



MANAGEMENT SYSTEMS SOLUTIONS

Audit report

Stage2 / Initial Audit

ISO 9001:2015

Stage2 / Initial Audit

ISO 14001:2015

RJ Mlekara Zlatibor

**Naselje Farma br. 1
Zlatibor, Serbia 31315 Serbia**

Single site

Audit date:

From: 18 Jan 2020 to: 19 Jan 2020

REF No.: 426557

1. Certificate recommendation

Thank you for your cooperation during the recent audit of your organization. This report describes the audit results including strengths, opportunities, and weaknesses. These results were presented to your management at the closing meeting of the audit. You should now use these results to further strengthen your management system. We look forward to continue our partnership towards sustainable business success.

ISO 9001:2015;ISO 14001:2015

Overall evaluation

The management system is fully effective and fulfils the requirements of the applied standard(s). No nonconformities were identified.

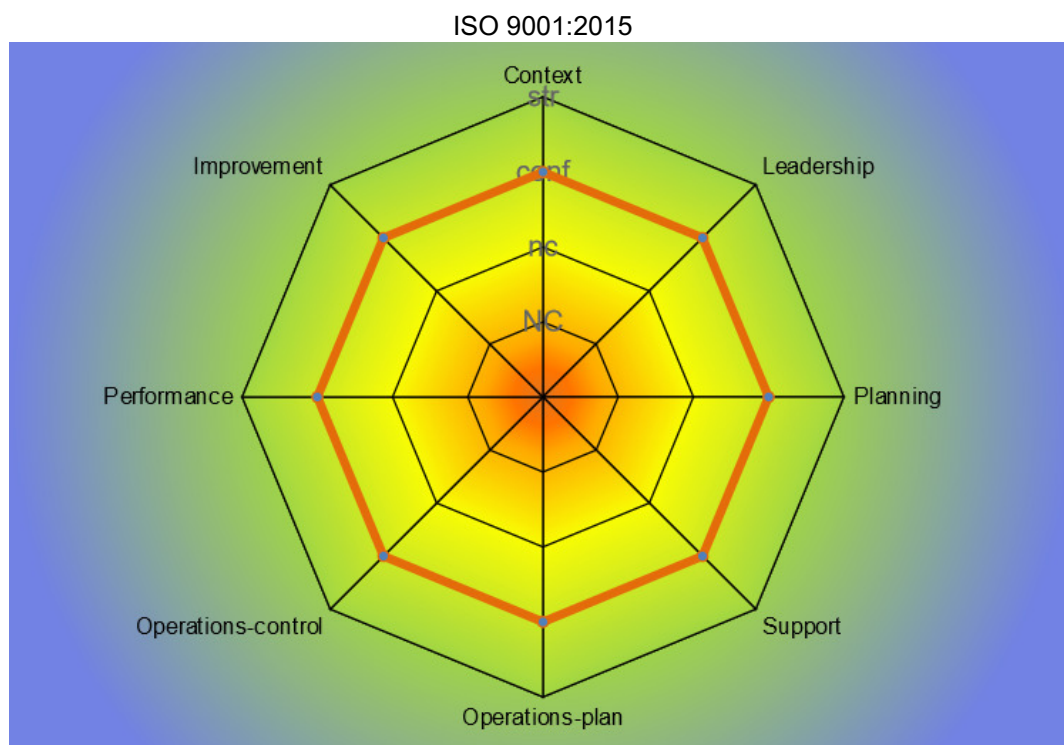
The audit team recommends to DQS in reference to the applied standard:

The issuance of the certificate.

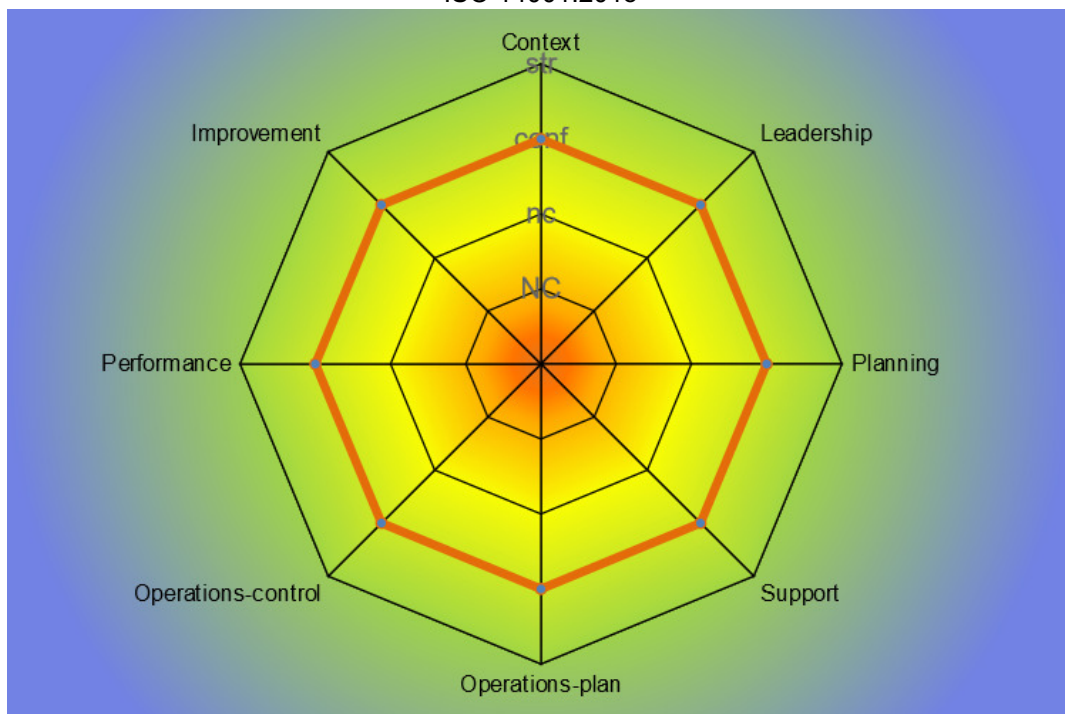
2. Audit results

2.1 Executive summary

The audit team confirms that the audited company has implemented and maintains a management system in accordance with the applied standard(s). Detailed audit results were presented, explained and, as necessary, discussed with the organization's management during the closing meeting. The following chart provides a graphic overview of the respective audit findings and evaluations, which are stated explicitly in chapter 3 of this audit report.



ISO 14001:2015



Rating in 4 levels

NC = major nonconformity was identified, conformity to standard requirement was not evident or potential risk for providing nonconforming product/service to customer

nc = minor nonconformity was identified, single or isolated deficiencies were identified without impact onto the system's effectiveness

conf = conforming, all requirements are fully met, (with or without potential for improvement)

str = conforming, all requirements are fully met and significant strength was identified, evident through excellent results

All audit findings are based on a sampling process, targeted towards reliable evidence for effective implementation and compliance of the management system. Where applicable findings and required corrective action plans were or will be agreed upon with the responsible managers or management representatives, steps have been or will be defined to resolve such non-conformity. Further business aspects may exist, positive or negative, which have not been reviewed by the audit team. It is the organization's responsibility to investigate and evaluate the potential impact and scope of findings, thus continuously ensuring full compliance to the applied standard(s).

2.2 Strength(s) - Exceed(s) the requirements of the standard/specification

No.	Standard	Requirement	Process	Statement	Evaluation
1	ISO 9001:2015	7.1	Maintenance	Very little production downtime due to excellent preventative maintenance of production facilities	Strength
2	ISO 14001:2015	8.1	Production	There are detailed instructions for the process of cleaning the containers containing milk and dairy products, as well as for the treatment of waste resulting from this.	Strength

2.3 Opportunities for improvement and non-conformities

nc = minor nonconformity, NC = Major nonconformity, OFI = Opportunity for improvement

No.	Standard	Requirement	Process	Statement	Evaluation
1	ISO 9001:2015;ISO 14001:2015	7.2	IMS	Consider the need and supplement the training plan with standard training	OFI

3. Evaluation of the management system

3.1 Context of the organization

ISO 9001:2015

	NC	nc	conf	str	not audited
The organization has determined external and internal issues relevant to its purpose and ability to achieve the intended outcome of its management system. (4.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The organization has determined relevant needs and expectations of interested parties and determined which needs and expectations are compliance obligations. (4.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The organization has determined its management system scope considering applicable issues, compliance obligations, boundaries, activities, and functions. (4.3)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For every process all standard requirements have been applied effectively (inputs, outputs, criteria, indicators, resources, interaction, authority, risk). (4.4)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ISO 14001:2015

	NC	nc	conf	str	not audited
The organization has determined external and internal issues relevant to its purpose and ability to achieve the intended outcome of its management system. (4.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The organization has determined relevant needs and expectations of interested parties and determined which needs and expectations are compliance obligations. (4.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The organization has determined its management system scope considering applicable issues, compliance obligations, boundaries, activities, and functions. (4.3)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To achieve intended outcomes and enhancement of the environmental management system, the organization has established the processes and interactions needed. (4.4)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3.2 Leadership

ISO 9001:2015

	NC	nc	conf	str	not audited
Top management demonstrates leadership and commitment with respect to the management system and take accountability for its effectiveness. (5.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The policy and objectives are established and understood; they are compatible with context and strategic direction of the organization. (5.1, 5.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Top management ensures customer focus, including awareness for requirements, risks, opportunities and customer satisfaction. (5.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organizational roles, responsibilities and authorities are assigned, communicated, understood and supported by top management. (5.3)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The audited company's current quality policy is dated 09 Dec 2019.

ISO 14001:2015

	NC	nc	conf	str	not audited
Top management demonstrates leadership and commitment with respect to the management system and take accountability for its effectiveness. (5.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The policy and objectives are established and understood; they are compatible with context and strategic direction of the organization. (5.1, 5.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The policy is appropriate to purpose, scope and context and includes commitments to protection of the environment, prevention of pollution, compliance obligations, and continual improvement. (5.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organizational roles, responsibilities and authorities are assigned, communicated, understood and supported by top management. (5.3)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The audited company's current environmental policy is dated 09 Dec 2019.

3.3 Planning

ISO 9001:2015

	NC	nc	conf	str	not audited
The organization has determined risks and opportunities considering interested parties and scope of the management system. (6.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The organization has determined and planned suitable actions to assure intended outcomes, including compliance obligations to address risks and opportunities. (6.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Objectives (measurable) have been established at all relevant functions, levels and processes (and are being pursued). (6.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Action planning to achieve quality objectives is deployed effectively, including the need for change (who, when, what, how, resources, evaluation of results). (6.2, 6.3)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ISO 14001:2015

	NC	nc	conf	str	not audited
The organization has determined risks and opportunities considering interested parties and scope of the management system. (6.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The organization has determined and planned suitable actions to assure intended outcomes, including compliance obligations to address risks and opportunities. (6.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Objectives (measurable) have been established at all relevant functions, levels and processes (and are being pursued). (6.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Actions planned to achieve environmental objectives include how results will be evaluated, indicators for progress, determining resources, responsibility and when it will be completed. (6.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The organization has determined compliance obligations related to its environmental aspects and how these compliance obligations apply to the organization (6.1). Life cycle perspective has considered the environmental aspects of activities, products and services. (6.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3.4 Support

ISO 9001:2015

	NC	nc	conf	str	not audited
Necessary resources (people, infrastructure, organizational knowledge, environment for the operation of processes) including monitoring and measuring resources are determined and provided for the establishment, implementation, maintenance and continual improvement of the management system. (7.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Necessary competence and awareness of personnel operating under the organization's control is ensured. (7.2, 7.3)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effective internal and external communication is determined (who, how, what, when). (7.4)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Documented information is determined, available, maintained and controlled, ensuring effectiveness of the management system and its processes. (7.5)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ISO 14001:2015

	NC	nc	conf	str	not audited
Necessary resources (people, infrastructure) including monitoring and measuring resources are determined and provided for the establishment, implementation, maintenance and continual improvement of the management system. (7.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Necessary competence and awareness of personnel operating under the organization's control is ensured. (7.2, 7.3)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effective internal and external communication is determined (who, how, what, when). (7.4)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Documented information is determined, available, maintained and controlled, ensuring effectiveness of the management system and its processes. (7.5)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3.5 Operation

a) Operational planning and control

ISO 9001:2015

	NC	nc	conf	str	not audited
All operational processes needed to meet product and service requirements, including customer-specific requirements, are planned, implemented and controlled effectively. (8.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effective customer communication ensures that all relevant requirements related to product and service are determined, reviewed and confirmed. (8.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The organization has established, implemented and maintains an effective design and development process, ensuring subsequent provision of compliant product and services. (8.3)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Externally provided processes, products and services are effectively controlled, including selection and evaluation of external providers. (8.4)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ISO 14001:2015

	NC	nc	conf	str	not audited
A life cycle perspective is evident in the processes for design and development, procurement of products and services, and in external communication processes. (8.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The type and extent of controlling outsourced processes are defined and controlled or influenced. (8.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The organization has established controls, as appropriate, to ensure that its environmental requirement(s) is (are) addressed in the design and development process. (8.1, 8.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The organization communicates its relevant environmental requirement(s) to external providers, including contractors (8.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Waste water from the collecting tank and grease separator is discharged into the public sewer network, the analyzes are done quarterly and they are correct.

- Wastewater Control and Testing Plan for the period 01.01.2019. - 31.12.2020.

- Wastewater Control and Testing Plan for the period 01.01.2020. - 31.12.2021.

Wastewater control list No- 155, from 09.01.2020 done by Institute of Public Health Kragujevac

Solid waste is collected in containers and is taken over by the utility company under the cooperation agreement.

Municipal and Solid Waste Takeover Agreement No. 140 dated 1 August 2017 with Zlatibor Municipal Enterprise, Cajetina

According to the Regulation on Measurements of Emissions of Pollutants into the Air from Stationary Pollution Sources ("Official Gazette of RS", No. 5/2016) Criteria for Establishing Measuring Points, Article 29 and Article 30, Continuous and Periodic Determination of Pollutant Emissions pollution.

Air Emission Measurement Report No. 22/54/2019 dated 14/10/2019. done by Public Health Institute Kragujevac

b) Emergency preparedness and response

ISO 9001:2015

	NC	nc	conf	str	not audited
The organization has ensured controlled conditions for all production and service provision operations, including post-delivery activities. (8.5)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monitoring and measuring activities are suitable to support controlled conditions, including prevention of human error. (8.5)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The organization ensures release of conforming product and service by planned arrangements effectively. (8.6)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nonconforming process output is identified and controlled to prevent unintended use or delivery. (8.7)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ISO 14001:2015

	NC	nc	conf	str	not audited
The organization has established and implemented processes for preparing and responding to emergency situations. (8.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The organization has planned actions to prevent or mitigate adverse environmental impacts from emergency situations. (8.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planned emergency response processes and actions have been periodically reviewed and tested, in particular after the occurrence of emergency situations or tests. (8.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relevant interested parties have been provided relevant information and training related to emergency preparedness and response. (8.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3.6 Performance evaluation

ISO 9001:2015

	NC	nc	conf	str	not audited
The organization has determined adequate measuring and monitoring provisions to evaluate performance and effectiveness of its management system, including customer satisfaction. (9.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The organization has determined and implemented processes needed to evaluate fulfilment of its compliance obligations and maintains knowledge and understanding of its compliance status. (9.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An internal audit program is planned and deployed effectively by competent personnel, ensuring compliance and suitability of the management system. (9.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Top management performs management review to ensure continuing suitability, adequacy and effectiveness of its management system, including alignment with the strategic direction of the organisation. (9.3)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The last management review was performed on 20 Nov 2019.

ISO 14001:2015

	NC	nc	conf	str	not audited
The organization has determined adequate measuring and monitoring provisions to evaluate performance and effectiveness of its management system. (9.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The organization has determined and implemented processes needed to evaluate fulfilment of its compliance obligations and maintains knowledge and understanding of its compliance status. (9.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An internal audit program is planned and deployed effectively by competent personnel, ensuring compliance and suitability of the management system. (9.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Top management performs management review to ensure continuing suitability, adequacy and effectiveness of its management system, including alignment with the strategic direction of the organisation. (9.3)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The last management review was performed on 20 Nov 2019.

3.7 Improvement

ISO 9001:2015

	NC	nc	conf	str	not audited
The organization determines and selects opportunities for improvement and implements necessary actions to achieve the intended outcomes of its management system. (10.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complaints and improvement proposals are registered and treated effectively. (10.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corrective action is implemented effectively and appropriately, eliminating causes for nonconformity with risk identification and evaluation of corrective action effectiveness. (10.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When nonconformities have occurred the organization has reacted to control and provide correction. Defined corrective action from previous audit has been implemented effectively. (10.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Considering the results from analysis, evaluation and management review, the organization continually improves suitability, adequacy and effectiveness of its management system. (10.3)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ISO 14001:2015

	NC	nc	conf	str	not audited
The organization determines and selects opportunities for improvement and implements necessary actions to achieve the intended outcomes of its management system. (10.1)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complaints and improvement proposals are registered and treated effectively. (10.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corrective action is implemented effectively and appropriately, eliminating causes for nonconformity with risk identification and evaluation of corrective action effectiveness. (10.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When nonconformities have occurred the organization has reacted to control and provide correction. Defined corrective action from previous audit has been implemented effectively. (10.2)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Considering the results from analysis, evaluation and management review, the organization continually improves suitability, adequacy and effectiveness of its management system. (10.3)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Further audit results

4.1 Sampling bases for employees

Management personnel	5	thereof interviewed	5	= 100%
Employees without management authority	40	thereof interviewed	30	= 75%
Total employees	45	thereof interviewed	35	= 78%

Since time of audit planning, total number of employees has not changed.

4.2 Audited shifts

Does the organization work in multiple shifts? Yes No

Working shift	Process	Start	End	Audited	Reason if not audited
1	Maintenance; Production	06:00	14:00	yes	
2	Production; Maintenance	14:00	22:00	yes	
3	Maintenance; Production	22:00	06:00	yes	
Administration	Sales; Management; OHS; Purchase	07:00	15:00	yes	

Is any part of this audit based on remote auditing? Yes No

4.3 List of relevant processes

Process:	Performance indicator(s):	Remarks	Audited
Management	Increasing the total financial income of the company. Developing awareness among employees and stakeholders about their impact on the company, safety and health and the impact on EMS	A complete management system achieves good results. Work on implementing ISO 9001 and ISO 14001	yes
Production	Increase in production, and Introducing new ecological processes and organic materials into production	Increased production with two new products, Mileram and Probiotic Yogurt. New cheese making facility is expected to be commissioned with a new production process.	yes
Purchase	Procurement of organic basic materials	Procurement of basic materials from verified suppliers of organic products. Procurement of non-plastic packaging material	yes
Sales	Sale increase	With the release of new products, sales increased	yes

Process:	Performance indicator(s):	Remarks	Audited
Maintenance	Procurement of a more modern production line in order to reduce maintenance and generation of waste in the form of replaced parts	A new cheese making facility is expected to be commissioned. Finishing work is ongoing	yes
OHS	Number of injuries at work	There were no injuries	yes
IMS	Certification according to ISO 9001: 2015 and ISO 14001: 2015, and maintenance of certification	The system was positively evaluated by internal audit and management review	yes

4.4 Further locations of certificate scope

None

4.5 Relevant environmental aspects of certificate scope

Activities or products or services	Related process(es)
Washing and sanitation of technological equipment	Production
Održavanje opreme	Maintenance

5. Next steps

5.1 Process to resolve nonconformities / findings

No nonconformities were identified.

5.2 Next regular audit planning

Type of audit:	Surveillance Audit
Planned date for next audit: (non-binding estimate of audit days)	01 Dec 2020 - 15 Jan 2021 (week or month, if appropriate) For ISO 9001:2015: 1.5, ISO 14001:2015: 2 audit day(s) in total, performed by 2 auditor(s). For applicable standards calculated as 100% value of IAF mandatory document for audit duration.
The estimated amount of time for verification of action plans for the next audit/year is:	N/A
Main emphasis will be on the following subjects:	Waste management

6. Audit and Certification Data

6.1 Certification data

Current scope of certification/registration	ISO 9001:2015: Proizvodnja i distribucija pasteurizovanog mleka, fermentisanih proizvoda od mleka, proizvoda na bazi pavlake, surutke, sireva i kajmaka. ISO 14001:2015: Proizvodnja i distribucija pasteurizovanog mleka, fermentisanih proizvoda od mleka, proizvoda na bazi pavlake, surutke, sireva i kajmaka.
Current scope in English language	ISO 9001:2015: Production and distribution of pasteurized milk, fermented dairy products, products based on sour cream, whey, cheeses and kajmak. ISO 14001:2015: Production and distribution of pasteurized milk, fermented dairy products, products based on sour cream, whey, cheeses and kajmak.
Primary IAF / EA code	EAC 03

6.2 Certificate, logos and their use

The symbols and logos of DQS, the accreditation bodies and IQNet are being used appropriately

6.3 Changes, identified during the audit

Basic data changes identified during the audit (if applicable) are incorporated into the audit report and are automatically transmitted to DQS.

Please remember to inform DQS immediately of any significant changes to your management system. We will analyse the changes and inform you about the possible impact to your certification.

6.4 Fulfillment of audit objectives and audit schedule

Audit objectives and audit schedule were fulfilled without changes.

6.5 Audit data

Name of the organisation(client): RJ Mlekara Zlatibor
Division
Main address: Naselje Farma br. 1, Zlatibor, Serbia 31315 Serbia
Ref. No.: 426557
Audit type: Stage2 / Initial Audit
Surveillance frequency (mth): 12
Date of audit: 18 Jan 2020 to 19 Jan 2020
Total number of audit days: 4.24
Date of last stage 1 audit: 14 Jan 2020
Date of previous stage2 / initial audit: to
Exclusions, if applicable:
Total number of employees of ref.no. above: 45

6.6 Contact data

Top management: Milan Ljubicic
Telephone:
E-Mail: pkzlatibor@open.telekom.rs

Management Representative: Aleksandar Zilovic
Telephone:
E-Mail: ALEKSANDAR.ZILOVIC@PKZLATIBOR.COM

Lead-Auditor: Tomislav Josovic
Audit days: 2.12
Telephone: +38134344258
E-Mail: tomlslav.josovic@gmail.com

Expert: Theodoros Pantazis
Audit days: 0.00
Telephone: +30 210 2842416
E-Mail: tpantazi@otenet.gr

Co-Auditor: Vera Zivanovic
Audit days: 2.12
Telephone: +381 34 385047
E-Mail: vera.zivanovic@gmail.com

DQS Customer service person: Dragana Radenkovic
Telephone: (+381) (64) 175 35 80
E-Mail: dragana.radenkovic@dqs-serbia.rs

Report last version date: 02 Feb 2020

Lead Auditor: Tomislav Josovic

This report was provided to the management of the audited organization on 20 Jan 2020

by personal handover electronically by other means (please specify)

Disclaimer

DQS maintains ownership of this report. The content of this report and all information received in relation to the audit and certification of the audited organization will be treated confidential and not disclosed to third parties. For exceptions e.g. disclosure to accreditation body refer to DQS Certification and Assessment Regulations.

This report is considered as final by the audit team, if you do not get any adverse information from DQS within 14 days after the last audit day. The recommendation of the audit team is subject to review and approval by DQS technical certification experts, who take binding certification decision. An appeal process is defined in DQS Certification and Assessment Regulations. Should DQS obtain any information indicating nonconformity of the certified management system, DQS will notify the certified organization timely and initiate investigation and evaluation of such information.

Distribution:

DQS

RJ Mlekara Zlatibor