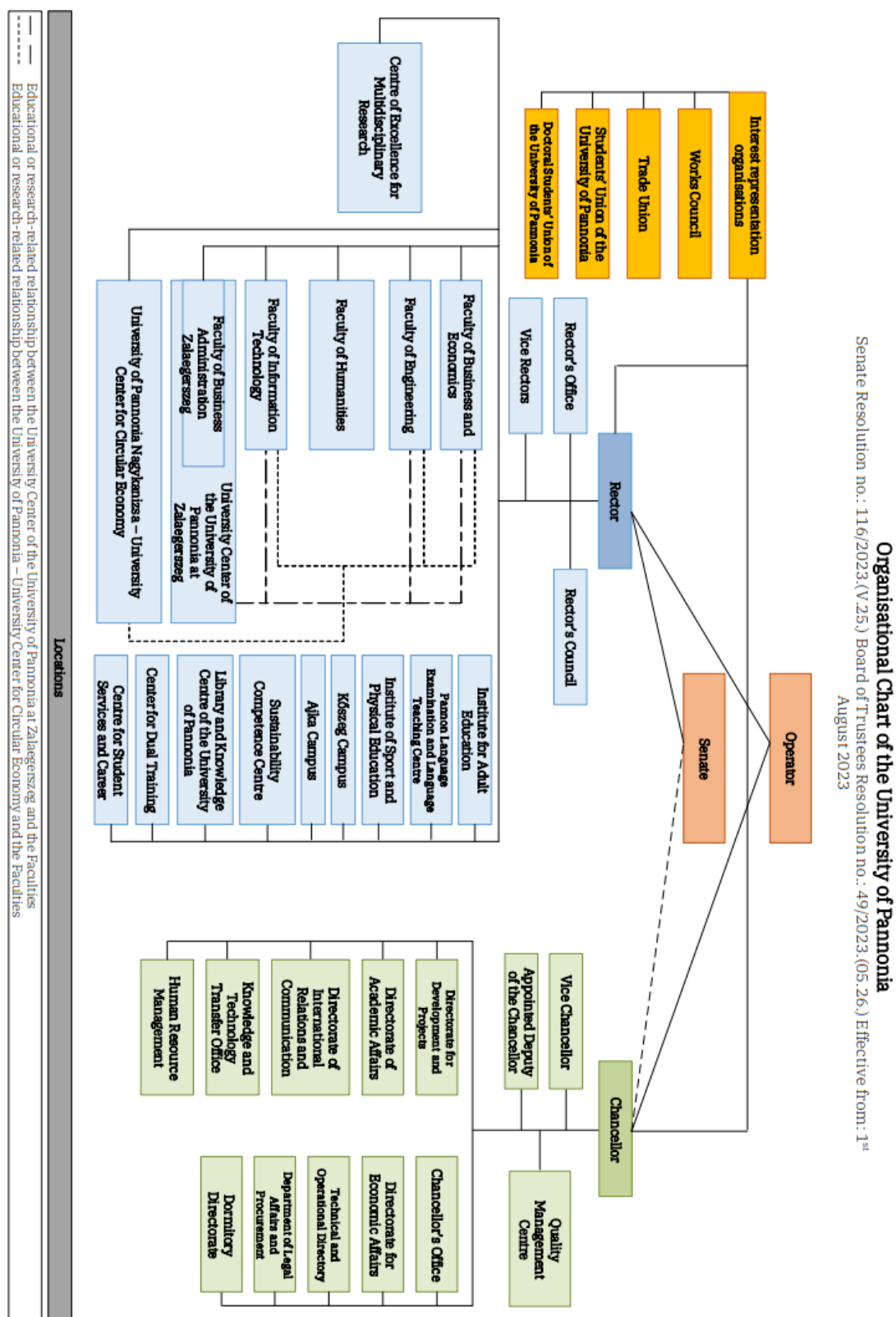


Figure 1. The organisational structure of the University of Pannonia



### 1.1. Manager's statement

- a) The manual, in accordance with the provisions of the **MSZ EN ISO 9001: 2015** and the **MSZ EN ISO 14001: 2015** standards, outlines the management activities and unambiguously defines the Integrated Management System of the **University of Pannonia**, covering the scope of the Integrated Quality and Environmental Management Manual.
- b) The effective documents of the **Manual** and Management Procedures related to the Management System are available to all organisational units at the website of the **University of Pannonia** (<https://minosegiranynitas.uni-pannon.hu/szabalyzat>).
- c) Knowledge and observance of the contents of the Integrated Quality and Environmental Management Manual and the Policies related to the Management System is mandatory for all employees of the University of Pannonia who are in an employment or any other form of engagement with the University, including all faculties, comprehensive organisational units, organisational units and units not classified as organisational units involved in the certification process.
- d) The continuous updating of the Manual is the responsibility of the director of the Quality Development Centre, and the implementation of its content is the responsibility of the employees of the faculties concerned, comprehensive organisational units, organisational units and all units not classified as organisational units.



- e) The Manual serves as information material for the partners contractual relationship with the **University of Pannonia**, and as an expectation to its subcontractors, suppliers and customers.

.....  
Dr. András Gelencsér  
rector

.....  
Zsolt Csillag  
chancellor

## 1.2. Introduction of the University of Pannonia

The history of the **University of Pannonia** at Veszprém dates back to 1949. This was the year the city of Veszprém was selected as the site for the Faculty of Heavy Industrial Chemistry of the then Technical University of Budapest (BME, Budapest University of Technology and Economics). Károly Polinszky, senior lecturer of the Department of Chemical Technology at BME, was commissioned in the spring of 1949 to organise the new faculty.

The University, having become independent in 1951 under the name of Veszprém University of Chemical Engineering, was headed by Károly Polinszky. As the university functioned with one faculty, the dean also exercised the rights of the rector. The head of the university was officially assigned as the rector on 1 September 1962.

The name of the University was changed to University of Veszprém on the academic year 1990/91, and its two new faculties, the Faculty of Engineering and the Faculty of Teacher Training were also established at this time.

In the academic year 1995/96, the University of Veszprém shifted from bound curricula based training to course credit based training. The Hungarian



Accreditation Committee declared the institution in 1997/98 an accredited university. Following this, upon initiation by the Faculty of Teacher Training, the Pedagogical Research Institute was established at Pápa, and simultaneously, nine founders in 1998 in the city of Nagykanizsa established the Kanizsa Foundation for Tertiary Education, and in 2000, the Nagykanizsa off-site Training Centre of the University of Veszprém was established.

The cooperation that developed between Keszthely and Veszprém in the training of agricultural chemists and agricultural engineers had already looked back on a history of 30 years at the time. It was therefore no surprise that the integration of the institutions of higher education brought about changes in Veszprém, too: The two old allies, the University of Veszprém and the Georgikon Faculty of Agriculture of the Pannonian University of Agricultural Sciences, officially joined forces in 2000. This fruitful cooperation lasted for more than twenty years.

The integration created an intellectual centre in Transdanubia with a truly regional role. The integrated University of Veszprém provided training in natural sciences, engineering, teaching, arts, fine arts and economics to its students, with an extensive network occupying a large part of Transdanubia.

The doctoral schools began functioning in 2001; currently applicants can select from five doctoral schools at the University of Pannonia. Of the eight fields of science identified in the government decree, PhD training is conducted in four (natural sciences, technical sciences, social sciences and arts).

Also in this year, the Independent Institute of Economics and the Independent Institute of Information Technology and Electrical Engineering seceded from the Faculty of Engineering, and started down their own paths of development. In September 2003, two institutes were upgraded to the rank of faculty, and began



functioning independently under the names of Faculty of Business and Economics and Faculty of Information Technology.

The academic year 2004/2005 brought another breakthrough in the institution's development, as BSc training began at the Department of Technical IT – among the first such in Hungary. In the year that followed, the new BSc and BA courses were launched at every faculty of the University and preparation for the MSc courses began.

As of 1<sup>st</sup> March 2006, the University of Veszprém was renamed University of Pannonia, using which expresses better the regional contribution and mission of the University, also carrying a strategic message, considering the increasing significance of networking.

The training range of the institution with serious professional traditions and a long history covers the majority of scientific fields. Five faculties of the institution – namely the Faculty of Business and Economics, the Faculty of Engineering, Faculty of Humanities (formally: the Faculty of Modern Philology and Social Sciences), the Faculty of Information Technology and the Faculty of Business Administration are located at Zalaegerszeg, at the sites and off-site training locations defined in the Founding Document of the University of Pannonia.

The Kőszeg Campus of the University of Pannonia commenced operations on 1 January 2016.

As a consequence of the amendments of Act CCIV of 2011 on National Higher Education in 2020, more significant changes came about in the organisational structure of the University of Pannonia. On 31 July 2020 the Georgikon Faculty seceded from the organisation of the University of Pannonia, and was integrated by Szent István University. At the same date, the Faculty of Business Administration



of the Budapest Business School (Faculty of Business Administration at Zalaegerszeg) seceded from the organisation of Budapest Business School and acceded the University of Pannonia. Institutional transformation meant that the scope of agricultural sciences was removed from the institutional portfolio, but by strengthening the training of economists, in practice at the Zala County seat since 1971 and by the introduction of other faculties and the establishment of further institutes, and by developing industrial relations, the University of Pannonia created a new knowledge centre at Zalaegerszeg. Simultaneously to the establishment of the University Center of the University of Pannonia at Zalaegerszeg, as a result of the expansion of the training and research activities at Nagykanizsa, by the reorganisation of the Nagykanizsa Campus, the University of Pannonia Nagykanizsa - University Center for Circular Economy was established in 2021.

The National Assembly approved the proposal on the Foundation for the University of Pannonia and the funding to be provided to the University on 15 December 2020. In 2022, the University of Pannonia added a new training location through the establishment of the Ajka Campus.

**According to the legal regulation, the trustee foundation of public interest shall exercise the rights of the founder and operator of the University of Pannonia, seated in Veszprém as of 1 September 2021, ensuring the conditions of operation and the implementation of the objectives of institutional development, and undertaking asset management.**

The continuous dynamic growth of the University of Pannonia and its commitment to quality education is well shown by the several high-ranking recognitions the university has been awarded. The Faculty of Business and Economics was the first in the country in 2008 to be awarded the Quality Higher Education prize, and in



2011, the Faculty of Engineering also received the golden grade of this recognition. The degree in chemical engineering – as the first such in Hungary – was also accredited by the Institute of Chemical Engineers of Great Britain. In recognition of its outstanding role contributing to the region’s development, the University was awarded the “Királyi Régióért” (For the Royal Region) Prize in 2009 and in 2010, it was awarded the “Excellent University” ministerial recognition. Concerning the period 2013–2016, of all the tertiary educational institutions of Transdanubia, only the Faculty of Engineering of the University of Pannonia received the “Research Faculty” rating.

The detailed history of the **University of Pannonia** can be found on the University’s website: <https://international.uni-pannon.hu/about/our-mission> .

The organigram of the **University of Pannonia** can be found as an annex to its Organisational and Operational Rules of Procedure (hereinafter referred to as: “OORP”) at the university’s website.

## 2. NORMATIVE REFERENCES

In the course of determining the requirements of the Integrated Management System, the Manual follows the sections of the ISO 9001 standard, furthermore the requirements of the ISO 14001 standard and the expectations of the ESG standard with easy manageability in the focus.

The Integrated Quality and Environmental Management Manual serves three purposes:

- It includes the fields of application, the Integrated Quality and Environmental Management Policy of the Integrated Management System of the University of Pannonia and its objectives related to quality and environment protection.





- It describes the activities necessary for fully meeting the legal provisions (laws, relevant and effective regulations) and customer requirements.
- It may be used as quality related information and communication tool for all units of the University of Pannonia and its external connections.

### 3. TERMS AND DEFINITIONS

The source of the management terms and definitions used in the Integrated Quality and Environmental Management Manual and the Integrated Management Procedures and applied in practice: Quality management systems. Basics and terminology, (ISO 9000:2015) standard and Section 3 of the ISO 14001:2015 standard.

- **Document:** Information found on paper or electronic data carrier, of provisional and proving nature, external or internal by type. Documents with mandatory change tracking are the provisional regulations related to the operation of the Integrated Management System.
- **Documented information:** It refers to the data that an organization is mandated to retain and preserve under its control, encompassing the medium housing this information, which may exist on any platform and originate from various sources.
- **Manual:** The present document, which defines the Integrated Management System of the University of Pannonia, as an organisation.
- **Records and documents:** The documents certifying the completion and/or compliance of a particular activity, which may be effected within the organisation (e.g. records, protocols and forms), or outside the organisation (e.g. reports of the inspections carried out by customers or the authorities).



- **Instruction:** The totality of specifications, valid for a certain period of time, regulating a particular activity in detail, characteristic of the field or activity in question. All employees arrange execution in his work area and scope of authority.
- **Process:** A series of interconnected or interacting activities that converts inputs into outputs.
- **Organisation and its environment:** a combination of internal and external factors that may affect the University of Pannonia.
- **Quality Goal:** In alignment with the quality policy, the University of Pannonia establishes quality objectives as part of its regulatory framework.
- **Quality Policy:** The quality policy of the University of Pannonia aligns with the organization's mission and serves as a framework for quality objectives.
- **Corrective action:** Activity aimed at preventing the cause of a detected deviation or other undesirable situation. (A deviation may have more than one reason. The corrective action is performed to prevent repeated occurrence of the deviation, while risk management activity is performed to prevent occurrence.) Repair activity is different from corrective activity.
- **Corrective activity:** Action to terminate a detected deviation.
- **Compliance:** Coherence with the specified requirements.
- **Customer (buyer, student):** Az organisation or person which or who receives a product or service from the University of Pannonia.
- **Traceability:** Capability of the organisation to trace the past, application or location of the service. Traceability may apply to:
  - The origin of the materials, chemical and technological equipment,
  - The licences, location and processes of the service.



- **Supplier:** Any organisation or person who supplies materials, products, services or information to the University of Pannonia. The supplier may be from within the organisation or it may be external. In a contractual relationship, a vendor (supplier) may be referred to as a “contractor”.
- **Design and development:** A set of processes where inputs, largely derived from research results, are transformed into more detailed requirements as outputs.
- **The manager of the Integrated Management System (QMS, EMS manager):** The director of the Quality Development Centre, who is responsible – independently from his other responsibilities – of the elaboration and maintenance of the Integrated Management System.
- **EMS:** Environmental Management System.
- **Environmental factor:** An element of the activity, products or services of an organisation that may interact with its environment.
- **Environmental impact:** All changes taking place in the environment – detrimental and beneficial alike – that partly or completely emanates from the organisation’s environmental factors.
- **Environmental objective:** A long-term, comprehensive plan consistent with the environmental policy, which the organisation has set for itself and which – where possible – is quantified.
- **Environmental performance:** Measurable results of the management of the organisation’s environmental factors.
- **Environmental policy:** The comprehensive intentions of the organisation related to environmental performance and its environment-orientation according to the official statement of the top management.



- **Review of the environmental management system:** A part of the comprehensive management system, which includes the organisational structure, planning activities, responsibilities, practices, procedures and resources required for the elaboration, implementation performance, auditing and maintenance of the environmental policy.
- **Stakeholders:** The person or group concerned by or having an interest in the environmental performance of the organisation.
- **Organisation:** A person or a group of people with defined functions, responsibilities, powers, and relationships to achieve objectives.

#### 4. THE ENVIRONMENT OF THE ORGANISATION

The **University of Pannonia** has established, introduced and operates the its system in compliance with the ISO 9001 and ISO 14001 system standards, synchronised with the fundamental document of European tertiary education quality assurance and the expectations of the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG) containing standards and directives.

The basis of elaborating the Integrated Management System are formed by the organisational structure and the processes related to the activity and the interactions of these, the particularities of the service sector and the existing operation regulations and practice.

##### 4.1. Understanding the organisation and its environment

The Integrated Quality and Environmental Management Policy has defined the strategic direction and the important aspects that may influence the results expected from the Integrated Management System's operation. The processes and

their interactions are presented in a process development documentation, as documented information according to a process map.

Understanding the organisation and its environment:

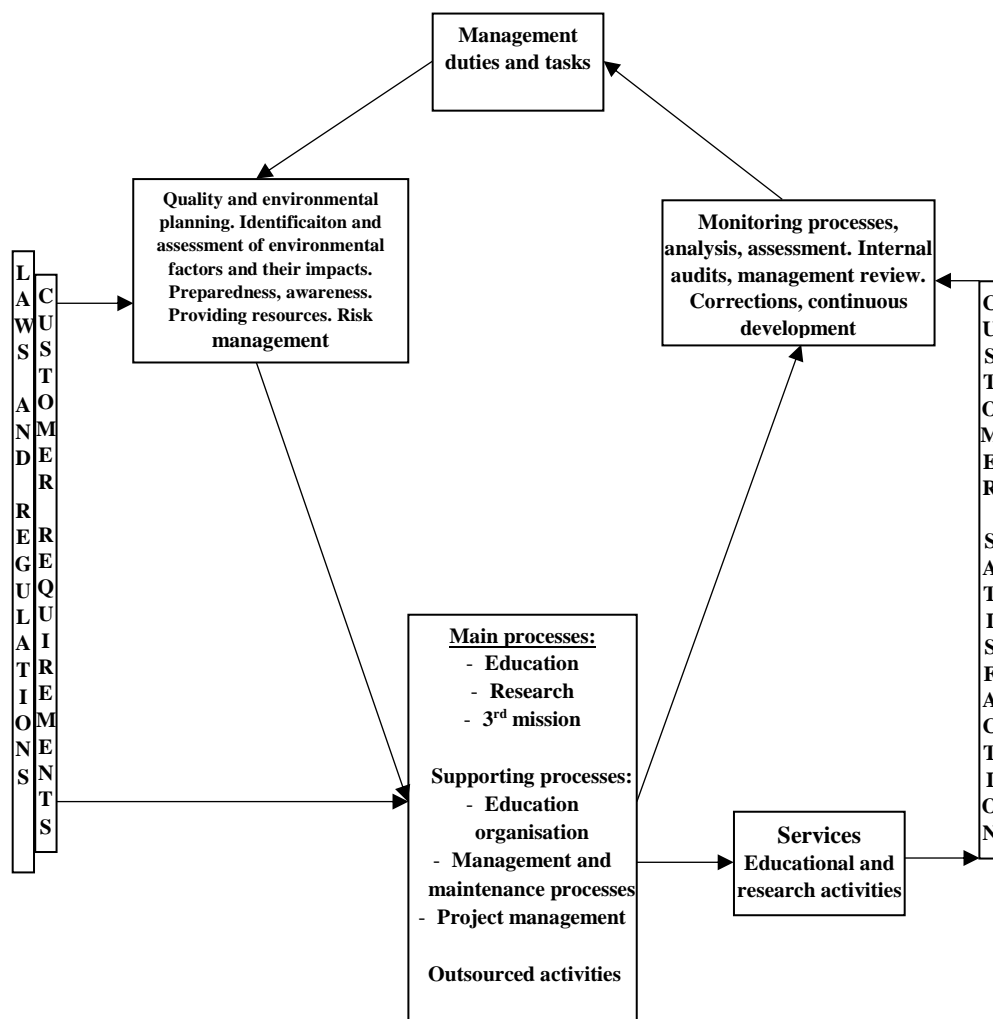


Figure 2. The process of the management system

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

#### 4.1.1. External factors:

- Site features in a regional context;
- Other service providers of similar ac (competitors);



- Subcontractors of appropriate competence and capacity;
- Provisions of the legal regulations and standards;
- Customer specifications;
- Needs and expectations of external stakeholders.

#### 4.1.2. Internal factors:

- High level of expertise;
- Qualifications and practice in special fields;
- Availability of the necessary equipment and devices for work;
- Availability of appropriate infrastructure and IT systems to perform the tasks;
- Performance indicating an increasing tendency;
- Possession of capabilities, qualification and practice for executing special service and control tasks;
- Work place expansion (establishment) and workforce recruitment possibilities.

The internal and external factors may be positive or negative elements. The review of the factors is ensured by the management, monitoring them in accordance with the expectations of the stakeholders and as a function of the risks and opportunities.

## 4.2. Understanding the needs and expectations of stakeholders

In the course of elaborating the Integrated Management System, the stakeholders and their expectations have been identified. The management of the University of Pannonia has identified the significant stakeholders in the Integrated Management System within the scope of factors having a significant impact on the institution's operation and its environment. Based on these, their expectations have been assessed and defined from the existing relationships and information, which have influencing power upon providing services of appropriate quality. The requirements assessed have been evaluated from the perspective of which actions can be carried out in addition to the above (already undertaken) within the economical operation means of the University of Pannonia.

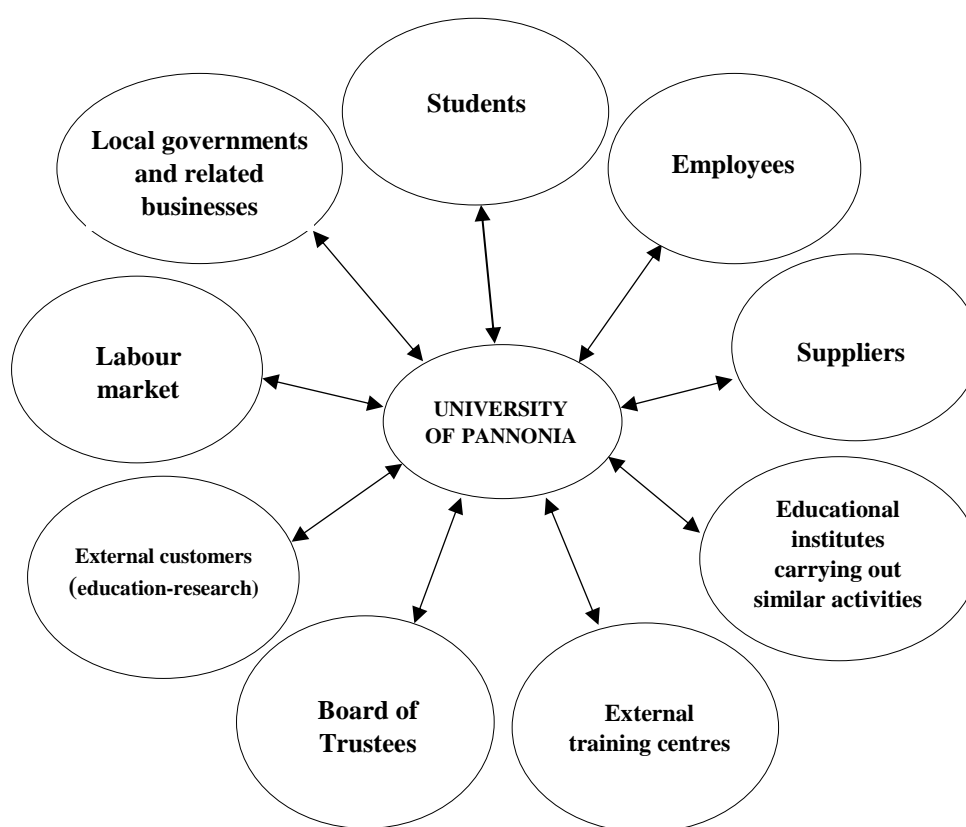


Figure 3. External and internal stakeholders



Determination of external requirements, collection of information:

External factors	
Stakeholders	Necessary requirements
Government-level policy makers	Knowledge of and compliance with the law; compliance with the regulations on the various activities in Hungary and within the EU; compliance with safety instructions
Local government	Compliance with local policies and official regulations, ensuring long-term environmental sustainability, cooperation
Educational institutes carrying out similar activities	Shared knowledge of activities, impact on each other's activities, management of possible negative impacts
Suppliers	Precise definition of the required specifications, meeting deadlines, flexibility, certification of quality services
Contractors	Precise definition of the required specifications, meeting deadlines, flexibility, certification of quality services, maintaining communication
Customers	Knowledge of customer needs, availability, flexibility, good price/value ratio, conformity of service quality, meeting deadlines, ability to provide extra services that can have a positive impact on customer satisfaction

Determination of internal requirements, collection of information:

Internal factors	
Stakeholders	Necessary requirements
Management	Employing qualified and experienced workers, management-level relations with customers; obtaining knowledge of customer needs and requirements on a permanent basis; improvement of professional knowledge on a permanent basis; maintenance of working environment and infrastructure and their development as needed
Office administration	Obtaining detailed information while keeping in touch with customers; keeping precise documentation with customers
Permanent employees	Maintenance of a tidy working environment; using proper tools and equipment for work; competitive salaries; long-term secure job; supporting qualification improvement; carrying out checks and improvements specified for workplace responsibilities; proper documentation

#### 4.3. Definition of the fields of application of the management system

The University of Pannonia determined the area of application of its Integrated Management System by the identified internal and external factors and the requirements of the significant stakeholders, and the University's professional characteristics and the service activities it provides.

The field of application is communicated by the University of Pannonia in the following manner:





- a) In the form of training to internal stakeholders, and by making the Integrated Quality and Environmental Management Policy along with the system certification available.
- b) By the management, verbally, and in cases of specific interest, by handing over the copies of certifications and making the Integrated Quality and Environmental Management Policy available to all customers, interested parties and external stakeholders.

#### 4.4. The processes of the Integrated Management System

In order to introduce the Integrated Management System, the University of Pannonia determined the processes under the purview of the system and their interactions, as described below:

##### 4.4.1. Management processes

- The formulation, presentation and maintenance of the University's **Integrated Quality and Environmental Management Policy** and its **environmental objectives** within the organisation, to increase awareness, interest and participation.
- Ensuring all organisations of the University focus on **customer and environmental requirements**.
- Ensuring the application of **appropriate processes** which enable meeting the requirements of the external and internal stakeholders and the achievement of the objectives.
- Introduction and maintenance of the **efficient and effective Integrated Management System** in order to achieve the set objectives.



- Provision of the **resources required** in order to meet stakeholder requirements and to operate the Integrated Management System.
- The review of the **Integrated Management System** at **predefined periods**.
- **Decision**
  - On the activities related to the Integrated Quality and Environmental Management Policy and the objectives.
  - On the actions required for the development of the Integrated Management System.

Regulation of the main activities of the University of Pannonia is implemented through regulation of the organisation's operation.

The regulations contain the requirements corresponding to activities and services, the inspection of their performance, the monitoring and measurement of the characteristics of the processes and services, contact with the parties concerned, activities related to environmental management, including occasional complaint and grievance management.

#### 4.4.2. Regulation of the supporting processes

Regulation of the activities ensuring the conditions of the processes (purchase orders, inspection and management of contracts, procurement, ensuring proper infrastructure and work environment, communication, ensuring the conditions of service, controls, supervision of subcontracted processes).

#### 4.4.3. Supervision of the subcontractor processes

In case the main activity of the University of Pannonia requires the involvement of a subcontractor, this may be implemented by involving the Department of Legal Affairs and Procurement and with the approval of the director



of the Department of Legal Affairs and Procurement, and if necessary, in agreement with the director of the Quality Management Centre.

The task of the department who engaged and involved the subcontractor, is as follows:

- Examines the capabilities of the subcontractor before contract conclusion and issuance of the work (based on authorisation, references or former experience),
- Informs the subcontractor on the practice conducted by the University of Pannonia and the availability of the Integrated Management System,
- Monitors, in the process of performance the execution of the tasks in the appropriate quality (control of work),
- Performs random checks of the subcontractor's activity prior to handover to the customer.

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

- Internal audits;
- Management of non-compliances;
- Complaint handling;
- Corrective and risk mitigation activities;
- Satisfaction assessment, management of observations;
- Performance assessment.

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

- Make the services comply with the requested needs and the corresponding legal regulations,



- Fully meet the objectives described in the Integrated Quality and Environmental Management Policy and the quality objectives,
- Make the activities conducted by the University of Pannonia transparent and efficient,
- The continuous development of the Integrated Management System should be ensured.

In the course of establishing and introducing the Integrated Management System, the following have been defined:

- Input and expected output;
- Order and interaction of processes;
- Inspection points incorporated into processes;
- Indicators of successful operation;
- Availability of resources;
- Responsibilities and scopes of authority;
- Risks and opportunities;
- Evaluation of results;
- Development of processes.

To support the processes operated, the following documented information need to be maintained:

### **Integrated Quality and Environmental Management Policy**

The management of the University determines in the policy the managerial commitments and the organisation's objectives.

### **Integrated Quality and Environmental Management Manual**



The Manual summarizes all that the organisation does in order to meet the expectations of the parties concerned. It contains the organisational structure and reference to the policy that ensures protection of personal data.

<https://international.uni-pannon.hu/about/regulations-and-documents>

„Privacy and Data Protection Policy”

### **Procedures**

It regulates our Quality and Environmental Management System and defines the method of executing processes and the individuals responsible for them.

### **Record formats (forms)**

Administration linked to the Integrated Management System: e.g. internal audit, evaluation of suppliers. The forms record in a predictable fashion the steps connected to the work processes and the results of the checks.

### **Other internal regulators**

E.g.: Fire Safety Regulation, Risk Management Procedure, Occupational Safety and Health Regulation, Organisational and Operational Rules.

### **External regulators**

Laws, standards, sectoral regulations.

## **5. MANAGERIAL CONTRIBUTION**

### **5.1. Managerial contribution and commitment**

#### **5.1.1. General requirements**

The management of the University of Pannonia has declared its commitment towards the establishment and development of the integrated system as well as the provision of the necessary resources.

Obligations of the University of Pannonia:

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Besides meeting the requirements of the international and domestic legal regulations, it also extends to meeting customer requirements as completely as possible. The requirements are always determined by the reconciliation conducted with the partner in question, and are brought to the knowledge of the stakeholders in the implementation phase.

- Ensuring the appropriate personal and infrastructural current requirements of scientific and other professional work.
- It ensures the definition of the Integrated Quality and Environmental Management Policy and the quality and environmental objectives and adherence to the fundamental principles of the Integrated Management System.
- Execution of inspection, evaluation and correction activities compliant with the regulations.
- Development of the quality and environment-conscious mindset of the employees. All employees of the University of Pannonia must be aware of their responsibilities, scopes of authority and liabilities.
- A fundamental requirement for the work of all employees at every faculty, comprehensive organisational unit, organisational unit and all units not classified as organisational units of the University of Pannonia is the knowledge and observance of the corresponding legal regulations.

#### **5.1.2. Customer focus**

The University of Pannonia considers the current expectations and requirements of its partners and customers, monitoring the domestic and international scientific achievements. It implements high-level and quality services by using training procedures applied in practice, in accordance with the various



professional specifications. Based on these fundamental principles, it determines the risks and opportunities, with the help of which the continuous development of services can be implemented in order to improve customer satisfaction.

## 5.2. Integrated Quality and Environmental Management Policy

The Integrated Quality and Environmental Management Policy of the University of Pannonia is an accepted and officially declared intention of the management, which is in coherence with the objectives of the University of Pannonia, contains fulfillment of the requisites of the Integrated Management System, the commitment to continuous development and adherence to other requirements of the legal regulations and obligations undertaken.

Having recognised the significance of quality service and environment protection in contemporary economic life and in the environmental impact of its activities, the University of Pannonia has committed to introducing a quality and environment oriented Integrated Management System based on the ISO 9001:2015 and the ISO 14001:2015 standards, and its application and continued development according to these standards.

In addition to services matching the needs of the external stakeholders, the University of Pannonia strives, in addition to the extent meeting the corresponding legal regulations, to reduce energy losses and the volume of wastes generated.

It continuously trains its employees to enable them to react appropriately to environmental emergencies. By considering the above, the University of Pannonia has committed to meet the requirements, continuously improve quality and prevent environmental pollution.

Our goals are implemented through

- Efficient and cost-effective financial management,



- Stable financial background,
- Prepared and responsible employees and
- By using equipment in good technical condition.

For the efficient and controlled operation of the Integrated Management System, the institution commits to constantly monitor and develop the quality perception and environmental consciousness of its employees, and will do everything in its authority to continuously enrich expertise and attention to detail vis-à-vis quality and environment protection through trainings and acquisition of information.

It is our objective and commitment to manage and operate the University of Pannonia so that its name will be the guarantee of quality for our domestic partners and those using our services on an international scale.

### **5.3. Organisational roles, responsibilities and scopes of authority**

The subordinates and superordinates of the particular jobs have been recorded on an organisational chart. The tasks and scopes of authority of the managers and employees are described in the job descriptions elaborated for each capacity. All employees are responsible for the appropriate execution of the tasks assigned to them, compliant with the regulations. Continuous compliance with the MSZ EN ISO 9001:2015 and ISO 14001:2015 standards is the duty of the director of the Quality Development Centre. The director's tasks, responsibilities and scope of authority are described in the Manual and the job description.

In order to help sustain the quality management system, promotion of customer-orientation and the operability of the Integrated Quality System must be ensured. To plan and implement changes, the responsibilities of the managers in connection with the quality and environmental management system have been defined:

#### **The Rector and the Chancellor are responsible for:**





- The elaboration and implementation of the Integrated Quality and Environmental Management Policy.
- The operation of the Integrated Management System and ensuring the necessary conditions, jobs and personnel.
- The execution of the institutional level corrective actions and the supervision of execution.
- Elaboration of the appropriate information system within the institution; the continuous shaping of the quality and environment oriented perception of the employees of the University of Pannonia; ensuring implementation of the work processes in a manner satisfactory to quality and environmental management requirements.
- Possible provision of the various resources needed to conduct quality work; the supervision of the conclusion of contracts concerning the organisation with respect to quality and environmental management; the legitimacy of the functioning of the quality and environmental management system.

**The Senate is responsible for:**

- The approval of the continuous quality and environmental development programme, and the approval of the institutional self-assessment's execution.
- Cooperation with the Quality Development Committee of the University of Pannonia.
- Ensuring the necessary and optimal organisational structure and the definition of the responsible competencies.



The composition and tasks of the Quality Development Committee are described in the corresponding procedural rules.

**The managers of the faculties, comprehensive organisational units, organisational units and all units not classified as organisational units are responsible for:**

- The quality of the execution of the basic and additional educational and research activities.
- The efficient, quality and environment focused operation of the University of Pannonia.
- The operation of quality management committees/workgroups at faculty level.
- Appointing quality management officers and establishing unit-level quality objectives in alignment with the University's strategic goals.
- Establishment of their own rules in accordance with the quality management requirements.
- The establishment of the organisational frameworks required for the operation of the quality management system.
- The execution of the work processes in the course of their direct work activity, in accordance with the quality management requirements.

## **6. PLANNING**

### **6.1. Activities related to risks and opportunities**

#### **6.1.1. Definition of risks and opportunities, general provisions**

By continuously identifying the hazards emerging in the course of its activities and assessing the risks, determining deadlines and scopes of responsibility, the University of Pannonia ensures elimination or minimisation of



the risks, for which the risks are listed in order of significance, and the necessary actions are determined.

The assessment of risks extends to all areas that influence the quality of the service provided by the organisation and its impact on the environment, regardless of which organisational unit is concerned. Constantly monitoring risks and opportunities provides the possibility for the organisation to increase the desired impacts that lead to developments.

The institution documents the entire risk assessment process, checking and evaluating the implementation and effectiveness of the related measures. The detailed regulation of the risk assessment is included in the risk assessment procedure.

#### **6.1.2. Planning of activities related to risks**

The University of Pannonia plans activities dealing with risks and opportunities, as well as the introduction of the Integrated Management System in its processes (Section 4.4.) and the related activities. The success of these activities is assessed upon the managerial review. This applies to all monitored processes of the regulation (involved in the environmental and quality management system).

#### **Environmental factors:**

By overviewing its processes, the University of Pannonia identified and evaluated all environmental factors emanating from its activity, in the course of elaborating the Integrated Management System. These are reviewed annually, concerning the activities and their changes, as well as the subcontractors under the direction of the University of Pannonia. The selection of factors having significant impacts applies



the scoring method. The list of significant environmental effects is reviewed at least once a year and if necessary, amended.

The examination of the environmental factors and impacts have been extended to the educational and research activity and emergencies. The managers of the institutes, departments and laboratories and the environmental manager are responsible for the examination and evaluation of the environmental factors.

The review of the possible environmental factors of developments, investments and upon termination of a particular activity, and at start of a new one.

#### **The steps of assessment of the environmental factors:**

- Identification of the significant environmental factors emerging in the course of the operation of the University of Pannonia, having significant environmental impact.
- Assessment of compliance with legal regulations and other environmental provisions.
- Determination and description of the aspects used to evaluate the significance of the environmental impacts.

#### **6.1.3. Compliance obligations**

The recording of the important legal and other requirements of the operation of the University of Pannonia and the monitoring of their changes are undertaken by the Environmental Management Officer, based on the basis of the Standards and the Environmental Management Procedure.

A schedule is kept of the provisions on environment protection, which is accessible via the central network to managers with important roles in



environmental management. The managers of the organisational units – if required – receive all legal regulations they are subject to. The duty of the Quality Development Centre is to examine any new or amended legal regulations from the perspective of whether the changes concern their activities and if so, to what extent. If the activities or the operation of the environmentally oriented management system are affected by the change, the environmental manager shall prepare a proposal for the management of the University of Pannonia, based on which the necessary interventions (changes) can be carried out.

#### **6.1.4. Planning of activity**

The faculties, comprehensive organisational units, organisational units and all units not classified as organisational units plan the activities with which significant environmental factors, compliance obligations and identified risks can be tackled. These activities are evaluated during managerial reviews.

### **6.2. Objectives and the planning of their attainment**

#### **6.2.1. Objectives**

##### **Quality objectives:**

The management of the University of Pannonia sets long-term goals and quality objectives in accordance with the contents of the Integrated Quality and Environmental Management Policy, taking into account the indicators defined in the Public Service Financing Contract, adapting to the changing customer (client) and market needs, legal requirements, seeking opportunities for continuous improvement, and taking into account the results of management reviews.

##### **Environmental objectives:**

By specifying the environmental objectives and appropriations, we aim to define medium term tasks that take into account the significant environmental impacts



identified, and target their amelioration or mitigation. By implementing our appropriations, we wish to achieve development of our environmental performance and prevention of environmental pollution.

We wish to implement both quality and environmental objectives so as to allow quantifiable measurement of their performance. The implementation of these are evaluated during managerial reviews.

**Primary environmental and quality objectives:**

- Determining what processes are necessary for the management system and we determine their operation (documentation, education and development);
- In every field of their activity, we perform regular checks and if necessary, amend the frequency of these (compliance with the legal regulations and standards);
- We examine customer, employee and student complaints and reduce their numerosity;
- We provide a high level of professional expertise to our customers;
- We continuously expand the knowledge and expertise of our colleagues;
- We continuously review the technical condition of our equipment, and arrange for their reconditioning and procurement of new equipment;
- Organisation, control, maintenance and development of waste management;
- Establishment, maintenance and development of the supplier evaluation system;
- Planning and evaluation of risk assessment;
- Identification and evaluation of environmental factors.



### 6.2.2. Planning of activities in order to achieve goals

In coherence with the Integrated Quality and Environmental Management Policy and the primary objectives, the specific quantifiable quality objectives are determined for every year at the time of the first management review.

- Processes are entered in the Integrated Quality and Environmental Management Manual.
- The Procedures record the characteristics of the operation of the University of Pannonia, taking into account the provisions of the ISO 9001:2015 and ISO 14001:2015 standards.
- We ensure provision of the resources required for the operation and development of the Integrated System.

### 6.2.3. Planning of changes

The various internal or external changes may necessitate the implementation of changes in the Integrated Management System. By planning and executing the changes, we ensure the development of the organisation and the efficiency of the Integrated Management System.

Possible internal effects:

- Change of organisational structure,
- Change of headcount,
- Change of processes,
- Modification of technologies,
- Integration with other management systems.

Possible external changes:

- Change of customer requirements,
- Change of circle of suppliers,



- Change of operational environment,
- Change of opportunities (provision of other value added services),
- Change of market requirements,
- Change of legal and other professional regulations,
- Change of clientele (customers) (change of volume, share and nature of purchase orders).

Planning and execution is the task of the management of the University of Pannonia, while identifying and managing the objective of the change and its possible consequences.

In order to implement the changes, the institution ensures the following:

- The operability of the Integrated Management System,
- The availability of resources,
- The distribution or responsibilities and scopes of authority as required.

## 7. SUPPORT

### 7.1. Resources

#### 7.1.1. General requirements

The management of the University of Pannonia ensures all resources required for the operation that establish personal and material requisites, in order to:

- To make the Integrated Management System operate and develop efficiently,
- To serve those using the service in the best possible quality and the most economical way.

The regulation of the duties and scopes of authority of the top management related to identifying resources is as described in chapter 5.3. Upon designing the System,





the expectations of significant stakeholders, the service-specific legal and professional regulatory provisions corresponding to the processes regulated in the framework of the System, the System's own human and other capacities, including its limits, risks and opportunities, have all been taken into consideration.

#### **7.1.2. Employees**

The qualification and training objectives of the personnel are described in Part II of the Organisational and Operational Rules, titled System of Employment Requirements. It is a fundamental requirement that all employees engaged in activities affecting the quality and environmental performance of the University of Pannonia possess the professional expertise required for his/her work.

#### **7.1.3. Infrastructure**

The University of Pannonia, in order to achieve compliance of the service processes and satisfaction of the customers using its services, ensures availability of the required buildings, equipment, devices, software, communication and IT background and transportation resources.

In order to maintain operability of the machines and equipment, the University of Pannonia performs the following:

- Keeps records of the devices and equipment.
- It prescribes repair and maintenance periods and documents maintenances performed.
- Eliminates operational disorders and if necessary, arranges for repairs and has the devices inspected.



#### **7.1.4. Operational environment of processes**

The management of the University of Pannonia ensures the possibility of the conduct of work according to high-standard at its sites. In the course of its activities, it identifies the health and work protection factors which directly or indirectly influence the quality of work and services.

Protective equipment, adequate temperature and ventilation are ensured for all employees for their work.

In order to protect the workplace environment, a camera surveillance system is operated around the buildings. The machines and equipment required for operating the building is the duty and responsibility of the Operational and Security Organisation Division.

#### **7.1.5. Resources**

##### **7.1.5.1. General requirements**

The University of Pannonia identifies and ensures the resources matching the requirements, which are suitable for performing the reliable monitoring and measurement activities. The objective of the maintenances is to sustain continuous operation of the buildings and equipment.

The inspections and measurements in connection with operation and services shall be kept as documented information, to ensure compliance of the decisions and measures based on them.

If the customers require, we can provide the test data of our measurement and examination instruments to them.



#### 7.1.5.2. Retraceability of measurements

The calibrated measuring instruments used by the University of Pannonia must be inspected (verified) before use. Access to results is ensured for the customers. In order to facilitate retraceability of the measurement, the devices are equipped with an individual identification code. The storage and use of the instruments takes place under damage-free conditions, in order to protect their calibrated state. The calibration of the devices by an external company takes place periodically according to the provisions of the standard and the legal regulations, and if necessary, during breakdowns.

The records of the measuring instruments is the task and responsibility of the organisational unit using the instrument in question. The personnel handling the measuring instrument will receive specific training on their proper use, transport and storage. The training materials will be archived in documented form.

#### 7.1.6. Organisational information

The organisation of the University of Pannonia determined the expertise and competencies required as described in Part II of the Organisational and Operational Rules, titled System of Employment Requirements. Upon recruitment of new employees and in case of organisational changes, the management of the University of Pannonia shall notify all employees of the information required for smooth and high quality work.

If, based on the needs of external stakeholders, the present knowledge base of the organisation should be extended or amended, then these information are brought to our knowledge from the changes of standards, conferences or from external service providers and customers.



## 7.2. Preparedness

A fundamental requirement set for our employees is to possess the qualifications and professional expertise required for their jobs, be aware of the environmental and quality objectives, as well as the working conditions and regulations. The qualifications and practical requirements for filling in the various capacities are described in Part II of the Organisational and Operational Rules, titled System of Employment Requirements.

The quality and environment management knowledge base is developed with respect to the current requirements, implemented according to a planned schedule in the annual training plan. In the framework of an integrated management training, we ensure development of the colleagues' environmental awareness by education on the significance of their role in reaching the environmental objectives. The line managers ascertain during practical work the success of the training of the co-workers.

The management of the University of Pannonia

- Determines the necessary competence of the persons who conduct work under their supervision that impacts the performance and effectiveness of the quality management system,
- Ensures that these persons are competent on the basis of appropriate education, training or practice,
- Takes action, if necessary, to acquire preparedness and evaluates the effectiveness of the measures implemented, which is archived in documented form.



### 7.3. Awareness

The organisation of the University of Pannonia ensures that the persons conducting work be aware of the following:

- Quality policy,
- Environmental policy,
- Quality objectives,
- Environmental objectives, with the help of which they contribute to the effectiveness and development of the Integrated Management System.

The management of the University of Pannonia ensures the necessary trainings to all of its employees, regardless of the type of legal relationship. Minutes and records are kept of the internal trainings. The duty and responsibility of the Quality Development Centre of the University of Pannonia is the administration of quality management and environmental management education.

### 7.4. Communication

#### 7.4.1. General requirements

The organisation determined in detail the internal and external communication significant from the perspective of the management system:

- Of what to communicate;
- When to communicate;
- With whom to communicate;
- How to communicate;
- Who should communicate.

Standardised forms of internal communication of the University of Pannonia are:

- Databases and software;
- Instructions and the documents regulating the organisation;



- Staff meetings and notifications;
- Electronic and conventional internal correspondence.

Standardised forms of external communication of the University of Pannonia are:

In the course of the communication processes connected with quality management and environmental management, we strive to inform the stakeholders of the operation of the Integrated Management System of the University of Pannonia.

We present our environmental objectives, efforts made and results achieved to the external stakeholders.

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

Concerning reports of the residents and student about environment protection, the environmental manager in charge shall examine the proposals and escalate them to the competent party for response (action).

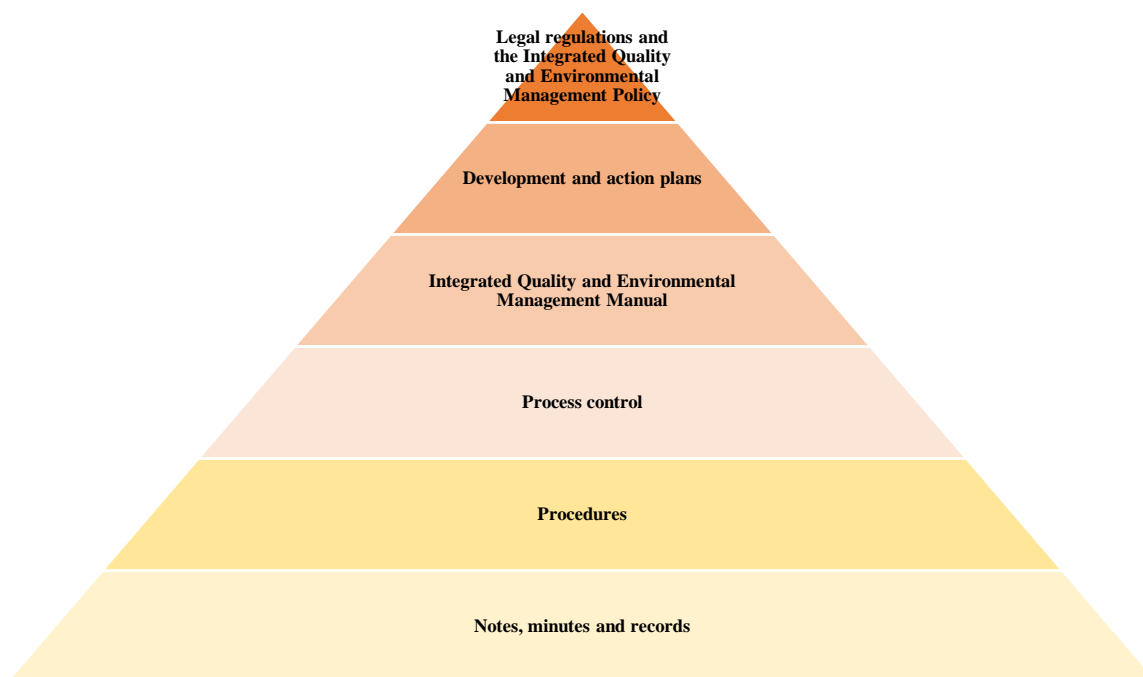
## **7.5. Documented information**

### **7.5.1. General information**

The organisation's Integrated Management System includes the following:

- The documented information specified by the MSZ EN ISO 9001:2015 and the MSZ EN ISO 14001:2015 standards,
- The documented information defined as necessary for the effectiveness of the Integrated Management System.

Upon elaborating the documentation system, we took into account the standard's provisions, in coherence with the efficient operation and regulation of our processes and the order of the codification activities of the University of Pannonia.



*Figure 3. Internal documentation process*

The provisions appertaining to the internal documents of the Integrated Management System and their application have been described in the Integrated Quality and Environmental Management Manual, the process controls and the procedures related to the Quality and Environmental Management System.

#### 7.5.2. Creation and updating

##### Types of internal documents:

- Integrated Quality and Environmental Management Manual: its management is the task of the director of the Quality Development Centre, with amendments approved by the Senate. The director of the Quality Development Centre is responsible for issuing and keeping the controlled originals of the Manual.



- Procedures: These documents contain the necessary conditions required for implementing specific tasks related to the Management System that are not regulated by the Manual. The preparation and modification of the procedures is the duty of the Quality Improvement Officer, which may only be issued upon approval of the director of the Quality Development Centre.
- Notes, minutes and records: In accordance with the regulations, these documents must be prepared in a well legible form, and efforts must be made to their safe storage, free from potential damage, as this ensures subsequent retrievability and analysis.

#### **Identification of the internal documents:**

In all internal documents, the presence of at least the following identification codes must be ensured:

- Document identifier name or marking,
- Issue number, page number / total number of pages,
- The names of the persons preparing and approving the document,
- The effective date and the number of the decision of approval,
- Signature of the approver.

#### **The scope of outer documents includes:**

- Legal regulations and official specifications,
- International, regional and national standards,
- Technological descriptions and aspects of inspection,
- Documents received from the customer (buyer).

The management of the external and internal documents of the University of Pannonia and their storage in an orderly way, available to everyone, is implemented according to the Document Management Regulation of the University of Pannonia.





### Steps of amending documents:

Regulations appertaining to the documents can ensure that:

- Only duly signed, controlled and approved documents would be issued,
- The documents are examined and amended as necessary,
- The valid versions of the documents re clearly identified,
- The legible versions of the valid documents are available for all members of the Integrated Management System in order to operate the Integrated Management System efficiently,
- They are protected against unauthorised access,
- Exclusion of the invalidated documents from use is effected in a single document management system.

In the course of amending documents and data, we ensure that:

- The changes are implemented and approved by the same organisational units that prepared, reviewed and approved the first original,
- The persons conducting review, amendment and approval should possess the necessary background information,
- The changes be unambiguously identifiable,
- The amended document be distributed to each organisational unit.

### 7.5.3. Supervision of documented information

#### 7.5.3.1. Documented information

Our Integrated Management System and the documented information specified by the ISO 9001:2015 international standard are kept under supervision, in order to ensure the following:



- To keep them available and usable, where and when necessary; (if the contract specifies, the documented information is provided to the customer within the specified deadline),
- Their appropriate protection (e.g. from loss of confidentiality, improper use or loss of integrity). The confidential treatment of the documents is decided by the manager of the organisation in question or the provisions of the contract concluded with the customer shall prevail.

#### **7.5.3.2. Supervision of documented information**

Documented information from external sources, defined as necessary for planning and operating the quality management system, are appropriately identified and monitored.

For the supervision of the documented information, our organisation implements the following activities:

- Distribution, access, retrieval and use; (we ensure controlled accessibility, retrievability and the possibility of analyses),
- Storage and care, including protection of legibility; (ensuring electronic management of documents and databases and that they should remain legible in the course of any intervention into the system),
- Change management (e.g. version management takes place through regular review by the managers of the various areas),
- Archiving and scrapping (according to the Document Management Regulation).



## 8. OPERATION

### 8.1. Operation, planning and supervision

The organisation of the University of Pannonia plans, introduces and supervises the processes necessary to meet requirements for providing services. The identification of the processes related to the services is specified by the process development procedure of the University of Pannonia. These processes are executed in compliance with the corresponding legal regulation, standards and under circumstances regulated according to the needs of our customers.

- The requirements and criteria are determined for the acceptance of the products and services.
- The resources necessary for meeting the service requirements are determined.
- The monitoring of processes is implemented in coherence with criteria.
- The necessary extent of documented information is defined, maintained and kept in order to:
  - Ensure the processes have been executed according to plan,
  - Confirm the compliance of the services with the requirements.

In the course of our operation, we strive to monitor and control the processes by conduct of work according to regulations, inspections, supervisions and regular maintenance, with the help of which safe, accident-free education and research can be implemented. We establish a control and supervision environment which, according to our experience:

- Signals possible emergencies in advance,
- Defines the tasks and responsibilities concerning the management of emergencies,



- Ensures preparation of the equipment and personnel for efficient prevention.

Employees and students are informed in the framework of trainings on the recognition of potential situations of environmental pollution and the behaviour to assume and actions to take in any emergency.

## **8.2. Requirements for products and services**

### **8.2.1. Keeping contact with the customer**

For the users of its services, the University of Pannonia ensures correct and efficient communication and reception of inquiries, both upon performance and in the course of using the services. Employees of the University of Pannonia who are in contact with those using the services, shall, in the course of their activity, ensure full compliance with the requirements set forth by the management of the University of Pannonia, keeping in mind that customer satisfaction must be continuously maintained.

The University of Pannonia has defined the fundamental pillars of successful communication in the following main fields:

- Information concerning services (in the fields of both education and research),
- Management of contracts (preparation, amendment),
- Customer feedback (satisfaction assessment, complaint management),
- Establishing and operating a one-stop complaint handling system.

### **8.2.2. Determination of requirements for products and services**

The system of requirements concerning the services provided by the University of Pannonia are contained in the Policies of the University of Pannonia



(applicable to all sites, organisational units in the areas not governed by the Organisational and Operational Rules) and its Organisational and Operational Rules which include:

- Organisational and Operational Rules, Part I: Organisational and Operational Rules of Procedure – Organigrams, annexes;
- Organisational and Operational Rules, Part II: Employment Requirement System (system of requirements concerning the work of lecturers and researchers);
- Organisational and Operational Rules, Part III: Student Requirement System (system of requirements concerning student matters).

The unified system of requirements of the University of Pannonia has been prepared with compliance with the currently effective legal regulations and standards at all times. The systems of requirements and regulations are overviewed, and if necessary, amended annually, in order to make the services provided by the University of Pannonia meet the expectations of the external partners.

### **8.2.3. Examination of requirements for products and services**

#### **8.2.3.1. Examination**

The University of Pannonia ensures capability of meeting criteria corresponding to services to be offered to customers. The organisation performs and audit prior to commitment to providing services to the customer. The examination extends to:

- The requirements specified by the customer,



- The requirements not set by the customer, but required by the corresponding legal regulations, standards or the particular use,
- The requirements specified by the University of Pannonia.

The University of Pannonia arranges for clarifying the contractual or purchase order requirements that deviate from those initially announced. In case the customer does not provide its requirements in documented form, the University of Pannonia shall propose a set of customer requirements prior to acceptance.

#### **8.2.3.2. Documented information**

The University of Pannonia keeps documented information of:

- the results of the examinations,
- any new requirement concerning the services.

The retention period for documented information is specified in Annex 3 of the Document Management Regulation.

#### **8.2.4. Change of requirements for products and services**

If the conditions of providing services should change, the University of Pannonia shall arrange for the amendment of the relevant documented information, and shall inform the employees concerned of the new requirements.

### **8.3. Planning and development of products and services**

#### **8.3.1. General requirements**

The activity of the University is highly diverse, both in accordance with its Deed of foundation and in its practical operation. Of the complex tasks, the quality documentation regulates the following areas in detail:

- Educational activities associated with the student's status,
- Advanced training and adult training activities,



- Scientific activities,
- Services,
- General regulation of other activities.

The key activities of the University of Pannonia are education and research. The output of the educational activity as a value adding process, is the knowledge transferred (intellectual property). The knowledge transferred becomes the result of the activity through the training process. The most important stakeholders of the training activity are the students, the labour market and the superior organisations. The output of the research activity, as a value adding process, is the research result. The research result is created as a result of a research project process, whose key direct stakeholders are the sponsor or the tender announcer and in a broader context, the field of science in question, the related educational activity and the society.

### 8.3.2. Design of planning and development

The planning and development tasks linked to the activities of the University of Pannonia are performed in the following breakdown:

- Planning for products and services:
  - Planning of curricula and subjects,
  - Planning of semesters,
  - Organisation of research projects,
  - Accreditation.
- Development concerning products and services:
  - Regulation of the training process,
  - Development and approval of curricula and subjects,



- Regulation and development of research processes.

The stages of planning and development, including the examination processes, are the responsibility and scope of authority of the manager in question in every area. The persons involved in the planning and development tasks in the various areas are decided by the management of the University of Pannonia.

### **8.3.3. Inputs of planning and development**

The level of planning and development is determined by the expectations of the external and internal stakeholders and the compliance with legal regulations and standards. The process takes place in a documented form to facilitate future retrievability and analysis, making information hitherto acquired available at a later planning stage.

### **8.3.4. Supervisory activities of planning and development**

The University of Pannonia conducts the following activities upon supervising planning and development:

- Review of the results of planning and development in order to establish whether the desired result has been reached.
- Utilizing the results of a regulated complaints handling process.
- Availability of appropriately documented information and check of their preservation.
- Approval process of the results appropriately verified and validated.
- Taking necessary action in connection with the problems emerging in the activity.





#### **8.3.5. Outputs of planning and development**

The University of Pannonia ensures by supervisory due diligence that the results meet the input requirements and is suitable to serve the subsequent service provision processes. The inspections precisely determine the characteristics of the services and safely contribute to providing the services.

#### **8.3.6. Changes of planning and development**

The University of Pannonia ensures to supervise changes made in the course of planning and development of the products and services to the extent necessary to avoid unfavourable effects and meet expected requirements.

Information accumulated during planning and development are documented and preserved until the specified time.

### **8.4. Supervision of the processes and services provided from external sources**

#### **8.4.1. General requirements**

The University of Pannonia assesses and selects external resources of the production of its products based on their capability of delivering products or services meeting professional requirements.

The professional requirements are determined in every case based on the contract concluded with the customer, the legal regulations and the internal regulations of the University of Pannonia.

Where possible and justifiable, we consider the existence of the quality management system of the supplier or subcontractor. Records are kept of approved suppliers.

#### **8.4.2. Type and extent of supervision**

Procurement activities and documents related to the procurement procedure are set out in the Procurement policy maintained by the Department of



Legal Affairs and Procurement. For efficient procurement's sake, the requirements have been unambiguously defined in the following documents.

- Effective master contracts;
- Centralised procurements;
- Purchasing guidelines;
- Template for call for proposals;
- Purchase order request template.

The procurement documents are reviewed before sending for compliance with the specified requirements.

#### **8.4.3. Information for external service providers**

The University provides, before contract conclusion, to all external service providers the requirements and the information required for performance, which are indispensable for providing quality services. The requirements are described in the requests for quotation, purchase orders and the contracts concluded with the service providers. These might include:

- The processes necessary to be executed for the services,
- The modes, data and compliance certification of the checks to be performed,
- Terms of cooperation,
- Proof of competencies,
- Confirmation of supervisory inspections.

### **8.5. Provision of services**

#### **8.5.1. Regulation of product manufacture and provision of services**

The processes of the organisations of the University of Pannonia are regulated by the quality management and environmental procedures, the



Organisational and Operational Rules, the University's regulations and the corresponding legal regulations.

The senior management of the University of Pannonia arranges for the performance of the work with the required resources (personal and material requisites), in accordance with the necessary technological process, taking into account the provisions of the Integrated Management System.

Compliance with the specified requirements is ensured through the regulation of the following activities:

- Wherever necessary, the documents regulating the process are available,
- The right devices are used in the right environment for performing the activity in question,
- The notes confirming compliance are prepared for every service in accordance with the requirements,
- Compliance of the processes is monitored and measured.

#### **8.5.2. Identification and traceability**

The University of Pannonia identifies every service with a worksheet, documenting and certifying it, indicating the place, time and type of the information performed, along with the name of the person performing the work. The identifiability and traceability of the service from offer to completion of the activity is enabled by a documentation with a unique identification code.

#### **8.5.3. Property of customers or external service providers**

The University of Pannonia shall keep under supervision and in due care the property of customers or external service providers (material assets as well as intellectual property), as long as these are under the organisation's supervision or



in the organisation's use. The method of handling of the assets or intellectual property owned by the customers or external service providers is regulated by the contract concluded with the customer or service provider. The organisation identifies and protects property handed over for use by customers or external service providers. If the property of a customer or external service provider has been lost, damaged or has otherwise been rendered useless, the organisation shall indicate this to the customer and shall prepare and file a documented report of the incident.

#### **8.5.4. Protection**

The responsibility for the storage and handling of goods and materials from suppliers is outlined in the Procurement Policy. The preservation, maintenance, and operation of any assets owned by the University are governed by the Asset Management Policy. This way it is ensured that the organization meets high standards in the production of products and the provision of services.

#### **8.5.5. Post-delivery activities**

The University of Pannonia fulfills requirements corresponding to post-delivery activities associated with the products. Upon determination of the necessary extent of post-delivery activities, the organisation considers:

- Legislative and other regulating requirements,
- Possible undesirable consequences in connection with the product or service,
- The nature, application and design lifespan of products,
- Customer requirements and feedback.



#### **8.5.6. Change management**

The University of Pannonia examines and monitors the changes of the production activity to the extent necessary for ensuring continuous compliance with the requirements.

The organisation keeps the results of the inspections of the changes, the person(s) approving the changes and the documented information describing the necessary actions emanating from the inspections.

#### **8.6. Release of products and services**

The University of Pannonia shall not hand the product over, until all planned measures to certify compliance have been duly implemented, except if an appropriately authorised person (e.g. customer) approves otherwise and if such is applicable. The organisation prepares and keeps documented information on the product's manufacture, which include:

- Proof of compliance with the acceptance criteria,
- Retracement to the person who had approved issuance.

#### **8.7. Supervision of inappropriate outputs**

The University of Pannonia takes action steps, depending on the nature of the non-compliance and its impact on the compliance of the products and services. This also applies to non-conformities detected after delivery or service provision. The institution initiates corrective actions for the non-compliant products or services, in the course of which the customer is informed of the proceedings in each case.



If correction of the non-compliant output is possible, compliance with requirements is certified by the organisation preparing and filing documented information on it.

## **9. PERFORMANCE ASSESSMENT**

### **9.1. Monitoring, measurement, analysis and evaluation**

#### **9.1.1. General requirements**

In order to assess the processes and the results, any emerging differences are included in the quality and process development assessments and controls, which must be continuously and periodically carried out. Based on the results, problem solving measures may be initiated to explore the root causes, based on which the possible modes of intervention can be determined. Certain evaluations, charts and statistical calculation methods and the interventions that depend on the results of these may be elaborate in advance (e.g. knowledge assessment - consultations, cost monitoring – intervention, educational capacities – admission limits, etc.).

#### **9.1.2. Customer satisfaction**

The satisfaction assessment and monitoring of the external and internal partners is based on examining partner information and active satisfaction assessment. Regular student satisfaction surveys, periodic employee satisfaction surveys, and partner cooperation surveys are employed to document, collect, and evaluate opinions, suggestions, and complaints from partners regarding the operation of the University.

- Documents regulating satisfaction assessment:
  - student satisfaction assessment



- doctoral student satisfaction assessment
- supplier and customer satisfaction assessment
- employee satisfaction assessment
- complaint handling results

### 9.1.3. Analysis evaluation

Collection and acquisition of data important in the course of development of the organisation's operation in terms of output, quality, the efficiency of the processes and the satisfaction of those concerned is performed continuously.

Based on the registration and analysis of data, development and improvement activities may be initiated (evidence-based development). The scope and extent of data to be collected are defined by the management of the institution after the proposal of the Quality Development Centre, depending on the institution's current objectives.

## 9.2. Internal audit

All elements of the quality management system are regularly reviewed at least once annually. The objective of reviewing the quality management system is to establish that:

- Operation is suitable for compliance with the requirements of the corresponding system standard,
- The documented operational mode is efficiently implemented in practice.

The designated internal auditors shall prepare the audits and the University's faculties, comprehensive organisational units, organisational units and all units not classified as organisational units using prepared lists of questions, entering their findings into the lists (identity, deviation, deficiency).



In case differences or deficiencies are detected, then – in reconciliation with the manager of the organisation – the necessary tasks are determined and the manager of the organisational unit shall prepare an action plan. A follow up audit is held to check execution of the repair.

The University defines the data to be collected in connection with the processes for its complete set of activities. The scope of data to collect usually depends on the logic of processes, legal aspects and the subsequent assessment of experiences gained from deviations. The necessary point of inspection, the frequency of inspection, the person obliged to perform the inspection and the acceptance criteria have been determined and described in the quality and environmental management procedures for all processes.

### **9.3. Managerial examination**

Managerial review is performed by the designated managers annually. The participants of the review propose their annual reports and annual plans on the specific areas. The University's quality planning is based on the managerial review.

#### **9.3.1. General requirements**

During the managerial examination, the following are reviewed:

- The results of the audits,
- The feedback of the partners,
- Operation and compliance of the processes,
- The efficiency of the preventive and corrective activities,
- The activities emanating from the former managerial reviews,
- The changes that may influence the quality management system,
- Suggestions for development.





### 9.3.2. Inputs of the managerial examination

The top management annually reviews and evaluates institutional operation. The supervision of the management extends to educational and research activities and the operation of the University's quality management system. Participants of the review are:

- The chancellor,
- The rector,
- The director of the Quality Development Centre,
- The persons invited for the topics in question.

The participants of the review propose their annual reports on the specific areas, prepared in advance in a uniform structure. The various proposals contain summary data of the objectives planned in the previous year and their implementation, and the justifications of any deviations. At the end of the review, the rector and the chancellor make a statement on institutional operation.

### 9.3.3. Outputs of the managerial examination

A Management Review Report is drawn up of the management review, containing the assessment of the areas, the corrective actions determined in the course of the review and the areas to develop, in the following breakdown:

- Summary assessment on the institution's operation (problems of general nature and strengths),
- Formulation of the strategically important objectives and tasks.



## 10. DEVELOPMENT

### 10.1. General descriptions

The University has defined the areas whose development ensures performance in accordance with the customer requirements and the increase of customer satisfaction. These developments ensure:

- Management of requirements necessary for meeting future customer requirements,
- Correction, prevention or mitigation of undesirable (risk) effects,
- Increasing the performance and effectiveness of the Integrated Management System.

### 10.2. Non compliance and corrective activity

Upon occurrence of “non-conformance”, the University of Pannonia takes action to correct it. The correction method is the so-called corrective action, in the course of which:

- The non-conformance is investigated and analysed;
- The causes are identified,
- It is checked whether further non-conformances exist or may occur in the course of the processes.

The objective of the corrective action is to prevent further occurrence of non-conformances by eliminating the causes. In the course of the corrective activity, the organisation shall perform every necessary activity and check the effectiveness of the measure, and whether the corrective action does concern activities linked to the risks and opportunities. The non-conformance and corrective actions of the institution are described in the procedure titled “Management of non-compliant activities” related to the Integrated Quality and Environmental Management System of the University of Pannonia.



### 10.3. Continuous development

The management of the institution is aware of the fact that efficient operation can only be achieved through incorporation of the Integrated Management System into the business processes and its continuous development. The management regularly collects and processes information related to the operation of the Integrated Management System, and improves the results emanating from it based on the development proposals.

The continuous development of the quality management system is defined by the Integrated Quality and Environmental Management Policy, the quality objectives, the results of the audits, the analysis of data, the corrective and preventive activities and managerial review.



## CLOSING PROVISIONS

The Senate has approved the Integrated Quality and Environmental Management Manual on 26 October 2023 by Senate resolution no. 196/2023. (X.26). Following acceptance by the Board of Trustees, the Manual shall be effective as of 18 December 2023. Simultaneously, the Integrated Quality and Environmental Management Manual adopted by Senate resolution no. 139/2022. (VI.16) shall be rendered ineffective.

Veszprém, 26 October 2023

Dr. András Gelencsér  
rector

Zsolt Csillag  
chancellor

Adopted by resolution no. 114/2023. (10.27.) of the Board of Trustees.

Veszprém, 27 October 2023

Dr. Zoltán Birkner  
chairman



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