



REPORT

Initial audit

ISO 9001:2015

Republican state institution " T.K. Zhurgenov Kazakh National Academy of Arts" Ministry of Culture and Sport of the Republic of Kazakhstan

127, Panfilov street, 050000, Almaty, Kazakhstan

AUDIT DATE

FROM: Dec 05, 2017

TO: Dec 08, 2017

REF NO. 30750039



1. Certification recommendation

Thank you for your trustful cooperation during our recent audit of your organization. This report details the audit results including strengths, opportunities, and weaknesses. These results were presented to your management at the closing meeting of the audit. You may now use these results to improve the effectiveness of your management system. We look forward to continuing our partnership towards sustainable business success.

The audit team recommends to **DQS** in reference to

ISO 9001:2015

- Issuance of the certificate
- Issuance of the certificate as soon as implementation of corrective actions has been demonstrated
- Maintenance of the certificate
- Maintenance of the certificate as soon as implementation of corrective actions has been demonstrated
- Not applicable, due to special type of report

Please remember to notify DQS of any significant change to your management system immediately. We will then work with you to maintain your current certification.

The following audit priorities were considered during this audit:



2. The Management System

2.1 Evaluation

DQS audits apply the Plan – Do – Check – Act, or the PDCA cycle approach. It can be applied to individual processes, a system or a managed organization.



Plan: Activities are planned with objectives, processes and resources

Do: The plan is implemented.

Check: Results are compared with objectives and expectations.

Act: Necessary improvements and changes are defined and planned (see Step 1. "Plan").

In summary we have evaluated your management system as follows:

2.2 PLAN: The management system and objectives

RSU "Kazakh National Academy of Arts named after TK Zhurgenov" is a diversified educational institution of Kazakhstan, which provides training for 8 specialists in the field of art. KazNAA named after T.K. Zhurgenov is the leading higher educational institution of Kazakhstan, which provides training and retraining of artists in demand in the country and Central Asian region who make a great and real contribution to the spiritual development of the people and promote Kazakhstan's art on the international arena. The beginning of the Academy's activities since 1955. Activities of the Academy are carried out in accordance with the legislation of the Republic of Kazakhstan in the field of education (Constitution of the Republic of Kazakhstan, Civil Code of the Republic of Kazakhstan, Law of the Republic of Kazakhstan "On Education", normative documents of higher professional education of the Republic of Kazakhstan, orders and instructive letters of the Ministry of Education and Science of the Republic of Kazakhstan), Rules of organization of activity of higher educational institutions of the Republic of Kazakhstan and the Charter of the Academy. Kazakh State Academy of Arts. T. Zhurgenova was established in accordance with the Decree of the Government of the Republic of Kazakhstan No 236 of February 14, 2000 on the basis of the former Kazakh State Institute of Theater and Cinema and the Kazakh State Academy of Arts According to the Decree of the President of the Republic of Kazakhstan No 648 of July 5, 2001, "On granting a special status to certain state higher educational institutions" of the Academy was given a special status - "Kazakh National Academy of Arts. T. Zhurgenova. " In accordance with the Decree of the Government of the Republic of Kazakhstan dated December 31, 2014 No 1440 "On certain issues of the Ministry of Culture and Sports of the Republic of Kazakhstan" State institution "Kazakh National Academy of Arts named after T.K. Zhurgenov "of the Ministry of Education and Science of the Republic of Kazakhstan was renamed into the Republican state institution" Kazakh National Academy of Arts named after T.K. Ministry of Culture and Sports of the Republic of Kazakhstan (hereinafter referred to as the Academy) realizes the principle of continuous versatile professional education, which allows to obtain not only general education at the first level, but also secondary vocational education at the second stage and higher professional education at the highest level, as well as postgraduate education (magistracy, doctoral studies). In accordance with the license series AA No 0000006 of November 30, 2001, the Academy implements the educational programs of higher professional education in 14 specialties of the bachelor's degree, 13 specialties of the magistracy, and 7 specialties of doctoral studies. To improve the management system, the Academy strives for the effective functioning and continuous improvement of the effectiveness of the Academy's quality management system in accordance with the requirements of ISO 9001: 2015, for this purpose, since the academic year of 2017, a quality management system has been developed and implemented.

The developed documents of the quality management system are presented in Table 1 (Appendix 1). For several years the Academy has consistently high places in the General rating of multi-profile universities in the Republic of Kazakhstan. The Academy is a multi-level, multidisciplinary educational institution, a recognized center for the training of creative intellectuals, graduates of which constitute the golden fund of world and national culture and art. In 2001 According to the Decree of the President of the Republic of Kazakhstan No 648 of July 5 "On granting special status to certain state higher educational institutions", the Academy was given a special status "Kazakh National Academy of Arts



named after TK Zhurgenov". This year the composition of the Academy included the Republican Art College, and since that time a multistage training of specialists in the field of art has been carried out: boarding school - 7-9 grades (initial art training), college (technical and vocational education), university education), as well as postgraduate education (master and doctoral PhD). In 2008, the Department of Advanced Training and Retraining of Personnel was opened. In the year 2009. The Academy for the first time began to operate the Dissertation Council on the protection of dissertations on the specialties of art. In the same year for the first time in Kazakhstan was opened Doctoral Studies (PhD) in 7 specialties of art. Thanks to a deep study of modern international experience in the training of art professionals, the Academy has opened a scientific and practical center for postgraduate education, a scientific and creative laboratory and other structural divisions of the Academy. In 2010, the Academy passed the International Accreditation. There are 6 faculties in the Academy: 1) Theater art 2) Cinema and TV; 3) Choreography; 4) Painting, sculpture and design; 5) Art history; 6) Musical art. Educational activity is carried out in accordance with the order of the Ministry of Education and Science of the Republic of Kazakhstan of June 17, 2011 No 261 "On approval of state compulsory standards for higher and postgraduate education".

In the Academy, education is conducted only in full-time. As the leading national university in the field of art, KazNAA named after T. Zhurgenov is the developer of the State Educational Establishment for 11 specialties of bachelor's, master's and doctoral studies: bachelor's degree: 5B040400 "Traditional musical art", 5B040600 "Directing", 5B040700 "Actor's art", 5B040800 "Art of variety" , 5B040900 "Choreography", 5B041000 «Scenography», 5B041200 «Operator's art», 5B041300 «Painting», 5B041400 «Graphics», 5B041500 «Sculpture», 5B041600 «Art History», 5B041700 «Decorative Art», 5B042100 «Design», 5B042300 «Art Management». Master's program: 6M040400 "Traditional Musical Art", 6M040600 "Directing", 6M040700 "Actor's Art", 6M040800 "Art of Variety", 6M040900 "Choreography", 6M041000 "Scenography", 6M041200 «Operator's art», 6M041300 «Painting», 6M041400 «Graphics», 6M041500 «Sculpture», 6M041600 «Art criticism», 6M041700 «Decorative art», 6M042100 «Design» **doctoral studies:** 6D040600 Directing6D040700 Acting art6D041300 Painting6D041400 Sculpture6D041700 Decorative art6D041600 Art criticism6D040800 The art of variety art The Academy trains more than 1440 students, undergraduates, doctoral students PhD.

Preparation of specialists is carried out by 23 departments, of which 17 are graduates, 6 are general academic. The staff of the Academy at the time of verification is 603 employees, in fact 552 employees. Of these, the PPS is 338- 84.5%. Of the total number of full-time teaching staff degrees and titles, honorary titles state awards have 150 people, which is -44.4%. The holder of the state grant "The best teacher of the university - 1 worker. Among them are the 11 international artists of the RK, including 2 people's artists of the USSR, 18 laureates of the state award of the RK, 8 laureates of the Independent Tarlan Award, 14 honored artists of Kazakhstan, 62 honored artists and culture, 26 winners of international and republican contests and festivals, more than 47 doctors sciences and professors of VAK, 67 candidates of sciences, 23 doctors PhD, 54 associate professors. Scientific researches of the teaching staff, undergraduates and doctoral students are held in priority areas of art and professional education. The staff of the Academy is actively engaged in creative activity, improving skills in the context of modernity.

The Academy understands the requirements of clause 4.1-context of the organization. The quality manual DP 017-10-2017, contractual relations, the Charter of KazNAA named after TK Zhurgenov, the provisions on structural divisions, QMS documents describe external and internal factors that affect the results of the Academy's activities. There is a documented procedure DP-017-10-2017 Quality Manual dated 25.05.2017. assessing the strengths and weaknesses and compiled SWOT analysis, PESTLE analysis, prevention of risks affecting the organization's activities described in the development strategy of Kaz NAA named after TK Zhurgenov for 2016-2026., approved by the Rector of 26.05.2016. KazNIA named after TK Zhurgenov understands the needs and expectations of interested parties, i.e. their consumers of services and requirements of consumers are defined in the developed QMS standards, processes in accordance with the legislation of the Republic of Kazakhstan,

The requirements of the parties concerned have been determined. There is a list of stakeholders.

- The state;
- Public organizations;
- Staff;
- Customers (Consumers) of services, work processes;
- Suppliers;
- Partners;
- Bodies for certification;

Responsible persons are identified for each important key process. The requirements of the consumer's expectations, such as the quality of the services provided, the timeliness of the work on the



provision of services, the optimal prices, the responsibility for the quality of the services provided. The requirements of stakeholders on production processes are defined in the contractual relationship. For example, Agreement No. 12 of 19.01.2017. on cooperation in the implementation of the training system in practice with the Kazakh State Academic Drama Theater named after M.Auezov for practical training, which are being taught at the 4 courses of the faculty "Theatrical Art". In the processes, input and output data are defined. Sequence and interaction are described in the Quality Manual DP 017-10-2017 criteria and methods, resources, improvements identified in the above main processes. The quality policy was developed and approved by protocol No. 10 of May 25, 2017. The quality policy corresponds to the intentions of the Academy, its context, clearly defined strategic directions. The QMS policy is available to all staff of the Academy, it is issued in the form of documented information. The mechanism for bringing the Policy to the attention of the staff is described in the quality manual in paragraph 7.3. There is a strategy for the development of the Academy for 2016-2026 from 26.05.2017. From the strategy, the quality objectives for the 2017-2018 school year, approved by the Rector of the Academy, are adopted. Also there are goals of deans, departments. Goals are achieved according to the fulfillment of work plans. The Academy has identified the necessary resources for the functioning and improvement of the quality management system, as well as for satisfying consumers and other interested parties. Determination of needs and allocation of resources is carried out within the framework of the implementation of the CPA processes 017-09-2017 "Strategic Development Plan", KP 017-14-2017 "Planning", DP 017-4.08-2017 "Infrastructure Management", according to the planning and economic department at development of the quality management system and to maintain the main educational processes and infrastructure allocated more than 133 million tenge, of which 2 concert grand pianos were purchased for the amount of 34,905,000 tenge. According to the process, personnel management for 2017 has developed a plan for improving the qualifications of the teaching staff (PPP). The service of the Institute for Advanced Studies is improving the qualification. The training plan is approved from 25.08.2017. Advanced training courses are conducted in 8 directions. For example, acting, scenic speech, scenography of the makeup of the theater, Cinema and TV. 132 people have improved their qualifications, 9 of them in foreign and scientific educational organizations. At the end of the course, certificates were issued. Exchange of experience in foreign universities passed 2 people. The certificate of the listener AS Saurbaev is analyzed. There is an evaluation questionnaire. There is the Regulation "On the Board of Trustees", one of the main tasks is mentoring. There is a list of koreifs for various activities of the Academy.

The library of the Academy meets all the requirements of the Ministry of Education of the Republic of Kazakhstan for the provision of educational resources.

1. The main building

Administrative and educational building

Almaty city, Panfilov str., 127

The total area of 10756.4 sq.m.

Resolution of the Akimat of Almaty No. 3 / 424-778 of 25.07.2002.

2. Administrative and educational institution of the college

Almaty, street Kablukova d.133V

The total area of 14071.9 square meters

Resolution of the Akimat of Almaty No. 1 / 01-503 of 21.01.2008.

3. Student Residence

Almaty, street Toraigyrova, 49

The total area is 4268 sq.m.

Resolution of the Akimat of Almaty No. 5 / 640-166 of 04.10.2002.

Also there are necessary office equipment, information and communication technologies.

There is no discrimination in the organization, they work in a calm atmosphere, there is a lack of conflict between the staff.

2.3 DO: Processes in operation

The Academy has developed and implemented the documents necessary for the functioning of the quality management system. The main and auxiliary processes, regulations, instructions developed with the requirements of the legislation of the Republic of Kazakhstan, the Ministry of Education and Science of the Republic of Kazakhstan, as well as the Ministry of Culture and Sports of the Republic of Kazakhstan and necessary for the functioning of the life cycle of products and services. See paragraph 2.2 of this report. The interaction of processes is described in the quality manual - RC 017-2017. In the process maps, input and output data are defined, criteria and methods for determining the effectiveness of processes are established. There is a report on the effectiveness of the processes.



In addition, the Academy defines external and internal communications related to the quality management system. Communication is provided through information and communication technologies, in social networks, a website, in an online mode (twitter, facebook, etc.). Customer orientation is described in the quality manual of 5.1.2. , also in DP 017-7.05-2017 "Determination and assessment of customer satisfaction", approved on 16.10.2017. The top management accepts definition and satisfaction of requirements of consumers as priority activity of Academy.

The requirements of consumers, as well as the applicable legislative and regulatory legal acts for providing services are clearly defined, risks and opportunities are identified that can affect the conformity of products and services and the ability to improve consumer satisfaction.

The requirements of consumers are reflected in contractual relations. For example, an agreement on the provision of educational services to students of KazNAA named after TK Zhurgenov "No. 11-11-29B of August 25, 2012, with the student Toilybaeva FS- 18.05.1997. IIN 970518450416 specialty 5B040700 Acting art (Drama Theater actor). According to the processes of KP 017-07-2017 "Educational services", KP 017-18-2017 "Scientific activity", P 017-3.1-2017 "Educational process" is the life cycle of the provision of services. During the audit, all structural units were analyzed according to the audit plan. There is a plan for the educational and methodical service, where the process of designing and developing the curriculum and their monitoring is carried out. The work plan for 2017-2018 is approved from 28.06.2017. Also, the work plan for the new disciplines "Design" was reviewed, reviewed at the sessions of the educational and methodical service and approved this plan of 29.08.2016, protocol No. 1, agreed by the pro-rector for the academic part and approved by the rector of the Academy. Plans of the Academic Council of the Academy are approved by order No. 01-04-219P of 01.09.2016. There is a Work Plan for the Academic Council of the Faculties, the last meeting is fixed by Protocol No. 3 of October 26, 2017. In addition, the work of the pro-rector on creative work and international relations was analyzed. According to the development strategy for 2016-2026, the Plan for International Activities for 2017, approved on 25.05.2017. There is P017-1.41-2017 Regulation "On academic mobility", approved on 25.05.2017. Of the planned 69 Universities-Partner. p about the factual agreement with 72 partner universities. Among the partner universities: Germany, Czech Republic, Korea, Finland, China, Russia, etc. For example, 27 students were trained abroad. Of them: 3-master, 24-bachelor's degree. The contract with Sangnyung University (Republic of Korea) dated January 16, 2012 is analyzed. The case of the student of the first year of the faculty "Cinema and Television" Aliyeva Adlet is analyzed. The training was held at the Lapland Academy (Finland). from 08/01/2017. to 31/05/2017. There is a training schedule, a letter of confirmation, that this student has been trained. Learning outcomes are available (transcript from 27.06.2017, final loan -15.00). Aliyeva A.'s internship report is analyzed. Also, the University of Applied Arts of Aachen Aachen (Germany), a 4th-year student of the Faculty of Painting, Sculpture and Design, Rahmetova Zhandos, was analyzed. Studying at the Aachen Academy of Applied Sciences opened for him a new direction in the visual arts. Together with students from different countries, he worked on various projects. The work of Rakhmetov Zhandos was noted by the professor. He called his project work an innovative.

On the work processes, the auditors made a number of recommendations. See the report of the final meeting. According to the educational process, the students created more than 50 art, documentary and animation films. More than 200 films have been translated into the state language. Performed 15 theatrical productions. More than 40 concerts and benefices. Created 16 choreographic compositions. More than 70 teachers and students of the Academy (International Exhibition of Modern Art "Communications: Experiences of Interaction", international festivals "Young Cinema of Central Asia", "Look in a new light", VGIK, Moscow became laureates of state prizes, diplomas of international, republican festivals and competitions. International Festival of Puppet Theaters, St. Petersburg, Russia, Theater Festival in Germany; Festival of Turkic-speaking theaters in Kazan; The Eurasian Arts Festival in Germany; international exhibitions in China, Russia, Switzerland; Festival of Contemporary Dance "The Pink Mane", British Council; International Exhibition of Decorative and Applied Arts in Switzerland). The Experimental Youth Theater "Men" (headed by Honored Artist of the Republic of Kazakhstan, Associate Professor N. Zhakyrbai), laureate of the International and Republican festivals, whose repertoire includes plays of national and world dramaturgy - "Hamlet", "Pygmalion", "Inspector", " King Lear ", " Үшір мүйізді бұзау ", " Сәукелелі ақ тау ", " Аққұс ту туралы аңыз ", " Қош бол, ақ кеме ", etc. KazNAA named after TK Zhurgenov is the standard of high standards of art education in the field of art and culture, the largest educational and scientific center for the training of highly qualified specialists and scientific cadres .. The Departments of the Academy attract leading specialists from various industries, renowned scientists from leading universities of the Republic of Kazakhstan, countries of near and far abroad to the teaching activity.



In addition, during the audit, the procurement process DP017-7.05-2017, approved on 25.05.2017, was analyzed. The procurement plan for 2017 is available. Concluded contracts on the method of procurement from a single source-131, at an auction-1, at the request of price proposals-174. For example, the purchase of an electric industrial board for a hostel, contract No. 431 of November 27, 2012, was analyzed. Vyazma Kazakhstan LLP. The work of the legal department is analyzed. Actualization of normative legal acts is carried out daily. There is a program "Paragraph". Investigation of cases of unscrupulous suppliers is carried out by the legal department. As of June-December, 2017, 24 lawsuits were filed with the court, and 9 service providers found the service providers to be unfair service providers. Case 6 The suppliers are in court. Scientific activity is regulated by the "Scientific work" process and the provisions of P 017-2.1-2017- P 017-2.15-2017. Za 2016-2017 academic year published 23 monographs, electronic textbooks-1, articles in foreign journals with impact factor-21, Articles in foreign journals-41, articles in magazines in the near abroad-35, articles in conference materials-196, publications of undergraduates and doctoral candidates-73. Total publications-446. During the reporting period, the scientific works of the teachers are placed in the following rating editions: International Journal of Environmental and Science Education, Europe-Asia Studies, Folklore, Man in India and others. There is a research report for the 2016-2017 school year. Approved on 25.05.2017. Rector of the Academy. The process of "Educational Activity" is regulated by the provisions of P 017-3.1-2017- P 017-3.9-2017. There is P 017-3.1-2017 "Regulations on student hostels." P 017-3.9-2017 "Regulations on social assistance for students." The educational process of the Academy is organized in the following areas:

- Organization of information and advocacy work among youth in accordance with the tasks;
- improvement of the work of youth organizations responsible for student self-government, the formation of students' culture;
- development of youth creative activity;
- Increase of legal literacy and prevention of offenses;
- provision of social support, etc.

In KazNAA named after T. Zhurgenov, the organization of identification and traceability is carried out in all processes of rendering educational services.

The Academy makes identification and traceability of documentation by indicating:

- Academy index;
- the index of the department-developer;
- class of the document;
- groups of the document in the class;
- ordinal number of the document;
- Year of development

The identification and traceability of the student as an object of instruction is carried out, from the admission of the applicant to the graduating and distribution of the graduate, at two levels: at the faculty level and at the academy level. In the academy responsible for identification and traceability at the faculty level is the dean of the faculty responsible for identification and traceability at the academy level during training - the dean of the faculty and the archive - after graduating from the academy by a student. First of all, identification and traceability consists in the management of personal files of entrants - graduate students, containing all the educational and other information (information about the student's movement, changing the name, residence, etc.) about each of them, assigning to each student a single ordinal numbers, the management of the student's educational card, magazines, a record book. During the audit, the personal document of Abdibay Altynai was analyzed. Order No. 04-02-01-02 \ 168 of August 21, 2012, a student of the first year of the faculty of choreography, a record book No. 17149 dated 02.09.2017. The property of the student includes:

- originals of the documents of the student about education, accepted upon admission, personal documents (kept in the student department);
- medical data, studies or certificates of the student (stored in the dean's office or medical unit of KazNAA);
- the results of examinations, tests or written works of students (are stored in the student's case in the directorate or SOIUKP);



Consumer property (PPP) includes intellectual property. The property provided by PPP to students in an educational organization is defined as property transferred in the course of educational activities. Among the other documents can be completed work, course projects, diploma papers, etc. Storage is carried out according to the act of acceptance and transfer in the archives of the Academy.

The property of external suppliers includes such items as textbooks, workbooks, teaching aids, computers, software, or other technical means. If necessary, standards and specifications for the supplied materials, which guarantee the suitability for training, can be established. All the transferred property of external suppliers is formalized by acts of transfer and acceptance.

In the event that the property of a consumer or an external supplier is lost, damaged or found unfit for use, the academy management shall notify the consumer or the external supplier thereof in writing and also record and store documented information about what happened. The Academy ensures the safety of the results of the process during the production of products and services to the extent necessary to ensure compliance. Documents that are subject to further storage in accordance with the nomenclature of cases are transferred to the archive of the Academy in accordance with P 017.A.03-02-2017 "Regulations on the archive."

Verification of auditing during all shifts

127, Panfilov street, 050000, Almaty, Kazakhstan		Audit cycle					
Name of production process	Performing shift	Initial/ Recertification audit	1. Surveillance audit	2. Surveillance audit	3. Surveillance audit	4. Surveillance audit	5. Surveillance audit
KP 017-14-2017 "Planning"	1	1					
KP 017- 17 -2017 "Educational and educational-methodical process"	1	1					
KP 017-18-2017 "Research Process"	1	1					
KP 017-19-2017 "Creative process"	1	1					
KP 017-20-2017 "Educational process"	1	1					
KP 017-07-2017 "Map of the educational process"	1	1					
П 017-4.0-2017 Human Resource Management	1	1					
P 017-1.43-2017 "Map of the international process"	1	1					

1. Shift 09:00 – 18:00

2.4 CHECK: Results and analysis

Objectives in the field of quality of the Academy for 2017-2018 are given in the Central Committee 017-11-2017 / The objectives in the field of quality are approved by the order No. 121 of March 15, 2017. A quality plan has been developed to achieve the goals. The goals are achieved by 100%.

There is a documented procedure DP 017-7.01-2017 "Procedure for conducting internal audits."

Internal audit of the structural divisions of the Academy was carried out in the period June to September 2016-2017 academic year in accordance with the approved by the SPS of the Audit Plan



(dated 12.06.17, 06.09.17) and the Internal Audit Program for the 2016-2017 school year (from 12.09.2017.).

Based on the results of the internal audit, 16 inconsistencies were identified. Corrective actions were taken on them.

At present, 16 auditors conduct internal audit at the academy. Internal auditors are employees of departments and departments. In the process of internal audits, the Internal Audit Service constantly conducts explanatory work with the employees of the divisions on the issues of implementation and functioning of the QMS.

The university management pays much attention to the study of the needs and wishes of the interested parties. The general coordination of work with the interested parties is carried out by the department for monitoring the educational process and QMS, the Department of Educational Work and Youth Policy.

Various methods of working with consumers and potential consumers of graduates are used. So, for example, the university makes an adjustment to the curricula taking into account the wishes of consumers, identifies enterprises, gymnasiums, schools, colleges as the basis of practices for securing students and improving their professional training; with the employer the themes of course and diploma work are coordinated; are involved in work in the SAC; ongoing work is under way to form a "portfolio of orders" for training specialists and posting graduates' resumes on the university's website (<http://semgu.kz/>). Employers are involved in the academic council, the educational and methodological council of the university and the teaching and methodical bureaus of the faculties. The Council of Employers is held annually.

The analysis by the top management is regulated by DP017-7.04-2017 "Management review" Extract from the minutes of the Scientific Council Protocol No. 2 of September 28, 2017.

2.5 ACT: Improvements

The Academy has developed procedures DP 017-7.2-2017 "Corrective actions, DP 017-7.3-2017" Procedure for non-conforming products "These procedures are being applied at the proper level.

2.6 Additional strengths and improvement potential

Listing of findings, as presented in the closing meeting

No.	Specification	Requirement (three digits if applicable)	Process	Statement	Evaluation
1	ISO 9001:2015	4.2		In the KazNAA named after T.K. Zhurgenev noted a clear understanding of the needs and expectations of stakeholders, constantly monitoring and analyzing information on stakeholders and their respective requirements.	1
2	ISO 9001:2015	5.1.1		Top management demonstrates its leadership and commitment to the quality management system. Supports relevant officials in demonstrating their leadership in the area of responsibility	1
3	ISO 9001:2015	8.5.1,10.1		Developed and implemented software to manage the learning process, automated process of managing documented information (electronic journal) - " http://register.kaznai.kz/ ".	1



No.	Specification	Requirement (three digits if applicable)	Process	Statement	Evaluation
4	ISO 9001:2015	6.3		Production and service are under controlled conditions. There are working instructions, educational-methodical complexes, methodical manuals, describing the characteristics of services.	1
5	ISO 9001:2015	8.5.1		In all structural divisions the mechanism of monitoring of delivery and delivery of the executed works is fulfilled. It monitors the activities of specialists to assess the professional level.	1
6	ISO 9001:2015			The introduction and continuous development of the processes of information interaction (intracorporate site, educational portal, information boards, groups in social networks, job fair)	1
7	ISO 9001:2015	8.5.2		All CA KazNAA JVs provide identification and traceability of documentation through the use of automated information systems. In order to ensure the necessary traceability and preservation of documentation, they are created with their copies of copies.	1
8	ISO 9001:2015	7.2		All staff and staff are highly qualified and professional in their field of activity	1
9	ISO 9001:2015	4.1, 7.1.6, 8.2.1		The value of the internal context of the organization is the commitment of staff to a unified ethic of behavior that has the desired results of the life cycle of products. (There is a "Regulation on the Board of Trustees", which includes the creative characteristics of mentors in the areas of their work.	1
10	ISO 9001:2015	7.2		Efforts are being made to acquire the necessary competence (Direction of faculty, students and staff for international internships, conferences, training, seminars). Assessment of the effectiveness of training is carried out by listening to reports and the introduction of acquired knowledge in the development of the Academy.	1
11	ISO 9001:2015	7.1		Allocation of resources for equipping faculties and joint ventures with modern equipment and creating production sites (classes) for students.	1



No.	Specification	Requirement (three digits if applicable)	Process	Statement	Evaluation
12	ISO 9001:2015	8.2.1, 8.5		Creative activity of the teaching staff is presented at exhibitions, author's evenings, concerts, in scientific publications, monographs with the recovery of the forgotten history and artistic culture of the peoples of Kazakhstan. Total publications for the 2016-2017 academic year -466.	1
13	ISO 9001:2015	8.5.1, 10.1		Social support of teaching staff and students is provided. There are developed regulatory documents. For example, the Regulation on social assistance for students.	1
14	ISO 9001:2015	4.4.1		To provide expediency of revision of risk maps on processes	2
15	ISO 9001:2015	6.1		It is advisable to expand the procedure for determining risks by the criteria of significance and the likelihood of their impact on the functioning of the QMS	2
16	ISO 9001:2015	7.2		To provide for the expediency of renaming the service of the "institute of advanced training" for "service or for the faculty of advanced training". In order to optimize the recording of documentation on the issues of professional development and monitoring, to find the possibility of transferring them to the personnel department	2
17	ISO 9001:2015	8.2.1, 8.2.2, 8.5, 10.1		Provide for the possibility of strengthening the requirements for the accounting and monitoring of students studying abroad. Optimize documents (contracts, questionnaires, reports).	2
18	ISO 9001:2015	7.1.3, 7.1.4		In order to increase the professional level of the contingent of students at the Faculty of Cinema and TV, to find the possibility of creating a specially equipped room for film filming	2
19	ISO 9001:2015	10.2		In all structural divisions, provide for the identification of approaches to decision-making, the definition of performance criteria, responsibility and control over their implementation.	2
20	ISO 9001:2015	10.2		In all structural units, it is necessary to provide for continuous monitoring, analysis and evaluation of the frequency of non-compliance, and to develop a clear mechanism for corrective actions.	2



Evaluation code:

1 = Strength - Exceeds the requirements of the standard/specification

2 = Fulfills the requirements of the standard/specification but opportunities for improvement were identified

3 = Minor non-conformities

4 = Major non-conformities which jeopardize the functioning of the system or probable shipment of nonconforming products to the customer



3. Audit results

ISO 9001:2015

Current scope of registration:

The top level Management System Manual and related management system documentation were reviewed and found to conform to all applicable standard requirements for documentation.

The management system is effective and fulfils the requirements:

Number of findings:

On site verification of nonconformities needed through follow-up/special audits:

Educational activities in the field of art

Current revision of manual: 25.05.2017

Yes No

Remarks:

Quality Manual DP 017-10-2017

Yes

Only partly – see corrective action plans

No – see action plans

Major nonconformities: 0

Minor nonconformities: 0

Yes No



4. Order and audit process data

4.1 Order data

Name of the company: Republican state institution " T.K. Zhurgenov Kazakh National Academy of Arts" Ministry of Culture and Sport of the Republic of Kazakhstan

Main address: 127, Panfilov street, 050000, Almaty, Kazakhstan

Ref. No.: 30750039

Order number (PO):

Date of audit: Dec 05, 2017 to Dec 08, 2017

Total number of audit days: 9

Date of Stage 1 Audit: Dec 04, 2017 to Dec 04, 2017

SIC/IAF/EA/NACE code: (Primary) 37

SIC / IAF / EA / NACE code:
(Secondary, as applicable)

SIC / IAF / EA / NACE code:
(Secondary, as applicable)

Exclusions, if applicable None Yes, see remarks

Number of employees currently covered by this certification at main site: 603



4.2 Management and contact persons

Top Manager on site: Nussipzhanova Bibigul Nurgaliyevna
Telephone: 8 (727) 261-42-40
E-mail: t_gulbakhit@mail.ru
Management Representative: Shashayeva Gulbakyt Kadyrzhanovna
Telephone: 8 (727) 261-42-40
E-mail: t_gulbakhit@mail.ru
Audit Team Leader: Omarova G.K.
Telephone: +77017779955
E-mail: gaziza@bk.ru
Additional Auditor: Mukasheva A.
Telephone: +77272666207
E-Mail: dqs.kazakhstan@gmail.com
DQS Customer Service: Shansharova A.S.
Telephone: +77272666207
E-mail: dqs.kazakhstan@gmail.com

Expert: Amreeva T.M.
Telephone: +77272666207
E-mail: dqs.kazakhstan@gmail.com

Observer: Batyrbekova S.E.
Telephone: +77272666207
E-mail: dqs.kazakhstan@gmail.com

4.3 Audit data

Audited sites and interview basis

Site: 127, Panfilov street, 050000, Ref. No.: 30750039 Shifts: 1
Almaty, Kazakhstan

Main business/processes on location, please specify: Educational activities in the field of art

	Actual	Number interviewed	In %
Executive managers	25	15	60
Other employees	578	6	1
Total	603	21	3



Remote Locations:

No additional sites or remote locations are currently covered by this certification.

Date agenda sent to customer: Nov 24, 2017

Audit sequence: The audit schedule was maintained
 The audit schedule was altered as follows:

Closing meeting:

A closing meeting was performed with the organization's management. Audit results were presented, explained and, where necessary, discussed. Findings and corrective action plans were agreed upon with the respective managers, as necessary.



Next steps

5.1 Activities of the customer

Corrective actions: Corrective actions not necessary
 Corrective actions shall be implemented and reviewed for effectiveness as agreed by

Opportunities for improvement: Identified improvement potential shall be evaluated internally and incorporated into the continual improvement process if deemed beneficial.

Nonconformities, identified during an audit, shall be closed with evidence of effectiveness within defined time lines. Otherwise, certificates may be put on hold or be withdrawn.

5.2 Activities of DQS

Type of next audit: Surveillance audit
 Recertification audit
 Special audit

Next audit data: (non-binding estimate of audit days) Planned date for next audit: November, 2018
(week or month, if appropriate)
For 3.0 audit day(s) by 2 auditor(s)

Main emphasis will be on the following subjects:

Customer requests: Information on
 Quotation for
 Telephone call from Customer Service Representative

Additional remarks:

5.3 Identified need for change

Basic data changed? Yes No



6. Attachments

- Findings with corrective action plan (the customer at the end of the audit supplied by the Auditor) Number:

For internal use only:

- Basic data Number: 1
- Basic data –standards (if appropriate) Number:
- Auditor notes / Audit record
- List(s) of participants - closing meeting
- Reviewed draft certificate(s) (if applicable) Number:
- Further specific documents for standards [if applicable, e.g. medical, automotive, etc.]
- Other(s):

Report prepared on Dec 22, 2017
Lead Auditor Omarova G.K.
Standard ISO 9001:2015

Dec 28, 2017

Date Technical review on behalf of DQS Dr. Beate Wagner

Confidentiality

The contents of this report and all information received in relation to the audit of the subject company will be kept in the strictest confidence by the members of the audit team and by DQS, in accordance with prior agreements.

Distribution:

DQS

Republican state institution " T.K. Zhurgenov Kazakh National Academy of Arts" Ministry of C Version 2