

**THE INTEGRATED MANAGEMENT SYSTEM MANUAL – MSMI CODE 06
6TH EDITION – REVISION 0, DECEMBER 2022**

**THE INTEGRATED MANAGEMENT SYSTEM (QUALITY –
ENVIRONMENT) -
TEHNICAL UNIVERSITY OF CIVIL ENGINEERING BUCHAREST**

**THE INTEGRATED MANAGEMENT SYSTEM
MANUAL**

SR EN ISO 9001:2015; SR EN ISO 14001:2015

DOCUMENT CODE: MSMI-06

File: MSMI-06_Ed.6.R.0_2023.doc

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Edition/ Revision	Revision date:	Approved by C.A. on :
6/ 0	December 2022	18. 01. 2023

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1/1 GENERALITIES

1.1. UTCB General Presentation

1.1.1. Short History

Higher construction education in Romania came into being in 1864 with the establishment in Bucharest of a "School of Bridges and Roads, Mines and Architecture", transformed in 1867 into the "School of Bridges, Roads and Mines" and in 1888 into the "National School of Bridges and Roads". In 1921, the "National School of Bridges and Roads" turned into the Polytechnic School of Bucharest, within which construction engineers were trained in the Construction Section, named from 1938 the Construction Faculty. In 1948, as a result of the Education Reform, the Faculty of Construction separated from the Polytechnic School (which became the Polytechnic Institute) and turned into an independent higher education institution, called the "Construction Institute" from Bucharest. Starting with the 1994-1995 academic year, the Construction Institute became the Bucharest Technical University of Construction. From 1864 to 1948, the National School of Bridges and Roads and, then, the Construction Department of the Polytechnic School trained 2,137 construction engineers, under the guidance of renowned professors such as: Spiru Haret, Anghel Saligny, Elie Radu, Gheorghe Țițeica, David Emanuel, Andrei Ioachimescu, Gheorghe Filipescu, Ion Ionescu, through their efforts and achievements which laid the foundations of Romanian construction science and technology.

- From 1948 until 2004, from the Technical University of Civil Engineering Bucharest graduated more than 35,000 engineers.
- Currently, the Technical University of Construction Bucharest has an elite teaching staff (31 professors, 83 lecturers, 167 heads of papers/lecturers, 37 teaching assistants), which has proven itself both through the results of teaching and research activities, as well as through direct participation to the most important constructions carried out in our country. In Romania, over 10,000 companies are registered with different construction activities in their profile: design, execution, repairs, etc., of which the vast majority are private. The construction sector is shown to be particularly dynamic and with great prospects in the context of integration into the European Union.

At the moment, several thousand graduates of the Technical University of Construction Bucharest operate in the USA, Canada, Germany, France, Italy, Spain, Israel, South Africa, etc. The solid training acquired gave them the opportunity to adapt and integrate quickly to the working conditions and methods in other countries. Everywhere, construction engineers trained in Bucharest are ranked among the best professionals in the field.

The reorganization of higher construction education in accordance with the Bologna process has opened wide perspectives for the graduates of the Technical University of Construction Bucharest to be recognized and integrate into the European occupational market.

Bucharest Technical University of Construction is the initiator and coordinator of the EUCEET Thematic Network, which includes 131 partner institutions from 29 European countries.

Since March 2001, the Bucharest Technical University of Construction has signed a double degree agreement with Ecole Nationale des Ponts et Chaussées, the first agreement of this kind in higher technical education here.

- Since 2019 UTCB is part of the EU-CONEXUS European University. In accordance with the provisions of art. 33, paragraph (2) of Law no. 87/2006 for the approval of O.U.G. no. 75/2005 on ensuring the quality of education, in the Technical University of Construction Bucharest, specific activities were carried out for the organization and internal evaluation of the quality of educational and research activities, self-evaluation at the university level, self-evaluation activities of evaluation study programs of teaching staff (professors, lecturers, supervisors) necessary activities to contribute to the continuous improvement of their quality.

- In order to comply with these provisions, the Bucharest Technical University of Construction had and has, permanently, the concern of meeting the performance criteria provided in the "standards and performance indicators" of the external evaluation methodology of the Romanian agency for quality assurance in higher education.

During 2020, specific self-evaluation activities were carried out within UTCB both at the institutional level and at the level of the faculties for their study programs.

Self-evaluation reports were developed both for the institutional evaluation and for the study programs included in the evaluation carried out by ARACIS.

On the basis of the Report of the Evaluation Commission, ARACIS awarded the qualification "High degree of confidence" to the Technical University of Construction Bucharest.

1.1.1. Status, vision and university strategy

UTCB is a university/a state higher education institution, accredited, autonomous, with legal personality and is subordinate to the Ministry of Education, Research, Youth and Sports according to HG no. 23/2001 regarding the organization and functioning of the Ministry of Education, Research, Youth and Sports, the University Charter and Decision 4636/July 10, 2003.

The main object of activity of the Bucharest Technical University of Construction is the training of specialists with higher training in construction, installation engineering, machines and equipment for construction, environmental engineering, geodesy, as well as in related fields, such as that of translation and interpretation with specific technical.

1.1.1. Identification Elements and contacts

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Quality, professionalism, speed, seriousness our fundamental basis, so as to ensure compliance with their applicable legal compliance, protection of environmental factors and customer satisfaction.

1.2. Gestionarea MSMI

The purpose of the integrated management system manual is:

- the communication of the policy in the fields of quality, the environment and, respectively, the procedures and requirements of the organization;
- description of how to apply the requirements of ISO 9001:2015, ISO 14001:2015 regarding the quality and environmental management system, within the organization;
- providing documented bases for auditing the integrated management system
- ensuring the continuity of the integrated management system and the conditions related to it in the event of a change in the initial circumstances or a review of the strategy adopted by the management;
- staff training regarding the conditions related to the integrated management system and compliance methods;
- proving the compliance of the implemented integrated management system with the requirements of international standards ISO 9001:2015, ISO 14001:2015

- demonstrating the orientation towards the continuous improvement of the Quality Management System, Environment (SMI);
- demonstrating compliance with applicable legislation and technical regulations;

1.3. Field of application

The integrated management manual is applied by UTCB in all functional entities of the organization, in order to demonstrate the ability to provide services in accordance with customer requirements, based on a system of internal rules in accordance with the reference standards ISO 9001: 2015 and ISO 14001: 2015.

1.4. Exclusions

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2/2 **NORMATIVE REFERENCES**

The development of the Integrated Management System Manual and related procedures is based on the following standards and reference documents: SR EN ISO 9001:2015 - Sistem de management al calității. Requirements;

- SR EN ISO 9000:2015- Quality management systems - Fundamental principles and vocabulary;
- SR EN ISO 9004 : 2018 Quality management. Quality of an organization. Guidelines for achieving lasting success;
- SR EN ISO 19011:2018 Guidelines for auditing management systems;
- SR EN ISO 10007:2000-Quality management. Configuration Management Guide;
- SR ISO 10015:2000 - Quality management. Guidelines for training;
- SR ISO 10006:2005 Quality management systems. Guidelines for quality management in design;
- SR ISO 10019:2006 - Guidelines for the selection of consultants in quality management systems and the use of their services;
- SR ISO IWA 2:2009 Quality management systems. Guidelines for the application of ISO 9001:2015 in the field of education;
- SR EN ISO 14001:2015 – Environmental management systems. Requirements with user guide
- National Education Law no. 1/2011, with subsequent amendments and additions;
- Government Decision no. 1175/2006 regarding the organization of university undergraduate studies and the approval of the list of fields and specializations within them;
- Order no. 5146/2019 on the approval of the generalized application of the European Transferable Credit System;
- Government Ordinance no. 57/2002 on scientific research and technological development;
- Law 319/2003 on the status of research staff;
- Law 288/2004 on the Organization of university studies;
- Emergency Government Ordinance no. 75/2005 on ensuring the quality of education;
- Government Decision no. 681/2011 regarding the approval of the Code of doctoral university studies;
- The University Charter and its related internal regulations (Discover UTCB <https://utcb.ro/descopera/carta-utcb/> and <https://utcb.ro/descopera/regulamente/>).
- Order no. 4478/2011 - regarding the approval of the minimum necessary and mandatory standards for the awarding of didactic titles in higher education, research-development professional degrees and qualification certificates, for the scientific fields related to the panels on fundamental fields P 1 – Mathematics and natural sciences,

P 2 – Engineering Sciences and P 3 - Biomedical Sciences from the National Council for the Attestation of University Degrees, Diplomas and Certificates;

- Government Decision no. 457/2011 - regarding the approval of the Contest Framework-Methodology for filling vacant teaching and research positions in higher education;
- Order no. 5110/2018 - regarding the approval of the minimum national standards for the award of the doctorate
- Order no. 5229/2020 - for the approval of the methodologies related to the granting of the qualification certificate, the granting of the doctorate title, as well as the resolution of notifications regarding non-compliance with quality standards or professional ethics, including regarding the existence of plagiarism, within a doctoral thesis;
- Order no. 4621/2020 - Regulation on the organization and operation of CNATDCU;
- Order no. 3651/2021 regarding the approval of the Evaluation Methodology of doctoral university studies and the systems of criteria, standards and performance indicators used in the evaluation;
- Government Decision no. 433/2022 regarding the approval of the Nomenclature of fields and specializations/university study programs and the structure of higher education institutions for the academic year 2022-2023;
- Order no. 3102/2022 for the approval of the Framework Methodology regarding the organization of admission to undergraduate, master's and doctoral study cycles;
- Government Decision no. 906/2021 for the amendment of annexes no. 1 and 2 to GD 385/2021 regarding the fields and programs of accredited master's university studies and the maximum number of students that can be enrolled in the academic year 2021-2022.

3/3 DEFINITIONS, TERMS AND ABBREVIATIONS

In the MSMI text, terms and definitions are used in accordance with SR EN ISO 9000:2015, SR EN ISO 9001:2015, SR EN ISO 14001:2015:

1.1. Definitions

For the purpose of the most correct and easy understanding of knowledge regarding integrated management (quality-environment) and information regarding quality assurance in the university, below are presented the main terms used and their definitions, having considering, in particular, the provisions of the standards regarding quality.

The terms are presented in alphabetical order of their name in Romanian

This specialized lexicon includes terms that refer to the general issue of quality, to quality systems, in general and to quality assurance systems in university education, to quality management, to the university, to processes and products, to quality characteristics, to quality control and assurance, documentation and procedures, audit, evaluation and monitoring of quality systems, compliance, etc. The definitions are in accordance with the SR EN ISO 9000:2015 standards - "Quality management systems. Fundamental principles and vocabulary" and SR EN ISO 14001:2015 - Environmental management systems. Requirements with user guide as well as those of ARACIS.

- **Conformity Evaluation European Agreement** – Agreement concluded between the European Union and each of the associated countries and which provides for the mutual recognition of the results of the application of conformity assessment procedures.
- **Accreditation** – 1. Formal recognition of the competence of a testing laboratory to carry out certain tests or types of tests. 2. The procedure by which the national accreditation body, recognized according to the law,

certifies that a body or laboratory is competent to perform specific tasks.

- **Acțiune de tratare a riscurilor și oportunităților** - Action to eliminate a detected non-conformity or other undesirable situation, to eliminate the cause of a potential non-conformity or another possible undesirable situation, as well as to deal with a new situation that may generate an opportunity for the organization.
- **Review** – Activity to determine the suitability, suitability and effectiveness of the subject in question in terms of meeting the established objectives.
- **Initial environmental analysis** –The initial comprehensive analysis of the aspects, impacts and performances related to the environment and environmental protection at the university level, related to the activities carried out within a site.
- **Quality assurance** – Part of quality management focused on providing confidence that quality requirements will be met.
- **Aspect de mediu** – Element of the organization's activities, products or services that interact or may interact with the environment.
- **Audit** -Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are met.
- **Observation.** There are several types of audit:
 - Internal audit also called first-party audit - Audit conducted by/or on behalf of the organization itself for internal purposes and which may form the basis for the organization's self-declaration of compliance;
 - External Audit - Audit that includes what is generally called "second party audit" and "third party audit".
 - Second Party Audit - Audit conducted by parties who have an interest in relation to the organization, such as clients, or others on their behalf.
 - Third-party audit - Audit conducted by independent external organizations. Such organizations provide certification or registration of compliance with standardized requirements.
 - Combined audit - Audit in which the quality and environmental management systems are audited together.
 - Joint audit - Audit in which two or more audit organizations cooperate to jointly audit a single auditee.
- **Auditee** - University that is being audited.
- **Auditor** - The person who has the competence to perform an audit..
- **Competent Authority** - Body of the central public administration responsible for the regulation of a field.
- **Quality** – The extent to which a set of intrinsic characteristics meet the requirements. Note: The term "quality" can be used with adjectives such as poor, good or excellent.
- **Total Quality** - Set of principles and methods organized in
- a global strategy and implemented in an organization for better customer satisfaction at the lowest possible price.
- **Capability** - The ability of an organization, system, or process to produce a product that will meet the requirements for the product.
- **Quality characteristic** - Intrinsic characteristic of a product or system related to a requirement.
- **Requirement** - need or expectation that is stated, generally by default or mandatory .Observations:

- Usually „by default” means that it represents an internal practice or a habit for the organization, for its customers and for other interested parties, to which the considered need or expectation is implied;
 - To designate a specific type of requirements, such as product requirements, integrated management requirements, customer requirements, a qualifier can be used;
 - A specified requirement is one that can be declared for instance in a document;
 - Requirements can be generated by different interested parties.
- **Essential Requirement** - The requirement that takes into account, in particular, the protection of health, the security of users, the protection of property and the environment, as provided for in the normative acts in force.
 - **Cetification** - Action by which it is demonstrated that a product, process or service is made according to certain technical specifications.
 - **Conformity Cetification** – 1. Action by which a third (neutral) party demonstrates that it is reasonably entitled to expect that a product or service, fully identified, conforms to a standard or regulatory document. 2. Action by a third party that proves the existence of adequate confidence that a product, properly identified, complies with a certain standard or other normative document.
 - **Conformity Certificate** –Document issued according to the rules of a certification system, indicating with a sufficient level of confidence that a product, process or service, fully identified, complies with a standard or other normative act.
 - **Life Cycle** – Consecutive and interrelated stages of a product or service system, from the acquisition of raw materials or their generation from natural resources to reintegration into nature.
 - **Customer** –Consumer in education (generally a learner), a client or buyer (generally a person or body that funds the learner, which may be the learner himself), end user (generally the person or organization which benefits from the knowledge obtained by the person who learns);
 - specialty within the university and can be internal partners (students or trainees in the case of postgraduate training courses) and external partners (organizations that employ graduates, beneficiaries of research contracts, institutions of local or central administrations, financing units and so on.)
 - partner companies, future employers, organizations affected by the university's activity or the future activity of students
 - **Audit client** - Organization or person requesting an audit.
 - **Code** - General way of presenting information, for the purpose of memorization, transmission and processing, with the realization of correspondence between primary information and signals.
 - **Dispersion coefficient** - synonymous with relative mean deviation.
 - **Competence** – Demonstrated ability to apply knowledge and skills.
 - **Audit conclusions** - The results of an audit, provided by the audit team, after taking into account the audit objectives and all audit findings.
 - **Conformity** - Fulfilling a requirement.
 - **Condiție de mediu** -State or characteristic of the environment as determined at a particular time.
 - **University’s partner** - the beneficiaries of the activities
 - **Audit findings** - The results of the assessment, the audit evidence collected, in relation to the audit criteria.

Note: Audit findings may indicate either compliance or non-compliance with audit criteria, or opportunities for improvement.

- **Quality control** – 1. Part of quality management focused on meeting quality requirements. 2. The techniques and activities of an operational nature, used to fulfill the quality requirements
- **Audit criteria** – Set of policies, procedures or requirements used as a reference.
- **Statement regarding the quality policy** – Statement containing an organization's overall quality objectives and guidelines as formally expressed by top management.
- **Conformity Statement** – Statement made by a supplier, announcing on its own responsibility that a product, process or service conforms to a specified standard or other regulatory document.
- **Department** – functional entity of the university or a faculty that carries out teaching, research or design activities. The department consists of teaching and research staff, administrative staff. Departments are organized by disciplines or by families of disciplines.
- **Designation**–the procedure by which a competent authority confirms that a laboratory, certification or inspection body meets the conditions to carry out a conformity assessment procedure, provided by a technical regulation.
- **Document**- Information together with its supporting environment. Example: Record, specification, procedure, drawing, standard. Remarks:
 - The information support can be paper, magnetic, electronic or optical disks for the computer, photograph or sample, or combinations thereof;
 - A set of documents, for example specifications and records, is usually referred to as "documentation".
- **Normative document** -Document that provides rules, guidelines or characteristics for activities or their results; the term is generic and includes standards, technical specifications, codes of good practice and regulations.
- **Regulated domain** - the set of economic activities and their associated products, for which specific technical regulations are issued regarding the conditions of introduction to the market and of use.
- **Domeniul auditului (ISO 19011:2015)** -The scope and limits of an audit.
Note: The scope of the audit usually includes a description of the physical locations, organizational units, activities and processes, as well as the time period covered.
- **Objective evidence** -Data that support that something exists or is true..
- **Audit evidence** – Records, statements of fact or other information that are relevant to the audit criteria and verifiable.
Note: Audit evidence can be qualitative or quantitative.
Definition: "Organization, company, enterprise or an installation, respectively a part or a combination thereof, with or without legal personality, public or private, with its own administration and functions".
- **Audit team** –One or many auditors, who perform an audit.
- **Effectiveness** – The extent to which planned activities are carried out and planned results are achieved.
- **Efficiency** – Relationship between the result obtained and the resources used.
- **Release** -Authorization to proceed to the next stage of a process.

- **Conformity evaluation** - The activity whose object is to determine directly or indirectly that the specified conditions are met.
- **Excellence** – Ensuring success in the competition, by carrying out processes of superior quality, under conditions of efficiency and effectiveness, to be offered to customers.
- **Technical expert** – The person involved in an "audit", who provides certain specific professional knowledge or experience, in relation to the subject to be audited.
- **Outsource** – Enter into an arrangement with an external organization that performs part of the organization's function or process.
- **Evaluation** – qualitative and quantitative examination and comparison of the results with those established by the evaluation criteria..
- **Faculty** – didactic, scientific and administrative unit within the university, which has several specializations in its composition. The faculty is organized by departments and includes teaching staff, researchers, administrative staff and students. The didactic activity is carried out by study years, by teaching series, by groups and subgroups. The faculty is distinguished by study programs, specializations, admission conditions, etc.
- **Supplier** – Organization or person, which provides a product, such as a manufacturer, a distributor, a trader, a seller, a supplier of a product or service or of information, etc.
- **Education supplier** – person who delivers an educational product to learners. He is designated by different names: teacher, instructor, lecturer, professor.
- **Impact on the environment** – Environmental change, beneficial or harmful, resulting in whole or in part from the environmental aspects of the organization..
- **Information** - Significant data.
- **Documented information** – Information that needs to be controlled and maintained by the organization and its supporting environment.
- **Infrastructure** – System of facilities, equipment and services necessary for the operation of an organization.
- **Quality improvement** - Part of quality management, focused on increasing the ability to meet quality requirements.
- **Continual Improvement** – Repeated activity to increase ability to meet requirements.

Note: The process of setting objectives and determining opportunities for improvement is an ongoing process that uses audit findings and audit conclusions, data analysis, management analysis or other means and generally leads to risk management actions.

Record – Document that declares the results obtained or provides evidence of the activity carried out.

- **Management** – The activity or art of leadership; The science of organization and management (of an organization in general, a project, an action, etc.).
- **Management** - Coordinated activities to guide and control an organization.

Note: In English, the term "management" sometimes refers to people, for example a person or group of people with authority and responsibility for leading and controlling an organization.

- **Quality management** – 1. Coordinated activities to guide and control an organization in terms of quality. 2. The set of activities of the general management function that determines the quality policy, objectives and responsibilities and implements them within the system

by means such as: *planning, keeping under control, ensuring and improving quality.*
Note: In general, quality orientation and control includes the establishment of quality policy and quality objectives, quality planning, quality control, quality assurance and quality improvement.

Top management – Person or group of persons who direct and control an organization at the highest level.

Total Quality Management(TQM)–Way of managing an organization, focused on quality, based on the participation of all its members and aiming for long-term success through customer satisfaction, as well as advantages for all members of the organization and for society.

Quality manual – Document that describes an organization's quality management system and may vary in format and level of detail to accommodate the size and complexity of that organization.

Output variable -Physical quantity provided by a process or an installation, which depends on the evolution of the process.

Input variable -Physical quantity that enters a process or an installation, independent of the evolution of the process.

Measurement - Process to determine a value.

- **Environment** – The environment in which the organization operates, which includes air, water, soil, natural resources, flora, fauna, people and the relationships between them.
- **Work environment** - Set of conditions in which the activity is carried out including physical, social, psychological and environmental factors.
- **Monitoring** - Determining the status of a system, process or activity
- **Nonconformity**- Failure to meet a requirement.
- **Notification** - The procedure by which the competent authority informs the authority that manages the Register of notified bodies regarding the bodies designated to evaluate the conformity of the products according to the provisions of the specific technical regulations.
- **Objective** -Result to be fulfilled.
- **Quality objective** – What is pursued or considered in relation to quality.
- **Environmental objective** – Objective set by the organization in accordance with the environmental policy.
- **Compliance obligations (legal or other requirements)**– Legal requirements with which the organization is required to comply and other requirements with which the organization is required or chooses to comply.
- **Certification Organism** - Body independent of its client and other interested parties, which applies the rules of a certification system for the purpose of assessment, certification and compliance monitoring.
- **Notification Organism** –Testing, calibration laboratory, certification body or inspection body, legal entity based in Romania, which has been appointed by a competent authority to carry out conformity assessment in a regulated field and which is registered in the Register of Accredited Bodies.
- **Organizație educațională**:organization providing an educational product;;
- **Organizație auditată** - (vezi auditat).
- **Interested party** – Client, student, parents' association, other related educational organization or society, which can affect, can be affected or can perceive that it is affected by a decision or an activity; a group can include an organization, a part of it, or more than one organization. Person or group that has an interest related to the performance or success of a university, i.e. customers, students, professors, partners, partner companies, future employers, organizations **affected by the university's activity** or the future activity of students or society.

- **Performance** - Measurable result.
- **Environmental performance** - Performance relating to the management of environmental aspects.
- **Audit plan** - Description of activities and regulations carried out on site for an audit.
- **Quality planning** – 1art of quality management focused on establishing quality objectives and specifying the necessary operational processes and related resources to meet quality objectives; 2. Activities that establish the objectives and conditions related to quality, as well as the conditions related to the application of the quality system.
- **Quality plan** – Document that specifies which procedures and associated resources must be applied, by whom and when for a specific project, product, process or contract.
Note: The procedures generally include those related to the quality management processes and those of the product realization.
- **Quality policy** – An organization's general intentions and guidelines regarding quality as formally expressed by top management.
- **Environmental policy** - An organization's intentions and direction regarding environmental performance, formally expressed by top management.
- **Prevention of pollution** – The use of processes, practices, techniques, materials, products, services or energy that prevent, reduce or control (separately or in combination) the creation, emission or discharge of any type of pollutant or waste, in order to reduce harmful impacts on the environment.
- **Procedure** - Specified way of performing an activity or a process.
- **Process** – Set of related or interacting activities that transform inputs into outputs. University processes: development of study programs, teaching and learning process, research processes, etc.
- **Educational process** – process that results in an educational product..
- **Educational product** –product related to education. It generally involves the provision of a service that includes intellectual software for the information and some form of computer software or paper versions that support the transfer of the information and its retention for future reference..
- **Product** -Result of a process;

Observație: Note: There are four categories of generically named process results "products", as follows:

- Services;
- Software;
- Hardware;
- Processed materials.
- **Audit programme** – Set of one or more audits planned over a certain period of time and oriented towards a specific goal.
- **Project**– A unique process that consists of a set of coordinated and controlled activities, with a start and end date, undertaken to achieve an objective according to specific requirements and that includes time, cost and resource constraints .
- **Design and development** - Set of processes that transform requirements into specified characteristics or specifications of a product, process or system.

- **Risks and opportunities** - Potential adverse effects (threats) and potential beneficial effects (opportunities).
- **Customer satisfaction** –Customer perception of the extent to which the customer's requirements have been met.
- **System**-Set of correlated or interacting elements.
- **Certification system** - System having its own rules of procedure and management intended to carry out conformity certification.
- **Management system** - System by which policy and objectives are established and by which those objectives are achieved.
Note: An organization's management system can include different management systems such as a quality management system, a financial management system, an environmental management system.
- **Quality management system** – Management system through which an organization is oriented and controlled in terms of quality.
- **Environmental management system** – Part of the management system used to manage environmental issues, meet compliance obligations and address risks and opportunities.
- **Quality system** –The set of organizational structures, responsibilities, procedures, processes and resources, oriented for quality management.
- **Specification** - Document that establishes requirements.
- **Harmonized European Standard** - European standard adopted under a mandate of the European Commission, which transforms essential security requirements into technical specifications for products in the regulated field.
- **Organizational structure** – Set of responsibilities, authorities and relationships between people.
- **Traceability** – The ability to reconstruct the history, application or location of what is being considered.
Note: Traceability can refer, in the case of a product, to the source of supply of materials, components and subassemblies, processing history, distribution and location of the product after delivery, etc.
- **University** - authorized or accredited higher education institution.
- **Validation** – Confirmation, by providing objective evidence that the requirements for a particular intended use or application have been met.
- **Verification** - Confirmation, by providing objective evidence, that the specified requirements have been met.

1.2. Abbreviations

1. **UTCB** - Technical Univeristy of Civil Engineering Bucharest;
2. **SMI** - Integrated management system (quality-environment);
3. **MSMI** - UTCB Integrated Management System Manual;
4. **PG – XX** - General Procedure;
5. **PO – XX** - Operational Procedure;
6. **IL** - Work instruction;
7. **DOC** - Documentation;
8. **Ref.** - Reffernce;
9. **ST** - Technical specification;
10. **CU** - University charter;
11. **CEIA** - Code of ethics and academic integrity;
12. **ROF** - Regulation of organization and functioning;
13. **CC** - Quality Council;

14. **CEAC** - Commission for Evaluation and Quality Assurance
15. **RMC** - Responsible for quality management;
16. **CCPS** - Central commission on study programs;
17. **PS** - Strategic plan;
18. **PO** - Operational plan;
19. **PC** - Quality plan;
20. **OB** - General objectives of the integrated management system;
21. **Pr A** - Audit program;
22. **PA** - Audit plan;;
23. **COORD** - Coordinator;
24. **CA** - Board of Directors;
25. **IOSUD** - Organizing Institution for Doctoral University Studies
26. **SD** - Doctoral School
27. **CSUD** - Council of Doctoral University Studies
28. **CSD** - Doctoral School Council
29. **APLR** - The Preparatory Year for the Romanian Language
30. **CMC** - Quality Management Center;
31. **DCMC** - Quality Management Center Director;
32. **P. Pr.** - Project proposal;
33. **CTSA** - The technical-scientific advisory council;
34. **CRI** - Center for International Relations;
35. **DGA** - General Administrative Directorate
36. **DE** - Economic Directorate;
37. **DTA** - Technical and Administrative Directorate;
38. **DRUS** - Human Resources and Payroll Department;
39. **CMCDI** - Research, Development and Innovation Management Center.

4/4 CONTEXT OF THE ORGANIZATION

4.1/4.1 Understanding the organization and the context in which it operates

UTCB is a university/a state higher education institution, accredited, autonomous, with legal personality and is subordinate to the Ministry of Education, Research, Youth and Sports according to HG no. 23/2001 regarding the organization and functioning of the Ministry of Education, Research, Youth and Sports, the University Charter and Decision 4636/July 10, 2003.

The main object of activity of the Bucharest Technical University of Construction is the training of specialists with higher training in construction, installation engineering, machines and equipment for construction, environmental engineering, geodesy, as well as in related fields, such as that of translation and interpretation with specific technical.

4.2/4.2 Understanding stakeholder needs and expectations

UTCB complies with all legal regulations, norms and standards applicable to its activity, taking into account all relevant aspects arising in the dialogue with beneficiaries, subcontractors, suppliers, public authorities and interested parties.

UTCB ensures that its services meet the requirements of beneficiaries and applicable regulations.

UTCB also monitors and analyzes the relevant requirements of the interested parties, in order to continuously improve the activities carried out. În dialogul cu beneficiarii, interesate, în scopul îmbunătățirii continue a activităților desfășurate.

4.3/4.3 Determination of the scope of the integrated management system

In setting the scope of the SMI, the UTCB considered external and internal aspects, the requirements of relevant stakeholders and the services deployed.

UTCB's SMI scope is available and maintained as documented information.

4.4/4.4 The integrated management system and its processes

4.4.1/4.4

In accordance with the requirements of reference standards SR EN ISO 9001:2015 and SR EN ISO 14001:2015 UTCB has established and implemented for the processes and activities of the organization an SMI, maintains and continuously improves its effectiveness.

UTCB established, documented, implemented and maintained an SMI (quality-environment) in accordance with the requirements of the international standards SR EN ISO 9001:2015 and SR EN ISO 14001:2015.

For this:

a) established the university's policy so that it can contribute to the achievement of all the general and specific objectives that the UTCB senate approves annually;

b) established and approved the general quality objectives;

c) established and approved the general objectives in the field of environmental protection;

d) identified the necessary processes for SMI (quality-environment) and applicable within UTCB;

e) established the sequence and interaction of these processes;

f) established the criteria and methods necessary to ensure that the execution and control of these processes are effective;

g) took measures to ensure the availability of the resources and information necessary for the realization of the processes, with an emphasis on the didactic and research processes and for the realization of the activities and the monitoring of all stages of their realization;

h) for each process established the inputs and outputs, the process owner, the performance indicators, the flow of activities within the process and their description and defined the responsibilities according to the SMI documents.

i) monitor, measure and analyze these processes with a view to their continuous improvement;

j) implements the necessary actions, in accordance with the planned objectives, with the requirements of the legislation in force, with the ARACIS documents, to obtain the planned results and the continuous improvement of these processes.

SMI processes (quality-environment) in UTCB include processes for teaching activities, research activities for which UTCB has implemented and certified an SMI system, according to SR EN ISO 9001:2015, related economic-financial management and resource supply activities, for the performance of management services at the university level and at the level of each faculty or department and the activities to promote the UTCB's specialist training capacities.

Annex 1 shows the interaction of the UTCB processes.

The Integrated Management System Manual (MSMI) describes the Integrated Management System Manual (MSMI) describes the organization, implementation and operation of SMI (quality-environment) in UTCB, a system that has as a reference model the standards SR EN ISO 9001:2015 and SR EN ISO 14001:2015. The processes, sub-processes and actions required by the SMI and applicable in UTCB are the following:

- Management commitment;
- Policy in the field of the integrated management system;
- Planning objectives;
- Elaboration of the strategy;
- SMI planning;
- Management responsibility and authority;
- Internal communication;
- Analysis performed by management;Asigurarea resurselor;

- Continuous training;
- Communication with internal and external customers;
- Requirements analysis;
- Determination of quality characteristics;
- Planning activities;
- Process design;
- Carrying out the activities;
- Verification and validation;
- Archiving and keeping clients' property;
- Non-compliant product control;
- Process monitoring and measurement;
- Measuring customer satisfaction;
- Internal audits;
- Data analysis;
- Continuous improvement;
- Actions to deal with risks and opportunities.

All these processes, sub-processes and actions are permanently monitored and audited according to the Audit Plans.

4.4.2/4.4

UTCB maintains documented information to support the operation of its processes and maintains documented information to provide confidence that processes are being performed as planned.

The **SMI** documentation includes:

- a) Documented statements about the policy in the field of quality and environment, as well as the objectives of quality and in the field of environmental protection:
 - Objectives at UTCB level;
 - Objectives at the level of faculties and departments;
 - Objectives at the Doctoral School level
 - Objectives at the level of the relevant functions;
- b) Medium and long-term strategy regarding the development of UTCB;
- c) Integrated Management System Manual (MSMI);
- d) Documented procedures for SMI system (PG), operational documented procedures (PO), Organizational and Operating Regulations (ROF) and other documents required by UTCB, to ensure effective planning, execution and control of its processes;
- e) Work instructions (IL) and sheets for quality records (FÎ).

The level of detail and presentation of the SMI documentation is consistent with the activities carried out, with the complexity of the processes and their interaction, as well as with the level of competence of the staff.

The documentation is submitted on paper and in electronic format at a secure location established on the UTCB server..

The three levels of SMI documents (see fig.1):

- level 1: Quality and environment policy, Quality objectives and in the field of environmental protection and UTCB Strategy;
- level 2: Integrated Management System Manual (MSMI);
- level 3: General procedures - PS; Operational procedures - OP; Organization and operation regulations - ROF;
- level 4: Work instructions - IL; Registration forms (evidence of quality) - FÎ.

5/5 LEADERSHIP

5.1/5.1 Leadership and engagement

5.1.1/- Generalities

The management at the highest level of UTCB permanently demonstrates its commitment to the development and implementation of the SMI and ensures the continuous improvement of its effectiveness by::

- a) communication to the members of the teaching staff and to the staff responsible for the economic-administrative activities of the importance of customer satisfaction, as well as of the statutory, legal and regulatory requirements, as well as the need to apply all measures to protect the environmental factors applicable to UTCB's activity;
- b) establishing the policy in the field of quality and environment;
- c) ensuring that quality objectives and in the field of environmental protection are established in accordance with UTCB's medium and long-term policy and strategy;
- d) leading the periodic analyzes of SMI carried out by the management of the quality management department;
- e) identifying the requirements regarding the material, financial and personnel resources necessary to satisfy the quality requirements and ensuring that they are sufficient and appropriate for the implementation, maintenance and continuous improvement of the integrated management system (quality-environment) and the fulfillment of the quality objectives and in the field of environmental protection.

Top management monitors whether educational programs and processes meet legal and regulatory requirements for their certification or accreditation.

The management, at the UTCB management level, identifies and presents its commitment to the realization, development and continuous improvement of the SMI.

UTCB management strategy uses:

- policies related to quality and environmental protection within UTCB;
- a communication plan of SMI within UTCB;
- the way to analyze and track the communication plan continuă a SMI.

5.1.2- Orientation towards internal and external parties

UTCB's top management ensures that legal and regulatory requirements as well as those of partners, customers and all stakeholders are known and met in order to comply with legality and increase their satisfaction. The requirements of the partners (society, teaching staff, students, parents, partner companies, future employers, organizations affected by the university's activity or the students' future activity, etc.) are documented as curriculum requirements and include well-defined learning outcomes and performance indicators specified performance, study programs, analytical programs, which are analyzed at the proposal stage and are subsequently applied within UTCB.

5.2/5.2 Policy

5.2.1 /5.2 Establishing quality and environmental policy

TECHNICAL UNIVERSITY OF CIVIL ENGINEERING BUCHAREST has as its main mission the training of specialists who have the ability and the necessary skills to use valuable scientific, technical and managerial knowledge, in order to be able to integrate into the economic processes of the Romanian and European and international society.

TECHNICAL UNIVERSITY OF CIVIL ENGINEERING BUCHAREST promotes the concept of excellence in training and research-development services and is consistent with its mission to train, at the highest level, specialists who will contribute to scientific and technological progress, to the development of professionalism and efficiency and to increasing the usefulness of this training in the real economy, in order to increase the standard of living.

Our main objective is to contribute to the overall satisfaction of our internal and external partners (students and society) by providing quality education and professional training services.

Each employee of UTCB is responsible for achieving the proposed objectives, so that in addition to the satisfaction of customers and society, that of each of our colleagues is achieved.

The satisfaction of internal partners, i.e. the full realization of their requirements is necessary because they are the reason for our existence. In everything we do, we must be with our partners, support them in carrying out their activities and meet them, so that we are their first choice on the training services market.

Society's satisfaction is necessary because science and technology must be considered society's priorities. Our managerial system is designed and oriented in such a way as to have higher education.

We want the personal satisfaction of our employees because the quality of the services offered is always determined and created by people. Employee satisfaction contributes to the greatest extent to the increase in the quality of our activities. Procedures, techniques, rules are not enough to obtain a competitive advantage. The elements that ensure success are in us, in our attitudes and actions, in the way we cooperate with our colleagues and how we cooperate with our customers.

In order to achieve overall satisfaction, we have created an Integrated Management System (quality-environment) that gives us confidence that we will maintain a high quality of training and research-development services.

The realization of the quality policy is ensured by the fulfillment of the following targets:

- defining the requirements of our internal and external partners;
- preparing capable graduates who will succeed in the competition on the labor market;
- increasing the performance of the education process by supplementing it with high-level scientific research activities, in accordance with the needs and expectations of current science and technology, by involving both teaching staff and students, master's and doctoral students;
- the use of information technology, as support for the continuous improvement of the quality of the educational process by all the factors involved;
- the involvement of the entire university staff in the knowledge, understanding and improvement of the entire process of education and professional training of our students.

In implementing the quality policy, we are guided by the following principles that must be acquired by every employee:

- the transparency of our policy and its knowledge by all interested parties;
- the consistent and current use of the Integrated Management System (Quality-Environment) which gives confidence that our policy will be carried out;
- the full use of our professional training and resources in order to provide quality services; keeping this system under control and measuring the obtained performances.

UTCB's management is fully aware that its success lies in ensuring the quality and environmental protection of its services so that they fully satisfy legal requirements as well as the requirements and expectations of its customers and all interested parties. The activity, carried out within UTCB, ensures, in addition to this fundamental objective, the satisfaction of the legal requirements of the Romanian state, of its own staff, of the European community and of civil society.

The policy in the field of quality and the environment is defined and documented in the UTCB Rector's policy statement, in subchapter. 1.2. of the Integrated Management System Manual (quality-environment). UTCB management is committed to ensuring that the University Policy is known, understood and implemented at all levels. The main objective of the University Policy is the Excellence of the services it provides in order to obtain general satisfaction (partners' satisfaction, society's satisfaction and employees' personal satisfaction, environmental protection).A.

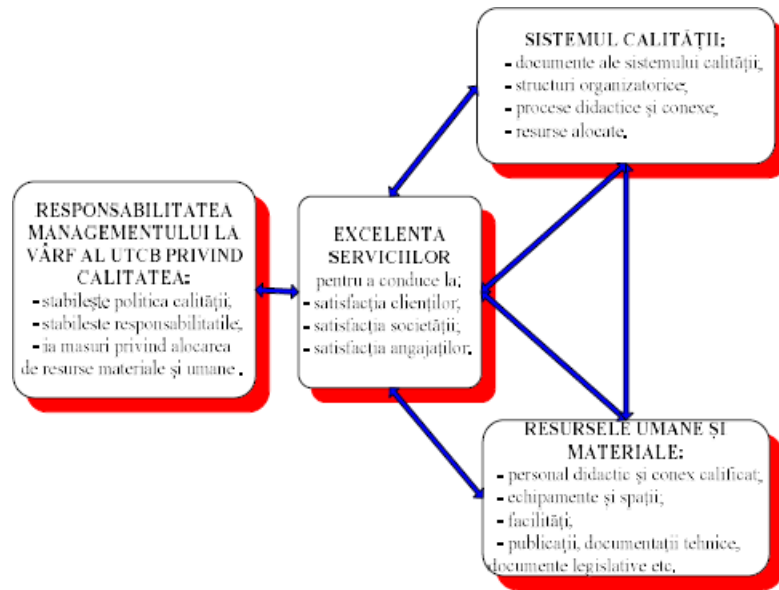


Fig. 1 Excelența serviciilor obiectiv principal al politicii UTCB

UTCB's short-term quality objectives are:

- the continuation of actions to improve both the effectiveness and efficiency of the quality management system and the quality of the services provided, in order to increase the satisfaction of customers and other interested parties;
- training of all personnel engaged in activities that influence quality;
- careful selection and promotion of personnel based on specific criteria approved by the UTCB Senate;
- obtaining SMI certification for teaching activities:

UTCB's medium- and long-term quality objectives:

- developing the activities and maintaining the recognition at the European and international level of UTCB;
- development of the premises for the transition to a total quality management system;

UTCB's top management ensures that the quality and environment policy:

- a) is appropriate to the university statute;
- b) includes the commitment to satisfy the requirements and to continuously improve the effectiveness of the SMI;
- c) provides a general framework for establishing and analyzing general objectives in the field of quality and environment;
- d) includes a commitment to comply with legal and other applicable requirements to which UTCB subscribes;
- e) includes a commitment to continuous improvement and pollution prevention
- f) is communicated and understood within the university;
- g) is updated in accordance with the university's strategy.

The policy and objectives in the field of quality and the environment are brought to the attention of the entire staff through periodic training and analysis, by displaying it in visible places.

In order to ensure environmental protection, UTCB's activities are intended to be governed by the following principles:

- Continuous improvement of global environmental policy and performance, taking into account technical-scientific progress, customer and community requirements and current environmental protection legislation.
- Study of environmental pollution prevention technologies;
- Maintaining transparency and dialogue with teaching staff, students and the interested public regarding the environmental effects of UTCB activities;
- Evaluation of environmental performance through systematic audits, monitoring and analysis of SMI

5.2.2 /5.2 Policy communication in the field of quality and environment

The quality and environment policy is:

- a) available and maintained as documented information;
- b) communicated, understood and applied within **UTCB**;
- c) available to all interested parties.

The policy in the field of quality and environmental protection is disseminated in all company departments and is included in the annual training plan for the company's staff.

5.3 /5.3 Organizational roles, responsibilities and authorities

Responsibilities at all levels within the university are established by the UTCB Organization and Operation Regulation. The organizational structure and hierarchical levels are presented in Annex 2 - Organization chart of quality functions in UTCB.

1.3.1 Univeristy Senate

- approves the University Charter and the regulations developed based on its provisions;
- approves the strategic institutional development plan, upon the rector's proposal, debates and approves the university budget proposed by the Board of Directors as well as any budget correction proposed by the Board of Directors;
- approves the organizational chart of the Technical University of Constructions Bucharest;
- approves the establishment and/or dissolution of departments and research centers, based on the proposals, as the case may be, of the faculties or departments;
- proposes the establishment and/or abolition of faculties and ensures the fulfillment of the legal conditions for provisional authorization or accreditation;
- approves the establishment and abolition of specializations, according to the law;
- approves the organization of continuous training and professional development cycles in the fields of competence of the Bucharest Technical University of Construction and, as appropriate, takes the necessary steps to institutionalize them;
- approves the study programs of the specializations, in compliance with national standards;
- establishes the priorities of the scientific research programs of the Technical University of Construction Bucharest;
- requests the Ministry of Education and Research the number of places subsidized from the public budget for all study cycles and forms of education;
- requests the number of study places financed from sources other than the public budget;
- approves the job descriptions of the departments;
- validates the fulfillment of the procedure for electing the senate, the rector, the faculty councils, CSUD, CSD and the appointment by public competition of the deans and director of CSUD, according to the law and this Consiliul de Administrație
- aplică hotărârile Senatului universitar;
- applies the decisions of the University Senate;
- proposes to the University Senate the organization chart of the Technical University of Constructions Bucharest;
- ensures the leadership and operational management of the Technical University of Constructions Bucharest;
- formulates proposals to the University Senate regarding the constitution of the budget, the development and execution of the budget;
- decides on the distribution of subsidized places from the public budget by fields

and specializations for all study cycles and forms of education;

- approves the composition of study formations - teaching series, groups and subgroups, and approves the department's job descriptions;
- approves the doctoral theses support committees
- analyzes and approves the documents subject to the approval of the University Senate;
- proposes nominations for the management positions of the structures under its coordination;
- proposes nominations for national commissions and councils in the field of education and research;
- ensures the organization of competitions for teaching and research positions in the Bucharest Technical University of Construction;
- approves the requests of the teaching staff to carry out teaching activities outside the university;
- approves the proposals regarding the retired teaching staff, in order to continue the activity, according to the law;
- analyze, approve and approve proposals regarding the use of budgetary resources for the maintenance, repair and development of the material base of the university;
- coordinates public procurement;
- analyzes and approves proposals regarding the allocation of the premises of the Technical University of Civil Engineering Bucharest;
- approves activities proposed by the faculties or the Doctoral School for the benefit of the university community;
- approves collaboration agreements, proposed by the faculties or the Doctoral School, with domestic and foreign partners;
- informs the university community about the Senate's decisions and its own decisions.

1.3.2 UTCB`s Rector

The Rector of UTCB has, in addition to the responsibilities included in the Organization and Operation Regulation of UTCB, the following responsibilities related to SMI:

- defines and documents the policy, objectives and commitments related to quality;
- ensures, together with the members of the Board of Administration, the resources and means necessary for the design, documentation, implementation, certification, analysis and continuous improvement of the quality management system within UTCB;
 - establishes, together with the members of the Board of Administration, the strategy regarding the promotion, training, improvement and motivation of UTCB's teaching staff, in accordance with the quality and environment policy and legal regulations;
- leads the analysis meetings of the integrated management system and establishes measures to improve its functioning;
- designates, by decision, the Management Representative in quality issues;
- approves the schedule for developing and revising the SMI documentation;
- orders, after approval in the Administrative Council, the start of the process of self-evaluation and evaluation of the teaching staff, including the evaluation by students;
- approves the SMI Manual, general procedures, operational procedures and organization and operation regulations as well as their revisions;
 - exercises the attributions of tertiary credit orderer based on the Rector's decisions and within the limits of the powers delegated in writing by the Administrative Council;
- presents proposals to the Senate regarding the constitution, development and execution of the budget, including the one required for quality assurance activities;
- presents to the Administrative Council proposals regarding the use of budgetary sources, extra-budgetary sources and the development of UTCB's material base.

1.3.3 UTCB Vice-Rectors

Vice-rectors, in addition to the responsibilities included in the Organization and Operation Regulation of UTCB, the following responsibilities related to SMI:

- a) perform the functions delegated by the decision of the Rector, based on the decision of the UTCB Senate;
- b) coordinates and ensures the operative management of the activities of commissions and specialized councils;
- c) makes operational connections with the faculties and other academic management structures regarding the activities in the fields they coordinate (see Organizational chart of quality functions - Annex 2);

d) present, in the Board of Directors, written information and proposals related to the activities they coordinate;

e) *The vice-rector responsible for academic management and quality assurance activities ensures:*

- a. the quality of study programs;
- b. the quality of analytical programs;
- c. the quality of the processes;
- d. the quality of human resources;
- e. reviewing and controlling the implementation of procedures to ensure the quality of educational processes;
- f. periodic revision of the specific regulations and submission of revision proposals for analysis and approval to the UTCB Senate;

g. elaboration of documents specific to educational activities for institutional evaluation and study programs, by national and international institutions

f) *The vice-rector responsible for scientific research and international relations ensures:*

a. certification, implementation and maintenance of the quality management system of R&D processes;

b. the development of documents specific to CDI activities for evaluation by national and international institutions

c. the quality of CD programs and projects;

d. quality of dissemination of results;

e. the quality of material and human resources;

g) *The vice-rector responsible for student activities, IT, communication and image, ensures:*

a. the quality of activities with students;

b. the quality of computerization processes;

c. quality of information transfer;

d. the quality of the relationships between the processes;

e. the quality of the Web page and the Alumni page;

h) *The vice-rector responsible for heritage, human resources and administrative policies ensures:*

a. coordination of human resources and salary policies (RUS) for non-teaching staff (TESA, workers)

b. coordination of activities regarding emergency situations, safety and health at work:

c. the quality of library activities.

1.3.4 Council of Doctoral University Studies

a. elaborates the Regulation for the Organization and Conduct of University Doctorate Studies in UTCB;

b. approves the Regulations of the Doctoral School and the Qualification Regulations of PhD supervisors from UTCB;

c. elaborates the strategy of the Doctoral School (General Strategic Plan, Medium-Term Strategic Plan, Annual Implementation Plans);

d. proposes to the University Senate the establishment or abolition of specializations;

e. proposes for Senate approval the tuition figures related to the Doctoral School;

f. approves the Advanced University Training Program (PPUA)

g. periodically analyzes the performance of the activities carried out within the Doctoral School and takes appropriate measures to increase their efficiency;

h. approves the normalization orders corresponding to doctoral supervisors and guidance committees;

i. establishes minimum standards of scientific performance in order to grant or revoke the quality of membership of the Doctoral School, to doctoral supervisors;

j. approves the registration and de-registration of doctoral students, at the proposal of the CSD;

k. assists the external evaluator in the evaluation process for the accreditation/reaccreditation or provisional authorization of the Doctoral School;

l. adopts decisions in any other issues within its competence

1.3.5 Director of the Doctoral University Studies Council

- a. designs, together with the CSUD, within the limits of university autonomy, the entire activity that takes place at the level of the Doctoral School, collaborating with the doctoral supervisors;
- b. coordinates the activity of CSUD and the secretariat of the Doctoral School;
- c. coordinates the development of the Doctoral School strategy (General Strategic Plan, Medium-Term Strategic Plan, Annual Implementation Plans);
- d. ensures didactic and quality management within the Doctoral School;
- e. coordinates the sessions of the admission competition for doctoral university studies;
- f. presides over CSUD meetings;
- g. can make proposals regarding the spending of the budgetary or extra-budgetary funds of the Doctoral School;
- h. approves the normalization orders corresponding to doctoral supervisors, guidance committees and doctoral students within the UTCB addressed to the departments in order to draw up the job descriptions;
- i. validates the job descriptions with attributions and responsibilities for the secretariat and the administrative staff of the Doctoral School;
- j. is responsible for the timely preparation of the analysis/synthesis materials requested by the management of the Bucharest Technical University of Construction and the Ministry of Education and Research and for the accuracy of the statistical situations included in these documents;
- k. verifies the legality and approves the measures taken by subordinate personnel;
- l. draws up and submits to the University management the proposals for awarding distinctions for doctoral supervisors, doctoral students and subordinate staff with special merits;
- m. finalizes, at the proposal of the CSUD, the request for the establishment of new specializations;
- n. operatively processes in the CSUD all the issues discussed in the Administrative Council of the UTCB and which concern the Doctoral School;
- o. is responsible for the legal and timely resolution of correspondence and requests, complaints and notifications addressed to CSUD;
- p. applies the decisions of the University Senate regarding university doctoral studies;
- q. signs documents issued by the Doctoral School.

1.3.6 Doctoral School Council

- a. elaborează a. elaborates the Regulations of the Doctoral School;
- b. implements the strategy of the Doctoral School (General Strategic Plan, Medium-Term Strategic Plan, Annual Implementation Plans);
- c. elaborates the Advanced University Training Program (PPUA)
- d. CSUD proposes the establishment or abolition of specializations;
- e. periodically analyzes the performance of the activities carried out within the Doctoral School and takes appropriate measures to increase their efficiency;
- f. analyzes the grading orders corresponding to doctoral supervisors and guidance committees;
- g. grants or revokes, as the case may be, the membership of the Doctoral School to some doctoral supervisors;
- h. establishes minimum standards of scientific performance in order to grant or revoke the quality of membership of the Doctoral School, to doctoral supervisors;
- i. proposes the registration and de-registration of doctoral students, at the proposal of the doctoral supervisors, members of the Doctoral School;
- j. assists the external evaluator in the evaluation process for the accreditation/reaccreditation or provisional authorization of the Doctoral School;
- k. adopts decisions in any other issues within its competence.

1.3.7 Director of the Doctoral School

- a. coordinates the CSD activity;
- b. coordinates the implementation of the Doctoral School strategy (General Strategic Plan, Medium-Term Strategic Plan, Annual Implementation Plans);
- c. ensures the efficient functioning of the Doctoral School;
- d. organizes the sessions of the admission competition for doctoral university studies;
- e. analyzes together with the CSD the deviations and delays from the doctoral program of the doctoral students;
- f. proposes sanctioning doctoral students on disciplinary, professional and administrative grounds;
- g. proposes, with the agreement of the doctoral supervisors, the expulsion of doctoral students on disciplinary or administrative grounds;
- h. presides over CSD meetings;
- i. prepares the corresponding rationing orders for doctoral supervisors, guidance committees and doctoral students within the UTCB addressed to the departments in order to draw up the job descriptions;
- j. elaborates job descriptions with duties and responsibilities for the secretariat and administrative staff of the Doctoral School;
- k. is responsible for the timely preparation of the analysis/synthesis materials requested by the CSUD and the management of the Bucharest Technical University of Construction;
- l. CSUD proposes the establishment of new specializations;
- m. operatively processes in the CSD all the issues discussed in the CSUD;
- n. is responsible for the legal and timely resolution of correspondence and requests, complaints and referrals addressed to the Doctoral School;
- o. applies the decisions of the University Senate regarding the Doctoral School;
- p. signs documents issued by the Doctoral School.

1.3.8 The Secretariat of the Doctoral School

- a. ensures the nominal record of doctoral students, in which sense:
- b. ensures the record of the school situation of each doctoral student, as follows:
- c. ensures the reception, registration, distribution and dispatch of correspondence, in which sense:
- d. provides the CSUD and CSD secretariat, for which purpose:
- e. ensures the management and preservation of all documents regarding students' records, their school situations, the activity of the Council and other specific documents;
- f. draws up the normalization orders corresponding to doctoral students within the UTCB addressed to the departments for drawing up the lists of positions;
- g. ensures the submission to the University archive of doctoral theses according to the archiving rules, based on the handover receipt report;
- h. updates the information on the website of the Doctoral School and ensures the publication of summaries of doctoral theses;
- i. is responsible for the existence of all documents in the students' files;
- j. is responsible for the correctness of the data related to the student records in the catalogs;
- k. is responsible for the correctness of the data regarding the ranking of students;
- l. is responsible for the management of doctoral student IDs;
- m. keeps records of the number of doctoral students by specializations, forms and study regimes;
- n. follows the method of collection of study fees;
- o. monitors compliance with the terms and conditions of tax collection, according to the legislation in force;
- p. keeps records of doctoral supervisors and the number of doctoral students enrolled in each of them;
- q. coordinates the activity of developing the criteria for granting specific scholarships for the Doctoral School, with a view to approval by CSUD; coordinates the compilation of lists of scholarship students;

- r. centralizes the attendance lists for the period of the advanced university training program (the first semester of the doctoral program) and targets the attendance sheets of the doctoral students required for the grant of the scholarship, based on the attendance lists; they must indicate a minimum 50% attendance at the sessions of the disciplines followed;
- s. provides the necessary documents for the Research Master programs hosted by the Doctoral School;
- t. fulfills any other duties entrusted by the Director of CSUD and the Director of the Doctoral School.

1.3.9 The Deans

The deans of the faculties ensure:

- a) coordination the development of study programs within the faculty;
- b) coordination of operative activities within the faculty and the Faculty Council;
- c) modernization and management of the teaching and research base of the faculty
- d) coordination of activities related to quality assurance, taking steps regarding internal accreditations and periodic evaluations of the faculty's study programs;
- e) the participation of teaching staff and students in national and international scientific events through proposals and support;
- f) adapting and expanding students' specialization in line with the labor market through proposals;
- g) promote actions and coordinate activities to attract students to research activities
- h) coordination and control of activities within the faculty secretariat;
- i) informing and fulfilling the decisions of the Rector, the Board of Directors and the Senate in relation to the activities within the faculty;
- j) implementation of the quality system at the faculty level;
- k) coordination of teaching staff evaluation activities at faculty and department level.

1.3.10 The Vice-Deans

The vice-deans of the faculties have the following responsibilities:

- a) are concerned with perfecting and improving analytical programs;
- b) participate in the completion and modernization of the didactic and research material base;
- c) coordinate practical training activities;
- d) support the teaching staff in the development and publication of courses, textbooks, workbooks, etc.;
- e) responsible for the organization of the admission competition within the faculty

1.3.11 Commission for Evaluation and Quality Assurance (CEAC)

- a) Develops and periodically revises standards and procedures for evaluation and quality assurance, coordinates the application of procedures and activities for evaluation and quality assurance at UTCB level;
- b) Prepares an annual internal report on the quality of education in UTCB, which is presented and approved/approved by the Board of Directors/Senate;
- c) Develops proposals for improving the quality of education;
- d) Provides academic expertise regarding quality assurance;
- e) Cooperates with ARACIS and other similar national and international bodies;
- f) Contributes to the identification and uniform interpretation of standards and performance indicators in accordance with national and international regulations; in this sense it collaborates with the Quality Management Office;
- g) Carries out any other activities in the field of quality assurance requested by UTCB management.

1.3.12 Director of the Quality Management Center (DCMC)

- a) coordinates the quality management system in UTCB;
- b) reports to the Rector and the Board of Directors about the functioning of the integrated management system;

- c) performs the interface with third parties in quality assurance issues;
- d) check the schedule for the development and revision of the SMI documentation;
- e) verifies MC, PG and other SMI documents, including their revisions, in accordance with the SMI documentation development and revision schedule;
- f)elaborates the annual Internal Audit Plans of the SMI;
- g) is responsible for the external audit and supervision stages of SMI;
- h)is responsible for the process of self-evaluation and evaluation of teaching staff, including evaluation by students;
- i) orders the preparation of personnel training programs in the field of quality and participates in the evaluation of their effectiveness;
- j) elaborates and revises the operational procedures (PO) and work instructions (IL) that are assigned to him through the elaboration charts and revises the SMI documentation;
- k) draws up the charts for the development and revision of the SMI documentation;
- l) draws up the schedule of internal audits;
- m) verifies the implementation of actions to deal with risks and opportunities, their efficiency and the elimination of the causes of non-conformities identified in the framework of internal audits carried out within the departments and services, with the exception of CMC;
- n) participates in the process of self-evaluation and evaluation of the teaching staff, including the evaluation by students and handles the processing of the results;
- o) informs the Board of Directors on quality issues

6/6 PLANNING

6.1 /6.1 Actions to address risks and opportunities

UTCBS considered relevant external and internal aspects, customer requirements and applicable regulations, as well as relevant stakeholder requirements (Beneficiaries, Suppliers, NGOs, Institutions, Students' future employers and Public Authorities) when planning the SMI.

Thus, the UTCBS ensures that the SMI will achieve the intended results, that it will increase the desired effects, that it will prevent/reduce the negative effects/identified risks and that it will improve the activities carried out.

-/6.1.2 Environmental aspects

UTCB has defined its environmental aspects associated with the activities carried out, through an initial environmental analysis, described in procedure PG-10: Environmental aspects, taking into account the fact that environmental aspects generate impacts on the environment.

To focus efforts and prevent waste of resources, we take into account the fact that not the entire process / service is an environmental aspect, but only certain elements of the activities / services interact with the environment.

The initial environmental analysis included in the first phase the identification of activities with an impact on the environment, starting from the constraints of the legal provisions in force and taking into account the input and output elements of all its processes.

The next stage consisted in selecting those aspects that have a significant impact, taking into account the importance and frequency of occurrence of impacts on the environment.

The process of identifying environmental aspects took into account both the normal conditions of activities and emergency situations, possible incidents that can affect environmental factors.

The identification of environmental aspects is a continuous process, any new activity being analyzed through the prism of the effects it can produce on the environment, taking into account the following factors:

- air emissions,
- spills into water,
- management of waste resulting from UTCB activity,
- soil contamination,
- the impact on communities and existing objectives in the area,
- consumption of raw materials and natural resources,
- other local environmental aspects that may occur accidentally: dust, powders, noise emissions, radiation, combustion gases, smell, vibrations, etc.

UTCB defines its list of criteria and their associated scores according to its priorities and possibilities.

The environmental impact assessment criteria are associated with both the environment and specific activities and take into account:

- the seriousness of the consequences (severity, size);
- frequency/probability of occurrence;
- duration of manifestation;
- detection and control capacity;
- the effect on other activities, the effect of changing the activity on the environmental impact;
- the sensitivity of the interested parties.

6.2/6.2 The objectives of the integrated management system (quality – environment) / general and specific objectives of quality, environment

The general objectives of quality in the Technical University of Civil Engineering Bucharest

The general objectives of UTCB, established in the medium term by the strategy approved by the university Senate, in accordance with the ARACIS strategy, are the following:

- The use of new systems for continuous improvement of the quality of educational and research processes in UTCB;
- Use of appropriate methods and tools to meet the criteria established in the ARACIS Methodology;
- Continuing the professional and sustained promotion of UTCB's educational offer by using the virtual environment with a major impact on candidates, emphasizing employment opportunities, examples of outstanding achievements and achievements of graduates and the social and cultural potential of Bucharest;
- Improving professional performance through the evaluation, self-evaluation and annual ranking of teaching staff, based on highly demanding evaluation criteria;
- Improving the quality of study programs and analytical programs through their periodic evaluation, based on internal and international evaluation criteria;
- Improving the quality of institutional management;
- Increasing the level of satisfaction of all employees by improving the conditions for carrying out activities, by establishing a modern ranking system, by correlating the volume and quality of activities and skills with the level of remuneration, etc.;
- Creation of a modern dissemination and communication system with all parties involved (society, academic environment, authorities, students, trainees, doctoral students, etc.);
- Increasing the level of training of students for their integration in the European space and to ensure compatibility and comparability with European diplomas in UTCB study fields;
- Curriculum development of the course modules for the undergraduate cycle and the master's study program that will be supported within the EU-CONEXUS European University; the preparation of course notes for the undergraduate modules and the master's study program that will be supported within the EU-CONEXUS European University; the preparation of research topics for the doctoral studies that will take place within the European University EU-CONEXUS;
- Stimulating internships within physical, virtual and mixed mobilities from the ERASMUS+ program, especially to EU-CONEXUS universities and expanding the double degree system with prestigious universities;
- Permanent monitoring of the process of re-accreditation of study programs;
- Ensuring the necessary premises for carrying out research activities in transnational collectives within the European University EU-CONEXUS;
- Development of tools and skills for research activity through projects financed from the Institutional Development Fund;
- Creating and institutionalizing strong partnerships with universities, research institutes, companies and commercial societies and innovative clusters strongly supported and motivated by industry for participation in research funding competitions;
- Strengthening the university's links with (i) central and local administration, (ii) the construction industry, (iii) professional associations, (iv) non-governmental associations, and (v) mass media;

- Diversification of the offer of specialized CDI services offered to industry and the economic environment;
- Promotion of the infrastructure and research services offered by UTCB through the portal "National Register of Research Infrastructures" (ERRIS - Engage in the Romanian Research Infrastructures System);
- Stimulating the organization of international and national conferences with international participation;
- Development of a culture of feedback from students regarding the teaching activity and how they are evaluated by teachers;
- Analysis of the university's internal regulations that refer to students' rights and their permanent harmonization with national legislation; strengthening student representation in commissions for scholarships, accommodation and student camps
- Integration of UTCB campuses in Smart Campus EU-CONEXUS; integration of UTCB students' cultural and sports activities into those of CONEXUS-EU
- Supporting the activities developed and implemented by the Student Entrepreneurial Society (SAS); facilitating links between SAS and the private sector through the Advisory Council of UTCB; considering the possibility of obtaining additional credits for students who implement projects within SAS, credits to be included in the diploma supplement; the organization of semi-annual project competitions to reward students' innovative ideas in the field of entrepreneurship;
- Implementation of a tracking system (monitoring) of the employability of graduates;
- Establishing and managing a database and information regarding the evaluation and institutional quality assurance;
- Improving the system of transferable credits, including within doctoral studies;
- The continuous improvement of teaching staff through external studies or through research activities, consultancy, or collaborations with administrative or production units;
- Increasing the computerization of the didactic process by equipping classrooms, computer communication with students and trainees, online presentation of courses, etc.;
- Equipping research and teaching laboratories in order to update the level of knowledge of students and the level of research within UTCB;
- Ensuring perfection in UTCB fields through master's studies, postgraduate studies, doctoral studies at a high scientific level to be able to compete on the domestic and European market;
- Conception and implementation of an integrated management system (quality - environment) for the didactic and administrative process;
- Updating and improving the integrated management system for the research and development process.

General objectives in the field of environmental protection

The general objectives of UTCB in the field of environmental protection are the following:

- Application of appropriate measures to limit negative impacts on the environment;
 - Improvement of specific activities to reduce the resulting waste;
 - Ensuring adequate waste management and selective collection of waste that can be reused;
 - Continuous awareness and training of all staff regarding responsibilities in the field of environmental protection;
 - Compliance with the legislation in force, with the environmental regulations applicable to the activities carried out and with other requirements applicable to UTCB.
- UTCB aims to achieve the proposed objectives by:
- Maintaining adequate procedures regarding the identification of significant environmental aspects and keeping them under control, as well as updating the records of legal requirements for environmental protection.

- Compliance with the legislation in force, with the environmental regulations applicable to the activities carried out and with other requirements applicable to UTCB.
 UTCB aims to achieve the proposed objectives by:
 - Maintaining adequate procedures regarding the identification of significant environmental aspects and keeping them under control, as well as updating the records of legal requirements for environmental protection.
 - Completion and continuous improvement of the integrated management system (quality-environment).
 - Allocation of material and human resources, to ensure environmental protection and maintain environmental parameters within legal limits.
 - Identification of staff training needs and continuous staff training.
 - Ensuring resources for the selective collection of waste.
 - Inclusion in teaching activities of environmental impact awareness information.
 - Annual analysis of environmental aspects that can be influenced by UTCB's activity.

The objectives of the integrated management system (quality - environment) mainly refer to:

- Increasing customer satisfaction under the conditions of compliance with the legislation in force and other regulations for environmental protection;
- Continuous improvement of the quality system of processes/services by preventing non-conformities, including those that may have an impact on the environment;
- Staff training and qualification;
- Guaranteeing the basic rights of employees, in accordance with the specifically applicable legislation;
- Involvement of interested parties / external suppliers in the specific communication and consultation process;
- Maintaining the certification of the integrated management system

The objectives of the integrated management system (quality - environment) are consistent with the organization's quality and environmental policy, with the commitment to continuous improvement and pollution prevention, and with legal provisions and other requirements and are possibly measurable. The fulfillment of these objectives will have a positive impact on the quality of services, the financial performance of the company and thus on the satisfaction and trust of the interested parties.

a) Establishing general objectives:

The general objectives are those presented in the management commitment policy in the field of quality and environment. During periodic management review meetings, measurable operational objectives are established. Responsibilities, means and deadlines for their achievement are established. The general and specific objectives are included in the Program of the integrated management system (quality - environment).

The establishment of new objectives enables the continuous improvement of the integrated management system and the increase of customer and stakeholder satisfaction.

In order to achieve the set objectives, the management of **UTCB** has delegated the duties of process managers and the manager of the integrated management system, this staff has full authority and responsibility to ensure that they are met.

Through the established objectives, the organization undertakes:

- to reduce and prevent air pollution;
- to ensure the protection of water resources and reduce water losses recorded in technological processes;
- to provide measures for the protection of the soil and the conditions for the ecological rehabilitation, or the restoration of the natural environment, as the case may be, for all the constructions that they design;

- to ensure the necessary organizational framework and adequate resources for the management of toxic and dangerous substances, when appropriate;
- to reduce the consumption of raw materials and materials, fuels and energy and to pursue the reduction, management and recovery of waste, for the categories of waste that can be recovered,
- to prevent and reduce the risks of accidents and occupational diseases, as well as to reduce their consequences, in accordance with the applicable legislation;
- to ensure the conditions for the continuous improvement of the level of professional training of the employed staff;
- to ensure the improvement of managerial capacity, by adapting to the requirements of the applicable legislation in force and improving the information system;
- to improve the level of employee satisfaction

b) Establishing specific objectives:

In developing the specific objectives, the following requirements are taken into account:

- presentation of the point of view of all interested parties that could be affected by the environmental impact and the quality of the products and services resulting from the organization's activities, products and services;
- their clear formulation to be understood by the organization's staff and other interested parties;
- establishing them so that there is the possibility of measuring them as a result of setting precise deadlines and responsibilities;
- agreement with the general objectives and with the technological, financial, operational and other possibilities and options of the organization;
- legislation and quality, environmental regulations applicable to the activities carried out by the organization.

6.3/6.2.2 Integrated Management System Planning (Quality – Environment) / Integrated Management Program (Quality – Environment)

SMI planning includes the following stages:

- establishing general and specific objectives for the integrated management system (quality - environment), in accordance with the policy in the field of quality and the environment, including the resources necessary for achievement;
- identifying, defining the processes and resources necessary to be carried out to achieve the organization's goals;
- identification of environmental aspects of activities/products/services;
- identification of legal provisions and other requirements applicable to the organization;
- development of the integrated management program (quality - environment);
- establishing the responsibility, authority and interdependence of the personnel involved in the development and control of the processes;
- implementing changes so that the integrity of the system is maintained.

In the development of management programs, the input elements taken into account are:

- environmental aspects for the organization's activities, products, services;
- applicable legal requirements regarding quality/environment
- the objectives set by the organization.

- The developed management programs include, when applicable, the following elements:
- the expected results regarding the environmental performance of the organization;
 - the expected improvements for this performance;
 - the technologies that are applied to achieve the expected improvements;
 - evaluation of the implications of internal and external factors on the respective improvements;
 - the necessary means, responsibilities and deadlines for achieving the objectives for each process.

Quality objectives

Top management ensures that quality objectives are set at the relevant levels and functions within the university.

The quality objectives are set annually by the top management of the university in the form of indicators, such as: number of non-conformities, customer satisfaction, the level of competence of the teaching staff, the appreciation of teachers by students, the number of graduates compared to the number of students who they started the first year etc.

The objectives at the general level of UTCB are taken over by the other operational organizational structures (faculties, departments), in the form of their own indicators and objectives. The situation of meeting the set objectives is periodically analyzed to establish possible corrections or improvements.

The quality objectives are measurable and consistent with the quality policy. The achievement of the objectives and the adequacy of the policy in the field of quality are analyzed annually during the SMI analyzes carried out by the management.

Objectives in the field of environmental protection

The objectives of the integrated management system (quality - environment) are consistent with UTCB's quality and environmental policy, with the commitment to continuous improvement and pollution prevention, but also to compliance with legal provisions and other applicable requirements.

The fulfillment of the objectives in the field of environmental protection will have a positive impact on the quality of services, financial performance, and implicitly on the satisfaction and trust of the interested parties, but also on the impact on environmental factors.

The general objectives are those presented in the management commitment policy in the field of quality and environment.

During periodic management review meetings, measurable operational objectives are established. Responsibilities, means and deadlines for their achievement are established.

The establishment of new objectives enables the continuous improvement of the integrated management system and the increase of customer and stakeholder satisfaction.

In order to achieve the set objectives, the management of **UTCB** has delegated the duties of the process managers and the manager of the integrated management system, these personnel have full authority and responsibility to ensure that they are met.

Through the established objectives, the organization undertakes:

- to reduce and prevent air pollution;
- to ensure the protection of water resources and reduce the water losses registered in the current activity;
- to include measures for soil protection and conditions for ecological rehabilitation, or restoration of the natural environment, as appropriate;
- to ensure the necessary organizational framework and adequate resources for the management of toxic and dangerous substances, when appropriate;

- to reduce the consumption of raw materials and materials, fuels and energy and to pursue the reduction, management and recovery of waste, for the categories of waste that can be recovered,
- to prevent and reduce the risks of accidents and occupational diseases, as well as to reduce their consequences, in accordance with the applicable legislation;
- to ensure the conditions for the continuous improvement of the level of professional training of the employed staff;
- to ensure the improvement of managerial capacity, by adapting to the requirements of the applicable legislation in force and improving the information system;
- to improve the level of employee satisfaction.

In setting the specific objectives, the following requirements are taken into account:

- presentation of the point of view of all interested parties that could be affected by the environmental impact and the quality of the products and services resulting from UTCB's activities and services;
- their clear formulation to be understood by staff and other interested parties;
- establishing them so that there is the possibility of measuring them as a result of setting precise deadlines and responsibilities;
- agreement with the general objectives and with the technological, financial, operational and other possibilities and options;
- legislation and quality, environmental regulations applicable to the activities carried out by the organization.

Integrated management system planning

The management at the highest level in UTCB ensures that **SMI** planning is carried out in such a way that the requirements of SR EN ISO 9001:2015, SR EN ISO 14001:2015 and SR ISO IWA 2:2009 standards, quality and environmental policy and objectives are met, and the integrity of the **SMI** is maintained when changes are planned and implemented.

Quality planning in UTCB is compatible with all conditions related to quality and environmental protection, taking into account the following activities:

- asigurarea ensuring the compatibility of the different stages of the didactic and training activities as well as the curriculum development activities, including the permanent training of the entire staff;
- updating the methods used to ensure a high level of quality for the activities carried out;
- identifying the conditions related to quality and establishing stages, resources, responsibilities and methods of checking and evaluating them through SMI plans;
- permanent evaluation of the satisfaction of regulated requirements and the requirements and expectations of customers and interested parties.

In the development of management programs, the input elements taken into account are:

- environmental aspects for UTCB activities/services;
- applicable legal requirements regarding quality/environment
- the objectives established by UTCB.

The developed management programs include, when applicable, the following elements:

- the expected results regarding UTCB's environmental performance;
- the expected improvements for this performance;
- the technologies that are applied to achieve the expected improvements;
- evaluation of the implications of internal and external factors on the respective improvements;
- the necessary means, responsibilities and deadlines for achieving the objectives for each process..

7/7 SUPPORT

7.1./7.1 Ensuring resources

7.1.1 /7.1 Generalities

UTCB establishes and provides the necessary resources for:

- implementing and maintaining the SMI and for the continuous increase of its efficiency;
- respecting the legality and increasing the satisfaction of customers and all interested parties.

UTCB establishes methods and means for identifying the necessary resources for teaching/learning processes. UTCB provides the necessary resources for the effective operation of the integrated management system, as well as for increasing customer satisfaction by meeting their requirements.

UTCB establishes:

- input elements as information for detecting resource needs;
- long-, medium- and short-term resource planning;
- providing resources for teaching staff, administrative staff, students, employees and customers.

Also included are resources for operating and improving SMI and increasing customer and other stakeholder satisfaction in the product/service design - development process.

These resources include personnel, infrastructure, work environment, information, suppliers and partners, natural resources and financial resources.

Through the quality and environment policy adopted, **UTCB** ensures the efficiency of the adopted SMI, the satisfaction of the needs regarding the application of modernization projects, the increase of competence and the improvement of personnel, training of management, taking into account at the same time the needs of the organization regarding the adoption of measures in the field of information management and the use of computer programming tools.

7.1.2/7.1 Personnel

Personnel performing work that influences the quality of products/services or the protection of the environment are competent in terms of education, training, skills and experience corresponding to training.

UTCB has established and maintains the selection, training, professional competence of its own and/or collaborator staff for the functions they perform.

Within the organization, staff attributions are established by: internal regulations, decisions, SMI documents, job descriptions, these having provisions regarding:

- staff recognition criteria;
- where and how they are defined;
- its continuous training;
- evaluation of the results;
- defining responsibility and authority;
- establishing objectives;
- management methods;

Informațiile referitoare la calificarea, specializările, recunoașterile competenței fiecărui membru al personalului implicat în procesele esențiale ale organizației, în special procesele de proiectare/consultanță sau specifice didactice, sunt păstrate și ținute la zi, copiile documentelor de atestare a capacității profesionale fiind depuse la dosarele personale ale acestora.

There are strict rules for respecting the protection of personal data, confidentiality and independence of the activity in accordance with its specifics.

UTCB plans and ensures a human resources system necessary to maintain and improve the competence of teaching staff and auxiliary staff.

The human resources system includes, for didactic processes, teaching staff who have the necessary skills to contribute to:

- adaptation of analytical programs to scientific and technological progress;
- evaluating the achievements of those who learn and the effectiveness of the organization based on the fulfillment of educational objectives;
- fulfilling the functions of the teaching staff.

UTCB partners are assured that the university has the qualified teaching staff necessary to meet the instructional requirements of those who learn.

The teaching staff includes university professors, lecturers, supervisors who are promoted based on mandatory and additional criteria, who have a permanent activity of improving their skills and who also carry out research activities.

The university staff has qualities that positively influence the quality of didactic processes and has the necessary competences based on education, training, ability and appropriate experience.

Top management provides teaching and support staff with information on how their competence, awareness and training are aligned with their teaching and administrative responsibilities, authorities and activities

In UTCB there are permanent concerns for:

- carrying out systematic actions necessary to detect the competence needs by comparing the requirements of the study programs with the competences of the teaching staff;
- determining the needs of training or other activities necessary to eliminate any lack of competence;
- ensuring that teaching staff use real and harmonized evaluation criteria;
- maintaining the records regarding the competence of the teaching staff obtained through its periodic evaluation.

Depending on the identified needs, associate teaching staff, guest teaching staff, guest lecturers are called upon, based on a clear evaluation and selection process, to ensure that the involvement of specialists and/or external experts meets the identified needs.

Based on the records and the results of the periodic analyses, the training needs and their results are presented at the level of the Board of Directors.

7.1.3/- Infrastructure

UTCB, at the level of management and teaching staff, is permanently concerned with ensuring the infrastructure and specific equipment necessary to achieve compliance with the learning requirements in the university's training areas. At the university level, under the coordination of the Board of Directors, responsibilities and authorities are established for the performance of bidding, supply, reception, storage, protection, installation, use and maintenance activities.

Programs are developed to provide and maintain the necessary infrastructure and to analyze the associated risks related to the security and hygiene of people.

The infrastructure of the organization represents the work spaces and associated facilities, materials, computer programs, equipment, services, communications, transportation.

UTCB ensures that the necessary infrastructure to carry out the specific activity is identified and available, taking into account the needs and expectations of the interested parties.

Annual analyzes of the needs are carried out in relation to the activities to be carried out in the following year by the company, providing for them in the own expenditure budget and the resources necessary to ensure the infrastructure at the required level.

The infrastructure necessary for the effective and efficient performance of the specific activity includes the establishment and provision of the set of facilities, equipment and support services necessary for:

- performing the SMI processes and realize and deliver the desired product/service, for example:
 - production and delivery facilities;
 - communication and transport facilities;
 - offices for employees, computing equipment and programs, as well as archiving facilities;
- supporting the achievement of product conformity, for example:
 - measurement and monitoring equipment;
 - laboratories and test premises, inspection areas;
- facilitating the preservation of the quality of the product/service throughout its realization cycle, for example:
 - storage areas;
 - electronic archiving;
 - handling facilities.

UTCB infrastructure includes:

- buildings, work spaces: amphitheatres, lecture halls, laboratories equipped according to the specifics of each laboratory, workshops, libraries, sports hall, accommodation spaces for students;
- database and communication servers;
- internet services available on new technologies;
- computer networks and terminals necessary for didactic processes;
- utilities: water, electricity with appropriate installations, gas and fuels, including those necessary for instrumental use, health services;
- documentation, standards, regulations;
- equipment for the teaching-learning process: accessories, supplies and consumables.

This structure is maintained and developed through investments that ensure optimal conditions for the development of all processes (didactic, research or related)

7.1.4. /- Environment for process operation

UTCB establishes and ensures the requirements regarding the work environment in order to achieve compliance with legal requirements and those related to the processes performed. The work environment consists of a combination of physical and human factors that positively influence the motivation, satisfaction and performance of students and employees by ensuring:

- clean, ergonomic spaces (classrooms, laboratories, etc.);
- appropriate equipment;
- environment free from noise, vibrations, cold, humidity, pollution;
- dormitories for students to ensure accommodation for all students who need it;
- study and computer rooms for students;
- conditions for carrying out safe activities from the point of view of work safety.

UTCB ensures an adequate working environment for its staff in order to motivate, satisfy and perform their activities in the company.

Creating an appropriate work environment takes into account ensuring the following:

- security and protective equipment, for the functions that require this type of equipment
- ergonomic furniture
- optimal working conditions at the company headquarters (temperature, humidity, light, noise)
- sanitary material

7.1.5/- Monitoring and measurement resources

UTCB has resources for monitoring and measurement, and the equipment and devices used in this regard are calibrated according to the regulations in force. For topographic analysis and surveying services, the organization subcontracts the activity to companies specialized in this regard, following the development of the company, a collective specialized in this type of work will be established.

7.2/7.2 Competence

UTCB ensures that it uses suitably qualified personnel for specific activities, their verification, as well as for quality assurance and environmental protection activities.

UTCB aims to ensure competence as well as identify training needs associated with SMI. In this regard, the organization maintains documented information (PG-03: Leadership and delegation of competences, PG-05: Staff engagement, PO-04: Staff training)

The management of the organization takes into account the analysis of both the current skills needed and the future skills that may be useful or requested by the beneficiaries, by comparison with the skills already existing in the society.

The competency requirement includes sources such as:

- future requests regarding operational and strategic plans and objectives;
- anticipation of management and workforce replacement needs;
- changes in the organization's processes, tools and equipment;
- assessment of the individual skills of the staff to carry out defined activities;
- legal requirements, technical regulations and reference standards

7.3/7.3 Awareness

7.4 UTCB:

- a) ensure that the policy in the field of quality and environment is known and applied by all personnel, as well as personnel performing work under the control of the organization;
- b) it is ensured that the environmental aspects and the objectives of the integrated management system (quality - environment) are known and applied by all staff;
- c) establishes the necessary skills for the personnel who carry out work that influences the quality of the product/service or the environment;
- d) identifies training needs associated with quality / environmental protection, ensures staff training to meet training needs and evaluates the effectiveness of training actions,
- e) it is ensured that the staff is aware of the importance of the activities of each member and how they contribute to the achievement of the objectives of the integrated management system (quality - environment).
- f) maintain adequate documented information regarding the education, training, skills and experience of personnel.

As part of the specific activity carried out by UTCB in order to achieve its objectives, criteria and procedures are established and applied for the evaluation of staff with a view to employment, as follows:

- the competence levels are established through the specific documents, which also include clear requirements regarding the integrated management system (quality-environment) for the positions of the functions related to the activities carried out;
- the positions are filled based on the evaluation of the documents presented by the applicant regarding the attestation of experience and capability, compared to the criteria and levels of demand established by the UTCB.

For the consulting activity, only competent personnel are appointed for the evaluated field, the consulting activity has established criteria for distribution by fields since the selection of the own and external personnel, aiming to use them only in the established fields.

7.5/7.4 Communication

Top management ensures that appropriate communication processes are established within UTCB and that this communication relates to the effectiveness of the SMI.

All decisions, information regarding the SMI and related to the execution of the services are communicated to the personnel who have responsibilities and authorities in that process or field of activity.

The relations between the company's functions and departments are described in the organization chart, in the internal regulations and in the job descriptions.

Communication is done both through documented information (addresses, internal notes, information emails, procedures, training documents, etc.), and through training, motivation and responsibility.

Internally established communication paths cover the transmission of information from management to executive functions (top-down communication), from executive functions to management (bottom-up communication), as well as communication between different organizational functions located at the same organizational levels (horizontal communication).

The internal communication process is carried out by:

a. *Analyses, sessions, information trainings organized by the management, through which information is sent to the staff regarding:*

- the policy and objectives of integrated management,
- the effectiveness of the operation of the SMI,
- the requirements that must be met for the contracted products and services,
- quality planning and service execution requirements,
- organizational problems.

Through these analyses, meetings and trainings, a two-way communication is achieved, so the execution staff can bring to the attention of the management any significant problems or aspects that can influence the activities carried out and/or the quality of the services or proposals for improving the processes.

b. *Transmission or broadcast of:*

- Written documentation (manual, procedures, instructions);
- Internal notes, provisions, job descriptions or other regulatory documents establishing rules for the execution of certain activities. This mode of communication is generally used for top-down and horizontal communication.
- Requests, reports, written or verbal proposals of the staff to the management or to the heads of the organizational entities through which bottom-up communication is ensured..

The communication methods are:

- * displaying the quality and environment policy;
- * awareness in the spirit of quality and in order to ensure environmental protection;
- * training all staff with SMI related documents;
- * transparency of achievements / non-achievements, of performance indicators;
- * awareness meetings, analysis and information of staff regarding the level of quality, the environment achieved, in relation to the requirements and objectives established at the level of the organization;

For the effectiveness of SMI within the organization and for adequate communication:

- selects staff based on the skills to perform the duties defined in the job description;
- ensures a work environment that stimulates performance;
- ensures that the tasks to be solved and the objectives to be met are well understood, including how they influence quality, the environment.

Internal Communication

UTCB senior management ensures that effective internal communication is established within the university and communicates policy, objectives, requirements and information regarding the effectiveness of SMI to staff. Communication is carried out through meetings and working meetings, written notes and decisions, audio-visual means, local IT networks such as Intranet or via the Internet and telephone communications according to the "Internal Communication" procedure (PG-04).

Communication with partners

UTCB stabilește prin procedura „Evaluarea satisfacției partenerilor interni și externi (PO-12)” și implementează modalități eficiente privind comunicarea cu partenerii referitoare la:

- informații despre programele de studii și specializările oferite;
- transmiterea de date sau informații referitoare la unele modificări ale proceselor de admitere, de evaluare a pregătirii studenților, ale unor solicitări privind evoluția diferitelor specializări sau în privința unor schimbări organizatorice apărute.
- feedback-ul de la parteneri, inclusiv modul de primire și de tratare a reclamațiilor acestora.

7.6/7.5 Documented information

7.5.1 / 7.5.1 General – Integrated Management System Documentation (DSMI)

The SMI documentation includes:

f) Documented statements about the policy in the field of quality and environment, as well as the objectives of quality and in the field of environmental protection:

- Objectives at UTCB level;
- Objectives at the level of faculties and departments;
- Objectives at the Doctoral School level
- Objectives at the level of the relevant functions;

g) Medium and long-term strategy regarding the development of UTCB;

h) Integrated Management System Manual (MSMI);

i) Documented procedures for SMI system (PG), operational documented procedures (PO), Organizational and Operating Regulations (ROF) and other documents required by UTCB, to ensure effective planning, execution and control of its processes;

j) Work instructions (IL) and sheets for quality records (FÎ).

The level of detail and presentation of the SMI documentation is consistent with the activities carried out, with the complexity of the processes and their interaction, as well as with the level of competence of the staff.

The documentation is submitted on paper and in electronic format at a secure location established on the UTCB server.

The three levels of SMI documents (see fig.1):

- level 1: Quality and environment policy, Quality objectives and in the field of environmental protection and UTCB Strategy;
- level 2: Integrated Management System Manual (MSMI);

- level 3: General procedures - PG; Operational procedures - OP; Organization and operation regulations - ROF;
- level 4: Work instructions - IL; Registration forms (evidence of quality) - FÎ.

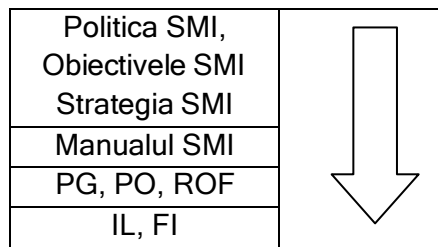


Fig. 2 UTCB's SMI document structure and hierarchy

The Manual of the Integrated Management System (MSMI)

The Integrated Management System Manual is the basic document of SMI and presents the policy in the field of quality, describes the quality management system of UTCB.

In the quality manual are presented:

- The basic and related processes carried out in order to achieve the planned quality and the strategic and current objectives;
- Responsibilities of persons or functional structures to ensure the effectiveness and efficiency of processes;
- Succession and interaction of processes;
- The criteria and methods needed to ensure that both operation and control processes are effective;
- Document control methods;
- Methods of control of records;
- Management responsibility and management commitment from UTCB;
- Policy regarding the quality of processes and management;
- Identifying and documenting the requirements of external and internal clients regarding the expected professional and decision-making skills;
- Mode of communication within UTCB.

UTCB developed and keeps up to date the Integrated Management System Manual (IMMS) which describes the organization and responsibilities regarding the implemented IMS, the scope, the quality policy and refers to the IMS processes, their interaction, as well as the established procedures for planning, the development, control and permanent improvement of these processes.

- *Field of application:* Didactic training activities for specialists in UTCB fields, continuous professional training activities, doctoral research and management activities, the preparatory year for the Romanian language, research development programs and projects, innovation and technological transfer, consultancy, verification.

- *Development, Verification and Approval of MSMI:*

- The Director of the Quality Management Department: elaborates, manages and controls the implementation of the Integrated Management System Manual (MSMI) according to IL-01 "Drafting and identification of SMI documents" and PS-01 "Document control", and verifies the Integrated Management System Manual (MSMI);

- UTCB Rector: approves the Integrated Management System Manual (MSMI).

- *Revision of the Integrated Management System Manual (MSMI)*

The revision of the MSMI is done whenever the needs require it, namely:

- changes in the organizational and functional structure of UTCB;
- changes to the reference standard;
- amendments to the legislation;
- alignment with ARACIS standards applicable within UTCB

The MSMI review and verification is carried out by the Director of the Quality Management Department, and approved by the UTCB Rector.

The changes made during a review of the MSMI are made according to PG-01 ch. 5.6.

- *MSMI re-editing*

If the needs require major changes to the MSMI, then a new edition of it is drawn up.

Also, the re-editing of the MSMI is carried out after five revisions of it.

A new edition of the MSMI is developed, checked and approved by the same functions as the first edition. (*except for the situation in which the responsible persons cannot keep their originally occupied positions, and in this case the person responsible for the development, verification and approval of MSMI-06 is appointed*).

- *Broadcasting MSMI*

The MSMI broadcast is carried out by the CMC Director based on the broadcast list according to PG-01. Each broadcast copy will be numbered according to the broadcast list. DCMC is looking after the distribution of MSMI in all places where it is needed.

The original and a copy are kept at CMC.

The dissemination of a new revision or edition is carried out according to PG-01, the revisions and editions that are replaced being destroyed by tearing by the owners of MSMI, with the exception of the original which is inscribed with the "informative" text and archived in the Historical Archive of the CMC.

- *MSMI archiving*

MSMI archiving is carried out according to PO-14.PO-14.

General procedures

The general procedures describe how the related activities, from UTCB, satisfy the requirements of the reference standards (SR EN ISO 9001:2008 and SR ISO IWA 2:2009).

The general procedures within UTCB are:

- PG-01: Control of documents and records
- PG-02: Legal and Other Requirements, Compliance Assessment
- PG-03: Leadership and delegation of competences
- PG-04: Communication
- PG-05: Staff commitment
- PG-06: Internal audit
- PG-07: Non-compliant product control
- PG-08: Designing objectives and identifying associated risks
- PG-09: Actions dealing with risks and opportunities
- PG-10: Environmental aspects
- PG-11: Monitoring, measuring, analyzing and evaluating performance

The general procedures are developed, reviewed and checked by the DCMC, and approved by the UTCB RECTOR.

Operational procedures and work instructions

Operational procedures are documents that describe in detail how specific processes are carried out within the UTCB.

The operational procedures established to ensure the planning, to carry out and to control the processes are:

Operational procedures for management processes

The code of ethics and university professional deontology; The Code of Ethics of the Doctoral School University charter;

PO-01: Development of Integrated Management System documents; PO-04: Staff training;

PO-05: The analysis carried out by the university management for the integrated management system.

Operational procedures for basic processes

PO-02: Preparation for emergency situations

PO-03: Identification and traceability

PO-06: Control and evaluation of the didactic process

PO-07: Design and development of study programs

PO-08: Development, approval and administration of job descriptions PO-09: Development, approval and administration of analytical programs PO-10: Evaluation of the professional performances of teaching staff PO-11: Implementation of projects

PO-12: Evaluation of customer satisfaction PO-13: Implementation of UTCB - CMCDI service PO-14: Editing, multiplication, archiving

PO-15: Autonomous recognition by UTCB of didactic positions in university education obtained in accredited university education institutions abroad

The operational procedures are developed and revised by the persons responsible for the various processes within the university, checked by the DCMC or the UTCB vice-chancellors and approved by the UTCB Rector.

Work instructions are documents that describe how specific activities are carried out within UTCB. These are contained in the following regulations approved by the UTCB Senate:

- The admission process;
- The student evaluation process;
- Organization of study programs in the system of transferable credits
- The methodology for completing undergraduate studies;
- The methodology for completing master's studies;
- The methodology for completing doctoral studies;
- Regulation for the organization and conduct of doctoral university studies - Council
- Doctorate University Studies
- Regulations for the organization and operation of the Doctoral School

The work instructions are developed and revised by the persons appointed with the approval of the UTCB Senate, checked by the vice-chancellors responsible for the activities described in the work instructions, by the DCMC or by the process and service managers and approved by the UTCB Rector.

Doctoral University Studies and the Doctoral School

The Technical University of Civil Engineering Bucharest is an Organizing Institution for Doctoral University Studies (IOSUD) that includes a single Doctoral School that can organize doctoral university studies in the fundamental Hierarchical Domain "Engineering Sciences", with the objective of continuous improvement of the quality of the realization processes and development of the activity of doctoral education and, implicitly, of in-depth scientific research in its fields of competence, for the benefit and progress of society.

In accordance with the general strategic development plan of Doctoral University Studies, the strategic objectives in this field are:

- the continuation of the tradition of construction engineering education at UTCB,
- the development of new skills of future doctors for a better adaptation to the requirements of the industry and the labor market,
- rejuvenation of the body of PhD supervisors,
- improving the scientific level of doctoral theses,
- ensuring compliance with research ethics,
- increasing the visibility of SUD, the Doctoral School as a whole, including through the results obtained from doctoral scientific research, with the aim of consolidating the position on the national level and positioning it in a leading place on the international level,
- increasing the degree of internationalization of doctoral students, but also of doctoral supervisors,
- increasing the endowment level of the research infrastructure,
- promoting interdisciplinary, transnational and international collaboration in the field of doctoral studies,
- ensuring the compliance of doctoral studies and the Doctoral School with the current evaluation criteria.

Doctoral university studies to be conducted at UTCB in accordance with the Regulation on the organization and conduct of University Doctoral Studies at UTCB, approved by the UTCB Senate.

The UTCB Doctoral School has its own Organization and Operation Regulations approved by the UTCB Senate.

The quality management of the processes within IOSUD - UTCB and the Doctoral School is ensured both by the General Procedures (PG) and the Operational Procedures (PO) at the Doctoral level (PO-SD).

The last category of operational procedures includes:

- a) The Code of Ethics of the Doctoral School
- b) PO-SD-01 - Procedure for the expulsion of doctoral students
- c) PO-SD-02 - Reporting procedure for doctoral students enrolled in the budget form of education with scholarship
- d) PO-SD-03 - Study fee reporting procedure and doctoral study arrears
- e) PO-SD-04 - Reporting procedure for doctoral students enrolled in the form of education with budget frequency without scholarship
- f) PO-SD-05 - Reporting procedure for doctoral students enrolled in the low-frequency budget form of education
- g) PO-SD-06 - Procedure regarding the recognition by the Bucharest Technical University of Construction of the quality of doctoral supervisor obtained in accredited university education institutions abroad
- h) PO-SD-07 - Procedure regarding the conduct of activities through remote communication means at the Doctoral School of UTCB
- i) PO-SD-08 - Procedure regarding the audit of the subjects in the Training Program
- j) Advanced University (PPUA) at the Doctoral School of the Technical University of Construction in Bucharest

The activity of the Doctoral School is monitored and controlled periodically, based on the general and operational procedures at the University level.

7.5.2 / 7.5.2 Creation and update

The way to prepare and update the SMI documentation is presented in operational procedure PO-01: Preparation of Integrated Management System documents.

7.5.3 / 7.5.3 Control of documented information

UTCB keeps under control all documents of internal or external origin related to the integrated management system.

SMI documents are kept under control according to the procedure "Control of documents and records (PG - 01)" which establishes the method and responsibility for:

- a) approval of documents, by authorized persons, before issuance;
- b) analyzing and updating, as often and when necessary, and re-approving documents (changes to documents are carried out, analyzed and approved by the same functions that developed, analyzed and approved them initially);
- c) ensuring that the changes and status of current revisions are identified;
- d) ensuring that the relevant versions of the applicable documents are available, at the points of use, through an appropriate control of their dissemination;
- e) ensuring that the documents remain legible and quickly identifiable;
- f) ensuring that documents of external origin are identified and their distribution is controlled;
- g) preventing the unintentional use of outdated documents and carrying out their appropriate identification, if they are kept for a specific purpose.

Documented information is established, maintained and retained to demonstrate compliance of services with specified requirements and to demonstrate the effective and efficient operation of the SMI. They are legible, easily identifiable and available.

The procedure "Control of documents and records (PG - 01)" establishes the way of carrying out the control of documented information within UTCB for their identification, storage, protection, retrieval, preservation and disposal.

The records that provide information about the activities carried out within UTCB, such as the results obtained at each stage of the teaching/learning process (provision of education) comply with the legislation regarding the retention time and the way of archiving information.

UTCB pays attention to the retention and disposal periods of records according to regulations.

Learner and instructional records are usually maintained by educational organizations in accordance with personal data protection guidelines.

Documents are reviewed, updated and approved by authorized personnel prior to issuance to confirm they are appropriate. A change list (attached to this manual) is available to prevent the use of invalid and/or outdated documents.

The PG - 01 procedure ensures that:

- a. documents are approved before issuance, to confirm that they are appropriate;
- b. documents are updated and re-approved, when necessary;
- c. the changes and the status of the current revision of the documents are identified;
- d. the relevant versions of the applicable documents are available at the points of use;
- e. documents remain legible and easily identifiable;
- f. documents of external origin are identified and dissemination controlled;
- g. the unintended use of expired documents is prevented and they are properly identified.

Changes to documents and data are reviewed and approved by the same functions that originally reviewed and approved them. Designated functions have access to basic, appropriate information on which to base their analysis and approval. The nature of the change is identified in the document or in the appropriate annexes.

8/8 OPERATION

8.1. /8 Operational planning and control

UTCB has planned, implemented and controls the processes identified within it to meet the requirements for the services provided by:

- a) determining the requirements for services;
- b) establishing criteria for processes and for adapting services;
- c) determining the resources necessary to achieve compliance with the requirements for services;
- d) implementation of process control in accordance with the criteria;
- e) determination, maintenance and preservation of documented information

UTCB evaluates and controls planned changes, analyzes the consequences of unintended changes and takes actions to limit and mitigate negative effects.

Product realization planning in UTCB

In order to achieve the objectives and the planned results, UTCB plans the activities for the didactic, research and necessary related processes, according to the map of the processes within UTCB (see fig. 3). Planning is done annually and semiannually.

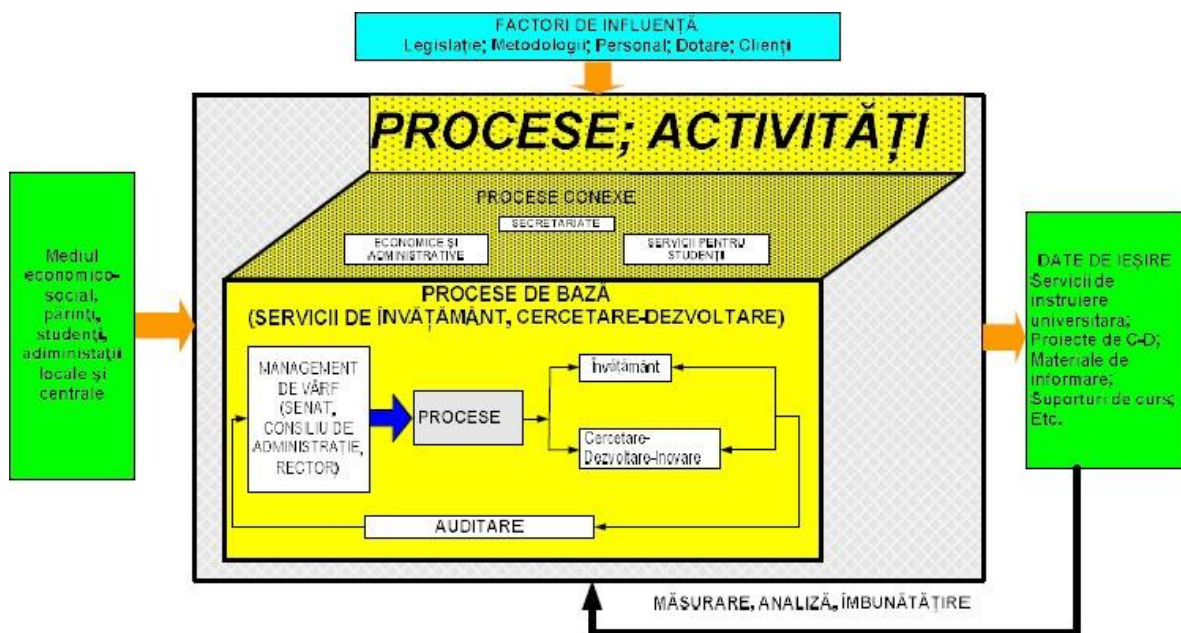


Fig. 3. UTCB Process map.

To carry out the processes within UTCB, the necessary material resources, financial resources and human resources are planned for the following types of processes:

- teaching-learning processes;
- the processes of elaboration, development and improvement of study programs and analytical programs;
- the processes of realization of research, development and innovation projects and programs;
- staff training processes;
- the processes of promotion of teaching staff;
- the annual process of admission of candidates;
- audit processes for accreditation of new study programs, annual institutional evaluation;
- elaboration of timetables and allocation of the necessary spaces;
- the process of following the graduates' careers;
- the processes of admission to doctoral university studies, of carrying out the advanced university training program and the research program scientific from the cycle of doctoral university studies, such as the drafting, preliminary analysis and public hearing of the doctoral thesis;
- the processes regarding the audit of the subjects from the Advanced University Training Program (PPUA) at the Doctoral School and the analysis and approval of the proposals regarding the subject of the doctoral university study programs;

- operation of libraries, audio-visual equipment, computers and other services;
- ensuring security, safety and civil protection services;
- allocation of classrooms, laboratories, workshops, conference rooms, ceremony rooms;
- maintenance of facilities.

In order to achieve its objectives, UTCB organized its activities into two categories of processes - basic processes (teaching processes and research-development and innovation processes) and related processes. In this way, by processing the input data and taking into account the influencing factors, the staff, from all departments, carry out activities that lead to the achievement of the proposed objectives.

To plan the implementation of projects and services, UTCB establishes the following:

- quality objectives and requirements for the processes carried out based on the programs of
 - studies, research programs and characteristics and indicators established at the level of all processes;
 - the processes necessary to make the product;
 - records necessary to provide evidence that objectives and results are achieved and meet customer requirements and legal requirements.

The output data of the planning are presented in a form corresponding to the work methods in UTCB such as Study Programs, Analytical Programs, Action Plans, Activity Plans or Quality Plans.

8.2/-Requirements for products and services

8.3 8.2.1/- Communication with the

client

UTCB, in the documents it concludes with clients, establishes and implements an effective way of communicating with them in relation to:

- a) product information.
- b) all the unclear aspects of the documents are discussed by phone and then confirmed by email, including the improvement aspects regarding the service that **UTCB** can achieve in order to meet the expectations of the customers.

Periodically (or at least annually) an evaluation of the degree of customer satisfaction is made.

UTCB establishes through the procedure Evaluation of the satisfaction of internal and external partners (PO-12) and implements effective ways of communicating with partners regarding:

- information about the study programs and specializations offered;
- the transmission of data or information related to some changes in the admission processes, evaluation of students' training, some requests regarding the evolution of various specializations or regarding some organizational changes that have occurred.
- feedback from partners, including the way of receiving and handling their complaints.

8.2.2 /- Determining design requirements and partner product requirements in UTCB

In its activity, **UTCB** determines:

- a) the requirements specified by the customer, including the requirements for the product reception activities upon its completion and post-delivery;
- b) requirements not formulated by the customer, but necessary for the production of the product;
- c) legal and regulatory requirements relating to the product;
- d) any other additional requirements .

UTCB establishes the requirements related to the educational process through studies related to the requirements of the economic and social environment in the fields of training of the university.

8.2.3 /- Analyzing product and service requirements and partner product requirements in UTCB

The legal and regulatory requirements relating to the relationship with the client are established for the possible clarification of specific requirements and the establishment of the documents that must be provided in order to start the design/consultancy activity.

In the analysis of the requirements related to the specific activity, the following must be determined:

- that all conditions related to the client's request are defined and documented adequately;
- that **UTCB** has the ability to satisfy the terms of the contract or order. Offer conditions mean both expressed requirements and those implicitly resulting from legal provisions or other applicable mandatory requirements.

The analysis of the contract is carried out before its completion and it is taken into account if:

- requirements are well and correctly defined (including those resulting from legal and regulatory provisions);
- the client's requirements are confirmed before being accepted;
- the requirements of the contract can be fulfilled.

The contract signed by both parties becomes the basic document for carrying out the design/consultancy activity.

UTCB analyzes the requirements regarding a new study program or a new training program, to be executed or provided, before its approval. The analysis is done before UTCB undertakes to apply the study program or the training program and through this analysis it is ensured that:

- the requirements for the new study program are clearly defined, are documented and are in accordance with legal and labor market requirements;
- the documented requirements expressed by clients, which differ from the legal and established ones
- previously they are analyzed and solved through improvements of the new program;
- UTCB has the ability to fulfill the established requirements.

When the requirements related to the study programs are changed, the UTCB amends the study programs and the analytical programs and makes the involved staff aware of the change in the requirements.

Within the UTCB, records are kept of the results of the analyzes and of the actions that are imposed as a result of these analyses.

8.2.4 /-Changes to requirements for products and services

The modification of a contract occurs when:

- the client wants to carry out additional actions or change some conditions related to the realization of the project/service/contract;
- the organization finds, following the development of the contract, that situations occurred that could not be foreseen at the time of contracting and which lead to the need to revise some clauses.
- situations occur, independently of the will of the parties, that require the revision of some contractual conditions (force majeure, change of initial data, etc.)

The modification of the contract is done through additional documents, the same functions participating in their analysis as in the original contract. The contract amendment follows the same route as the original contract analysis, given that any contract amendment must be carried out on the basis of a full analysis of the implications.

8.4/- Proiectare Design and development of products and services

8.58.3.1/- Generalities

UTCB is a university/a state higher education institution, accredited, autonomous, with legal personality and is subordinate to the Ministry of Education, Research, Youth and Sports according to HG no. 23/2001 regarding the organization and functioning of the Ministry of Education, Research, Youth and Sports, the University Charter and Decision 4636/July 10, 2003.

The main object of activity of the Bucharest Technical University of Construction is the training of specialists with higher training in construction, installation engineering, machines and equipment for construction, environmental engineering, geodesy, as well as in related fields, such as that of translation and interpretation with specific technical.

Quality, professionalism, speed, seriousness are the fundamental basis of our organization, so that our customers are satisfied with our services.

8.3.2 /- Planning the realization of the design and development activity

The design of study programs and education plans within UTCB is done starting from the expressed or implicit needs of the socio-economic environment, based on the level of knowledge assimilated by future students in the middle cycle of education, and based on the technical-scientific level of knowledge in the fields of specialization within the university.

For each of the three study cycles (bachelor's studies, master's studies and doctoral studies) the study programs and analytical programs are designed based on a plan approved by the Board of Administration and approved by the UTCB Senate. When designing each study program, it takes into account that the admission in the next cycle is the exit level from the current step or from the current level of competence.

Within UTCB, study programs and curricula are planned and designed in order to be useful and support those who learn and benefit from these programs.

UTCB plans and controls the development processes of study programs based on activity plans, which contain:

- the stages of designing study programs and education plans;
- analysis, verification and validation for each stage;
- responsibilities and authority for design at the university level, at the level of each faculty, at the level of the departments and for each study program.

For each study program are planned:

- human resources (teaching staff) who have the level of competence and training for each discipline;
- the material resources that include: classrooms, laboratories, equipment, consumables, other didactic materials, depending on the specifics of the discipline;
- the maximum number of students or doctoral students participating in the respective program;
- the necessary bibliography and how to access it.

Planning control takes into account the purpose and duration of the study cycle and the needs of the learners. In order to increase the effectiveness of learning in UTCB, when planning and designing programs for study cycles, the following are established:

- the way in which the respective program helps the students, masters or doctoral students to become competent in the field of training;
- how the new requirements can be measured;
- what are the specific measures for the effectiveness of the study cycle and the respective specialization;

- if the content of the analytical programs and the knowledge taught correspond to the requirements.

The results of the control and evaluations provide information that can be used in the analysis process of the instruction.

Based on the results of the design control and on the basis of the known needs, the input elements of the study program design process are established.

After the design control, a report is drawn up that includes:

- justification of the choice of the study program;
- the performance level of the training necessary to establish the motivation of the choice;
- the target population of those who will become students;
- what are the risk management actions to avoid possible syncope in the fluency and quality of the respective program;
- changes in the implementation and support activities of the program
- declaring that all relevant legal and security regulations are followed, even when they are not established in a contract, didactic specification or curriculum

8.3.3 /- Design and development inputs

UTCB establishes the following as input elements in the design of education plans:

- requirements of the economic-social environment regarding the level of qualification, fields of qualification, number of graduates required;
- results of the effectiveness of didactic materials;
- elements related to the research of the learning capacity of students, masters or doctoral students;
- the level of competence of the teaching staff;
- the necessary conditions for the courses;
- the difficulty level of the objectives.

The input elements of the program design are analyzed by the involved factors in order to establish their suitability.

8.3.4 /- Design and Development Controls

Systematic process reviews are carried out as planned within the UTCB, in order to assess the ability of the design results to meet the needs of the customers, to identify any problems and to propose the necessary actions.

This analysis is carried out by specialists appointed by management at various stages of the process, as well as at completion.

The analysis of the design, implementation and development of study programs in UTCB is carried out at each stage of its realization, by the persons responsible for the study program design process. Program design analysis is planned in the planning stage.

The study program design analysis is carried out by the management of each faculty and department responsible for the respective program. The heads of disciplines also participate in the analysis. Analysis with an analysis report that also includes assessments regarding the design process, program objectives and program effects assessments, according to Registration Form PO-05_F-02.

The persons who participate in the analysis of the design of the study programs become responsible for the respective programs and their adequacy to the requirements and the planned objectives and results.

The study program design process is carried out according to operational procedure PO-07: Design and development of study programs.

The implementation of the study programs and the realization of the didactic training processes according to the specifications of the study program projects. Each study program is verified according to procedure PO-06: Control and evaluation of the didactic process.

In the control process, it is checked whether: The acceptance criteria, from the point of view of acceptance for use in the didactic process, include the following:

- a) the content of analytical programs;
- b) the content of the course and laboratory works (course material, laboratory guidance, content of project topics, etc.)
- c) the form of presentation of the text and course graphics.

For each study program, the documentation is drawn up to obtain the authorization to implement the study program and then for accreditation, according to the requirements and evaluation criteria of ARACIS. The persons responsible for the design and implementation of the study programs will actively participate in the development of the evaluation documentation, they will perform an internal evaluation to demonstrate the fulfillment of the evaluation criteria of ARACIS.

8.3.5 , 8.3.6/- Development Design Controls and Outputs

The outputs of program design and development include:

- the level of acquired knowledge and skills;
- evaluation of learning performance;
- strategies related to didactic processes;
- environments to which the training from the years of study is addressed,
- the usefulness of acquired knowledge and skills.

The design and development outputs are provided in a form that allows verification against the design and development inputs, approved by the UTCB SENATE, prior to development and meet the following requirements:

- satisfy the requirements contained in the input elements of design and development;
- provides appropriate information for didactic processes;
- contain or refer to the acceptance criteria of the study program;
- specifies the characteristics of the training that are essential for its safe and correct implementation.

Design and development verification

The design check is carried out in the intermediate stages and at the end of the design process of each study program.

The verification of the design and implementation of each program is ensured by persons appointed at the level of each faculty and at the level of the university, according to the activity plans.

The outputs of design and implementation must meet the specifications of the inputs of design and development.

The results of the verifications and the necessary actions are recorded in the verification minutes.

Design and development validation

The validation of the output elements of the design and implementation processes of the study programs is done only if the planned characteristics of the program are fulfilled by the content of the projects for the analytical programs. Validation is performed at the end of the design process. An additional confirmation of the validity and efficiency of each program is given by its authorization by ARACIS.

The results of the validation and the necessary actions are recorded in minutes.

8.3.7/-Development design changes

Any change in the design process is analyzed, checked and validated as appropriate and approved by the same functions as the original design, before implementation.

The effect of these changes on the component parts of the project is also evaluated.

Design procedures provide that all changes and modifications to designs must be identified in writing and subject to verification and approval by persons designated for their jurisdiction.

In UTCB's area of competence, particularly rapid technical and technological developments lead to the need for periodic analyzes of analytical programs and their revision. The necessary changes are identified by the teaching staff of the discipline based on the research in the fields of the disciplines, based on the documentation from specialized publications, based on the experiences of other specialized universities, etc., they are communicated to the study program managers and approved.

The revision of the programs is done after the analysis of the effects and only on the basis of the modification requests and on the basis of the records of these modifications.

8.6/8 Control of processes, products and services provided externally

8.4.1/8 Generalities

This sub-section describes the actions undertaken within the UTCB for the implementation of a system of planning, supervision, control and registration of the supervision activity that directly influences the quality of the services and products delivered.

Service provision processes are planned and carried out under controlled conditions.

Controlled conditions include, as applicable:

- a) the availability of information describing the specific characteristics,
- b) availability of work instructions,
- c) the availability and use of resources for monitoring and measuring the quality of services and products,

The process manager issues process instructions, specifications and the plan as appropriate.

The supply process

UTCB takes the necessary measures to ensure that the products and services supplied comply with the specified supply requirements. The type and extent of the control performed on the supplier and the supplied product or service are dependent on their effect on the subsequent realization of the final product or service.

UTCB evaluates and selects suppliers according to their ability to provide products or services in accordance with the established selection, evaluation and reevaluation criteria and with the regulations in force regarding the selection of suppliers and based on legal procedures for public institutions. The criteria for selection, evaluation and re-evaluation and records of the results are established according to the procedure.

Information regarding the supply comes from the faculties, departments and is sent to the Procurement Office, through the necessity reports in which the products or services to be supplied are fully described, including the necessary additional requirements such as those regarding the SMI of the suppliers. The Director of Procurement and Contract Follow-up checks before approving the supply documents if the requirements are adequate.

UTCB ensures the inspection of supplied products to determine their compliance with the specified supply requirements.

8.4.2 /8 Type and extent of control

Operational control for the environment:

- a) The organization ensures operational control for the environment by:
- b) control of processes that can generate environmental aspects by coordinating the person in charge with the integrated management system at the level of the organization
- c) control of supplied products and services upon receipt and periodically during use;
- d) control of subcontractors by:
 - assessment, selection and acceptance in the field of environmental protection;
 - conclusion of conventions with specific environmental provisions as the case may be;
- e) control of production processes to control activities with a significant impact on the environment;
- f) control of transport, loading-unloading, handling, storage activities so that the waste reaches the specific warehouses;
- g) monitoring environmental factors;
- h) waste management/ identification of reuse possibilities;
- i) monitoring of toxic waste / hazardous substances to comply with legal provisions - as appropriate;
- j) market monitoring to identify more advantageous offers from an environmental point of view

8.4.3 /8 Information for external suppliers

UTCBC has established a documented procedure for maintaining and updating information for external providers.

8.5. /8 Production and provision of services

8.5.1 /8 Control of production and service provision

UTCBC, for situations where the outputs of a process or service provision cannot be easily or economically verified, provided and implemented additional controls to ensure that the operation of the process will not lead to non-conforming products.

This is achieved by validating the process which demonstrates its ability to achieve the planned results.

For these processes, UTCBC established a number of preliminary measures as appropriate, such as:

- defined criteria for process analysis and approval;
- equipment approval and personnel qualification;
- the use of specific procedures;
- requirements regarding documented information;
- revalidation.

All these activities are planned and implemented to ensure that when non-conforming products occur, the necessary controls are applied and that they are dealt with as part of any subsequent changes.

Control of didactic processes and service provision in UTCB

In UTCB, at the level of the Board of Directors, the modalities and methods used to determine the compliance of the content of the subjects taught with the learning objectives. The members of the Board of Administration, the directors of departments, in cooperation with the teaching staff, identify the subjects and general themes of the disciplines, the generally accepted teaching methods and establish different accepted measures for determining compliance with the learning objectives.

UTCB carries out the control of didactic processes according to procedure PO-06: Control of the didactic process.

UTCB also controls the following processes, which are determined to increase the quality of the final product and the quality of meeting customer requirements:

- the registration and admission process of future students, trainees, doctoral students;
- development of analytical programs;
- elaboration of job descriptions;
- drawing up timetables;
- providing course materials, the necessary bibliography, laboratory and project guidelines, etc.;
- allocating the necessary resources to carry out training or practice outside the location;
- establishing the methods of verifying the didactic performance;
- allocation of spaces for classrooms, laboratories, workshops, libraries and other similar spaces.

For each of the processes listed, UTCB has Regulations with details on how to carry out and control the process as well as the responsibilities for them.

The skills, knowledge, skills and ability of students or learners are evaluated, and the evaluation method is presented in each analytical program of each discipline. The evaluations take into account the learning objectives for each specialization and level of study.

At the UTCB level and at the level of each faculty there are databases, which include:

- a) records of the course followed by those who learn;
- b) analytical syllabus of the course;
- c) study group schedule;
- d) the course support and its edition;
- e) the list with the names of the teaching staff;
- f) other didactic materials.

Validation of didactic and service provision processes in UTCB

Validation of didactic processes is done periodically as a result of monitoring the results of these processes and their execution mode.

Validation of didactic processes includes:

- validation of the results of the design and development of study programs and analytical programs (confirmed by authorization or accreditation by ARACIS);
- approval of laboratory equipment;
- approving the qualifications and promotions of teaching staff;
- approving course materials, laboratory or project guides;
- data records.

8.5.2 /8 Identification and traceability

UTCB ensures the identification and traceability of all important information related to teaching and research processes, namely for:

- study programs and analytical programs;
- identification records of those who learn;
- timetables for faculties, specializations, study years and study groups;
- catalogs;
- libraries;
- matriculation register;
- laboratory equipment;
- research contracts.

Monitoring along the way, grades and assessments for learners and performance status are identified and recorded, according to operational procedure PO-03: Identification and traceability.

8.5.3 /8 Property of the partners

In UTCBS, the property provided by partners (candidates for admission, students, master's students, doctoral students or other types of students) is the one provided at the time of admission for registration or for purposes of renewal of registration and for the duration of studies or courses. Among the documents that represent the property of the customers are:

- documents submitted by those who learn, such as: certificates, diplomas of previous school levels, personal identity documents (birth certificate, identity documents) and similar ones;
- agreements regarding intellectual property;
- examinations, studies or medical certificates of those who learn;
- exams, tests or papers supported by those who learn;
- final works;
- made prototypes and others;
- applications, registrations or documents submitted by learners for their registration or renewal of registration;
- records and documents of the instructional history of those who learn;
- equipment owned by the learner/client;
- facilities for courses provided at the client's premises.

The documents received from partners (candidates for admission, students, master's students, doctoral students or other types of students) are kept by UTCBS in complete security and according to the legislation in force.

UTCBS pays attention to the partner's property when it is stored at the university for the period of studies or for longer or shorter periods of time.

If a partner's property is lost, damaged or otherwise becomes unfit for use, it is notified and records are kept of the situation created.

8.5.4 8 Product storage

Within the UTCBS, all the documents that constitute evidence of the realization of the didactic processes and all the equipment used for the didactic processes and for the research processes are kept. The stored products are in the form of documents, study programs, analytical programs, books, catalogs, databases, equipment, computer programs, etc. After the completion of the students' studies, the documents are archived and kept according to the PO-14 procedure: Editing, multiplication and archiving.

8.5.5 /8 Post-delivery activities

UTCBS ensures that it meets the requirements for post-delivery activities associated with the services.

UTCBS also considered legal and regulatory requirements, potential unintended consequences associated with its services, the nature, use and lifetime of the services, customer requirements and feedback received from customer satisfaction assessments.

8.5.6 /8 Change control

UTCBS monitors and reviews changes related to service provision to ensure continued compliance with requirements.

UTCBS also keeps documented information in this regard.

8.6/8 Release of products and services

UTCBS has implemented phased planned ways to verify the fulfillment of the requirements for services, and the release of services to customers does not occur before the completion of documented procedural steps.

UTCBS maintains documented information on the release of services, including evidence of compliance with accepted criteria, traceability features and details of the person authorizing the release.

8.7/8 Control of non-conforming output elements

UTCB ensures prompt treatment of non-conformities identified through internal audits, as well as in other well-determined circumstances.

Top management gives its own and collaborative staff the authority and responsibility for identifying potential non-conformities in the design process and ensures their timely detection and treatment.

In this regard, the **UTCB** has established a system for monitoring the design activity, starting from the input data and the main steps taken in the design development process. The development design process is carried out in a controlled manner, by personnel appointed by the Management, its development and results being the subject of analyzes carried out by the functions designated with responsibilities in the design activity and who have duties in identifying possible non-conformities.

UTCB, by applying the established rules as well as by carrying out the audit activity, ensures the identification of non-conformities with the requirements of the applicable regulations and its own procedures, as well as the registration and establishment of their treatment, in order to obtain information and provide the necessary data for analysis and establishing remedial measures.

Documented information regarding the nature of non-conformities and any subsequent action taken, including waivers obtained, is maintained by the departments involved in these activities.

Details regarding the control of the non-conforming product are reproduced in procedure

PG-07: Non-conforming product control.

Dealing with non-conformities

UTCB has established an efficient system for dealing with non-conformities by authorized personnel.

The causes and possible tendencies of repeating the appearance of non-conformities are submitted to the attention of the functions with attributions in the respective field for the improvement of the activity, they constitute input data for the Management Analysis and the establishment of improvement measures.

Nonconformities identified in the functions and departments involved in the design process are dealt with by analyzing the causes, establishing responsibilities and resuming the design phase. In case of major non-conformities incompatible with the applicable regulations, their treatment may lead to the suspension of the design action.

UTCB has procedures for auditing, identifying and treating non-conformities, which are carried out according to procedure **PG-07: Non-conforming product control.**

9/9 PERFORMANCE EVALUATION

9.1/9 Monitoring, measuring, analyzing and

evaluating 9.1.1/9.1.1 Generalities

UTCB plans and implements the monitoring, analysis and improvement of its main, management and support processes for:

- a) to demonstrate the conformity of the realization of didactic processes in accordance with study programs and analytical programs;
- b) to ensure compliance with SMI;
- c) making decisions regarding the methods and means of monitoring activities and processes;
- d) converting information into knowledge;
- e) continuous improvement of the effectiveness of the SMI.

UTC B ensures the collection of the necessary information and identifies sources of information to increase the effectiveness of teaching processes.

The results of the evaluations of the teaching staff, of the results of the training of students or other learners, customer satisfaction surveys and other identified stakeholders, teaching methods, measurements of the variables related to the learners and other indicators relevant to the activities within the UTC B are centralized and are processed in the form of control charts, histograms, Pareto charts.

These include the establishment of methods for estimating the quality of teaching processes, the quality of teaching staff, the quality of services provided, customer satisfaction and the evolution of the quality management system. The data obtained are transformed into information and knowledge used to establish priorities, the achievement of quality objectives, the effectiveness and efficiency of the actions undertaken.

- The general purposes of monitoring, measurement, analysis and evaluation are as follows:
- to demonstrate the conformity of the product with the requirements requested by the client.
 - to ensure compliance of the SMI with the requirements of ISO 9001, ISO 14001 and with any additional requirements regarding the SMI specific to the contract with the client / products / services performed by the organization.
 - continuously improve the effectiveness of the SMI so as to increase the organization's ability to consistently meet customer requirements and improve environmental performance.

9.1.2 /- Customer satisfaction

Taking into account the fact that UTC B performs as a basic process, the didactic process and that the product produced is the training of students and that this is a service that is performed at the interface with partners (students), so it cannot be kept or stored. UTC B offers students the opportunity to study the knowledge transferred by the teaching staff and how to apply it. For this, material or administrative support systems are used that help ensure an adequate level of preparation for the specified requirements.

Among the most important customer requirements we list:

- the existence of modern communication methods and means with wide addressability;
- ensuring and providing students with safe facilities, in order to fulfill
- the requirements and which are under the responsibility of UTC B;
- the existence of open, bilateral internal and external communication procedures between individuals and the educational organization;
- ensuring that the entire staff of the organization treats the interested parties with respect;
- provision of appropriate activities led and carried out by qualified personnel.

UTC B monitors information about the perception of partners and coordinating government bodies regarding the university's activity and analyzes how their requirements and expectations are met as a method of monitoring SMI performance.

The "partner's voice" is carefully listened to, this constitutes an important source of useful information to know the current requirements, the perception of the quality of the projects delivered and the services provided and to anticipate his expectations in the future.

Sources of information used:

- complaints;
- survey questionnaires;
- reports from media sources.

UTCB uses customer satisfaction information to measure SMI performance. The methods of obtaining and using this information are:

- tracking customer complaints;
- customer surveys;
- market needs;

Customer Satisfaction Evaluation Questionnaire is sent annually to a sample/representative number of customers, or such a questionnaire is sent together with the delivered product, which ensures the evaluation of customer satisfaction.

The evaluation of customer satisfaction is carried out annually and is included in the SMI analysis by the management based on the processed data.

9.1.3 /9.1.2 Analysis and evaluation

UTCB determines, collects and analyzes appropriate data to demonstrate the adequacy and effectiveness of the SMI and to assess whether continuous improvement of the effectiveness of the SMI can be achieved. This includes data generated as a result of monitoring and measurement activities, as well as data from other relevant sources.

The results of the analysis are used to evaluate:

- conformity of products and services;
- the degree of customer satisfaction;
- the performance and effectiveness of the SMI;
- effective implementation of planning;
- the effectiveness of actions taken to address risks and opportunities;
- the performance of external suppliers;
- the need for improvement for SMI;

Statistical techniques are also used to aid decision making

Data Analysis

UTCB establishes, collects and analyzes the necessary data to verify that the SMI is adequate and effective, in relation to the plans made and the quality objectives and policy. The data results from the monitoring and evaluations carried out on the processes, projects and services carried out, as well as from other relevant sources.

Data analysis includes information on:

- a) customer satisfaction;
- b) compliance with the specified requirements regarding the project or service;
- c) characteristics and trends of processes and services, including opportunities for corrective actions;
- d) suppliers of projects and services.

Data analysis helps determine the root causes of existing or potential problems and guide decisions about actions to address the risks and opportunities needed to continuously improve the effectiveness of the SMI.

Process monitoring and measurement

UTCB applies appropriate methods for monitoring all processes. These methods check the ability of the processes to achieve the planned results. If planned results are not achieved, corrective actions are taken to ensure compliance of the project or service.

- The main methods of measuring and monitoring the UTCB processes are:
- periodic analysis of the effectiveness and efficiency of the SMI carried out by the management;
 - current activities of verification, analysis and validation of activities;
 - verification by several methods of the results of the activities;
 - using the database to confirm the correctness of the results.

Measuring and monitoring processes aims to keep them under control and identify opportunities for continuous improvement of their performance.

Monitoring and measuring products (projects and services)

UTCB monitors, according to the planning documents, the characteristics of projects and services to check whether the requirements of the specifications are met.

The control of the services is carried out based on the checklists, by going through all the stages of performing the services. The service is considered accepted if all the stages in the checklist, applicable to the analysis stage, are approached and fulfilled properly.

The detailed and overall verification is carried out by those responsible for verifying the respective service.

Completion in accordance with the planning documents is conditional on the release of the projects and the delivery of the services, unless otherwise approved by a relevant authority or by the client.

Records are maintained within the university regarding evidence of compliance with the acceptance criteria and the persons who authorize the release of projects and services.

Control of measuring instruments in UTCB

UTCB ensures the monitoring and measurement of the capability of the personnel who ensure the training of students, masters, doctoral students or other types of students by using the following means of measurement:

- evaluation criteria of teaching staff;
- performance criteria and standards for the promotion of teaching staff;
- criteria for institutional evaluation of UTCB;
- evaluation criteria for study programs;
- graduate career tracking tools.

Checklists are kept under control according to procedure PG-01.

The graduate database verification screens are checked each time additional information is entered and periodically for compliance with the basic screens.

If it is found that there are deviations from the achievement of the planned indicators, measures are taken to correct the activities within the processes

9.2,9.2.1,9.2.2/9.2,9.2.1,9.2.2 Internal Audit

UTCB plans and performs internal audits, according to the Audit Plan or whenever necessary to determine whether SMI:

- a) it complies with the planning documents, the requirements of the SR EN ISO 9001:2015 standard and SR ISO IWA 2:2009 and with the SMI requirements established by UTCB;
- b) is implemented and maintained effectively.

UTCB conducts internal audits at planned intervals to determine whether:

- SMI complies with the planning of the product realization, with the requirements of the reference standards and with the established SMI requirements;
- SMI is effectively implemented and maintained;
- suppliers, in particular those of design/consultancy services, but not only, meet the audit criteria established by the organization.

An Audit Plan is developed, which takes into account the stage and importance of the processes and domains to be audited, the audited areas as well as the results of previous audits. selecting the auditors and the audit management ensure the objectivity and impartiality of the auditing process. Auditors do not audit their own activity.

Audits are carried out on the basis of an audit program established annually, taking into account:

- the results of previous audits;
- the status and importance of the processes to be audited (for internal audits);
- the importance of suppliers and the control or influence the organization has over them;

During the audit, the following are also evaluated:

- a) work procedures and instructions;
- b) specific execution activities, as well as inspection and test activities;
- c) documented information generated by the activities carried out, their management and archiving.

The audit plan is drawn up by the chief auditor before each audit and specifies:

- the period and place of the audit
- reference documents / audit criteria
- the audit team and the audited departments
- the schedule of audit meetings, as well as the audit time interval for each compartment
- the manner of disseminating the audit report
- confidentiality conditions

When establishing the audit team, the aim is to ensure the objectivity and impartiality of the audit process (auditors do not audit their own activity and try to identify non-compliant aspects or those that require improvement).

Responsibilities and requirements for planning and performing internal audits, for performing actions to eliminate detected non-conformities and their causes, for performing follow-up activities, for reporting results and maintaining records are defined in the "Internal Audit" procedure (PG-06).

The management responsible for the audited area acts promptly to eliminate the non-conformities found and their causes.

The chief auditor verifies the actions taken and reports their results.

9.3/9.3 Analysis performed by

management 9.3.1/9.3 Generalities

UTCB's top management reviews the SMI at least once a year to ensure its continued compliance, adequacy and effectiveness, according to the "University Management Review" procedure (PO-05). Following the analysis carried out by the management, actions are established to deal with the identified or potential non-conformities.

The analysis carried out by the management includes:

- scheduled analysis of study programs and analytical programs;
- customer satisfaction analysis;
- analysis of evaluation criteria;
- documented evaluation and improvement results.

The analysis carried out by the management may also include other areas of analysis following the proposals made in the meetings of the Senate or the Board of Directors.

Records of management reviews are maintained by the DCMC.

9.3.2 /9.3 Inputs to management analysis

The sources of information for this analysis are documented by the Integrated Management System Manager:

- synthesis of internal and external audit reports;
- analysis of customer complaints;
- analysis of environmental complaints;
- the result of the customer satisfaction assessment;
- analysis of significant environmental aspects;
- analysis of non-compliance reports;
- stage of corrective actions
- specific reports/evaluations/analyses with the stage of fulfillment of the performance indicators from the process managers;
- the results of previous management analyses;
- recommendations for improving the SMI;

The management at the highest level of UTCB, as a result of the analyzes carried out by the top management of the university, establishes:

- improvement parameters for teaching-learning processes within the university;
- revising or making changes in the analytical programs when the study programs are modified or supplemented;

Information about learners and/or clients is also taken into account as inputs to assess the effectiveness of SMI, and also for example:

- comparative studies with other organizations, for example, benchmarking;
- the status of follow-up actions regarding graduates;
- proposals for improvements/modifications.

SMI analyzes include regularly scheduled analyzes of educational and support processes, customer satisfaction, evaluation criteria, evaluation results, and documented improvements. This list is neither exhaustive nor restrictive.

The input data of the analysis carried out by the management are included in the **Report on the evolution of quality during the analyzed period**, which is drawn up by the DCMC and which contains information about:

- the results of internal and external audits;
 - information and observations from partners;
 - process performance and service compliance;
 - the stage of actions for dealing with risks and opportunities;
 - tracking the actions and measures provided in the previous analyzes;
 - planned changes that could affect **SMI**;
- recommendations for improvement.

9.3.3 /9.3 Outputs of management analysis

Following the periodic analysis carried out by the management in accordance with the annual program, the measures that are necessary for:

- improving the effectiveness of SMI and its processes, services and products, in the form of corrective actions,
- how to allocate adequate resources (human, material, infrastructure, work environment, etc.) in order to apply these measures.

UTCB's top management, as a result of the SMI analysis, establishes:

- improvement parameters for didactic, research and related processes in UTCB;
- revises and orders the performance of new analyzes of study programs and analytical programs and research programs.

The outputs of management analysis include decisions and actions regarding:

- increasing the effectiveness of SMI and processes;
- improving processes according to legal and customer requirements;
- the needs regarding the resources necessary to achieve the established objectives.

These output data are materialized in Action Plans for the improvement of the activities that provide deadlines and responsibilities as well as the necessary resources.

10/10 IMPROVEMENT

10.1 /10.1 Generalities

UTCB determines and selects opportunities for improvement and implements any action necessary to meet customer requirements and increase customer satisfaction.

These include:

- improving products and services to meet requirements, as well as address future needs and expectations;
- correcting, preventing or reducing unwanted effects;
- improving the performance and effectiveness of SMI.

10.2 /10.2 Non-compliance and corrective action

UTCB ensures prompt treatment of non-conformities identified through internal audits, as well as in other well-determined circumstances.

The top management gives its own and collaborating staff the authority and responsibility for identifying possible non-conformities in the executive processes (design, consulting) and ensures their timely detection and treatment.

In this sense, **UTCB** has established a system for monitoring the design/consultancy activity, starting from the input data with the planning on the main stages covered in the process, until the completion of the project/work.

The specific execution processes are carried out in a controlled regime, by personnel appointed by the management, its progress and results being the subject of analyzes carried out by the functions designated with responsibilities in the design/consultancy activity and who have duties to identify possible non-conformities.

UTCB, by applying the established rules as well as by carrying out the audit activity, ensures the identification of non-conformities with the requirements of the applicable regulations and its own procedures, as well as the registration and establishment of their treatment, in order to obtain information and provide the necessary data for the analysis and establishment improvement measures.

Documented information regarding the nature of non-conformities and any subsequent action taken, including waivers obtained, is maintained by the departments involved in these activities.

Details on the control of non-conforming product are given in procedure ***PG-07: Control of non-conforming product.***

Dealing with non-conformities

UTCB has established an efficient system for dealing with non-conformities by authorized personnel.

The causes and possible tendencies of repeating the occurrence of non-conformities are subject to the attention of the functions responsible for coordinating the respective process to improve the activity and constitute input data for the Management Analysis and the establishment of improvement measures.

Nonconformities identified in the functions and departments involved in the design process are dealt with by analyzing the causes, establishing responsibilities and resuming the design phase. In case of major non-conformities, incompatible with the regulations

applicable, their treatment may lead to the suspension of the design action and its resumption when the conditions generating the non-conformity have been properly treated.

UTCB has procedures for auditing, identification and treatment of non-conformities that are carried out according to procedures PG-06 and PG-07.

UTCB undertakes actions to eliminate the causes of non-conformities in order to prevent their repetition. The corrective actions are adapted to the effects of the observed non-conformities.

The procedure for identifying and evaluating the non-compliant product, code PG-07 defines the requirements for:

- a) analyzing non-conformities, customer complaints (all suggestions and complaints are recorded in an electronic register and records are kept regarding their resolution),
- b) determining the causes of non-conformities,
- c) assessment of the need for actions to ensure that the non-conformities will not be repeated,
- d) determining and implementing the necessary actions. Any corrective action taken must be proportionate to the size / importance of the problem and the environmental impact / risk factor,
- e) records of the results of the actions undertaken
- f) analyzing the corrective actions taken.

The significance of issues related to quality, environmental protection is evaluated considering the potential impact on aspects such as: processing costs, costs relative to quality, the level of quality of works, including performance, reliability, safety, impact on the environment, company image, satisfaction the client.

The root causes are determined before corrective action is planned.

Solutions may include changes to facilities, materials, processes, work methods, SMI documents and records, training programs

Non-conforming product control

UTCB ensures that non-conforming project or service is identified and controlled to prevent its unintended use or delivery. The way of handling, the appropriate responsibilities and the authority regarding the control of the non-conforming product (project or service) are defined in the procedure "Control of the non-conforming product" (PG-07).

Non-conforming products must be examined to be able to assess the nature of the non-conformity and the causes that generated it.

The category in which the non-conforming product is registered is determined by the analysis (examination) made by the non-conformity treatment commission.

The treatment of non-conformities is different depending on the nature of the non-conforming product. Records regarding non-compliant products are periodically analyzed by CMC and DCMC.

The results of the analyzes are presented in the management meetings.

10.3/10.3 Continuous improvement

Continuous improvement is one of the basic principles of the integrated management applied by UTCB and aims at the permanent improvement of the university's performance and the quality of the products and services delivered.

UTCB works to continuously improve the effectiveness of SMI by using quality and environmental policies to meet quality and environmental objectives. The periodic analyzes carried out by the management on the results of the audits and on the measurement data lead to the actions to deal with the risks and opportunities. Actions can result in the modification of projects and processes and even the integrated management system.

UTCB aims to continuously improve the effectiveness of its SMI by using the quality and environment policy, the objectives of the integrated management system (quality - environment), the results of audits, data analysis, actions to deal with risks and opportunities and the analysis carried out of management.

The goal of continuous improvement in SMI is to increase the likelihood of increased customer and other stakeholder satisfaction.

Measures taken to improve include the following:

- a) analysis and assessment of the existing situation in order to identify areas that require improvement;
- b) establishing improvement objectives;
- c) the search for possible solutions to achieve the objectives;
- d) evaluating these solutions and making a selection;
- e) implementation of the selected solution;
- f) measuring, verifying, analyzing and evaluating the results of the implementation to establish whether the objectives have been achieved;
- g) formalizing the changes.

The results are analyzed if necessary to establish future conditions favorable to improvement. In this way, improvement is a continuous activity. Feedback from customers and other stakeholders, audits and SMI analysis can also be used to identify conditions for improvement.

11/11 REGISTRATION SHEETS

There are no quality records specific to the integrated management system manual.

12/12 DISTRIBUTION

This SMI Manual is distributed according to the distribution list.

13/13 CHANGES

Any change to this SMI document is made according to the PG-01 and PO-01 procedures and is entered in the Record of changes to the document.

14/14 ANNEXES

Annex 1 – The interaction of the processes within the UTCB

Annex 2 – The organizational chart of the UTCB

Annex 3 – Record sheet of document changes and revisions

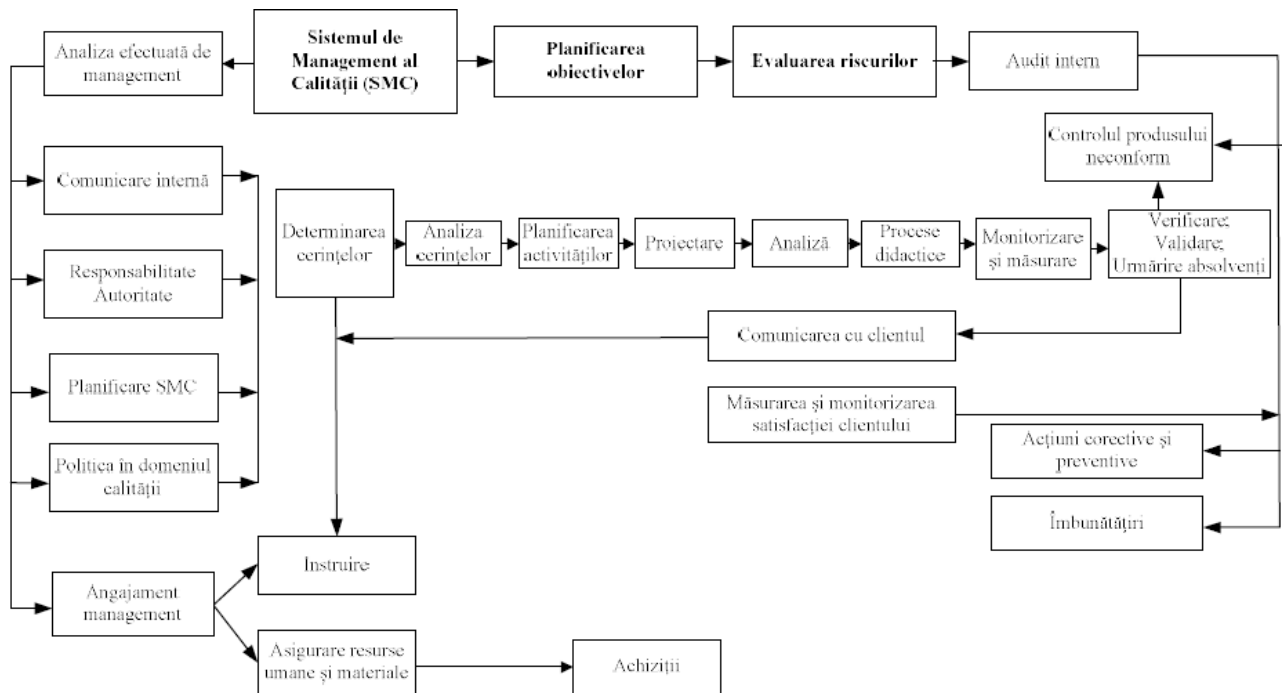
Annex 4 – Document Distribution List

Annex 5 – Policy in the field of quality and environment

Annex 6 – Objectives of the Integrated Management System (Quality-Environment)

ANEXA

INTERACTION OF THE PROCESSES WITHIN THE UTCB FRAMEWORK



UTC Organizational Chart

ANEXA

ANEXA

DOCUMENT CHANGES AND REVISIONS RECORD SHEET

Nr. Crt.	Ediția/ Revizia	Purpose	Date
1	6/0	Elaborare Ediție Nouă, cu includerea aspectelor solicitate de noile standarde SR EN ISO 9001 și SR EN ISO 140001	Ianuarie 2023
2			
3			
4			
5			

The person who made the last change/revision in the file:

- Name surname:
- Function:
- Date of Modification/Revision
- Signature:

ANEXA

DOCUMENT DISTRIBUTION LIST

Nr. Crt.	Name and Surname	Function within UTCB	Data Difuzării	Signature
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ANEXA**QUALITY AND ENVIRONMENTAL POLICY**

Customer satisfaction, quality assurance of projects/services/products and environmental protection are closely related to UTC's development strategy, for the specific activities carried out.

The management at the highest level has implemented and maintains an integrated quality - environment management system, in accordance with the reference standards SR EN ISO 9001:2015 and SR EN ISO 14001:2015, for the specific activity carried out by **UTC**.

For the continuous improvement of the organization's performance, we propose the following general objectives:

- Maintaining and continuously improving the level of satisfaction of our clients and partners with regard to the services and products made (products delivered, works performed, services provided, etc.);
- Ensuring appropriate resources for optimal processes;
- Ensuring the training and awareness needs of all staff regarding customer requirements, quality, environmental issues;
- Strengthening the image of the organization and reducing the impact on the environment produced by the activities carried out by the organization, by fulfilling the requirements related to environmental protection, the legislation in force and compliance with reference standards;
- Compliance and application of the legislation applicable to the organization's activity in the field of quality and environmental protection, for the establishment of technical-organizational measures according to working conditions and risk factors;
- Assessing and controlling the risks of occupational accidents and illnesses and informing staff about the risks they are exposed to in the course of their activities.

The management of the integrated management system (quality - environment) belongs to the basic strategy of UTC.

As Rector, I am committed to ensuring the necessary resources for the certification, maintenance and continuous improvement of the integrated management system.

All personnel are required to support the designated factors with the maintenance and continuous improvement of the SMI, to comply with its provisions, as well as to contribute to its continuous improvement.

Date:
January 2023

Rector,
Prof.univ.ing. Radu Sorin
VĂCĂREANU

OBJECTIVES OF THE INTEGRATED MANAGEMENT SYSTEM (QUALITY-ENVIRONMENT)

The general objectives of quality in the Technical University of Constructions Bucharest

Obiectivele The general objectives of UTCB, established in the medium term by the strategy approved by the university Senate, in accordance with the ARACIS strategy, are the following:

- The use of new systems for continuous improvement of the quality of educational and research processes in UTCB;
- Use of appropriate methods and tools to meet the criteria established in the ARACIS Methodology;
- Continuing the professional and sustained promotion of UTCB's educational offer by using the virtual environment with a major impact on candidates, emphasizing employment opportunities, examples of outstanding achievements and achievements of graduates and the social and cultural potential of Bucharest;
- Improving professional performance through the evaluation, self-evaluation and annual ranking of teaching staff, based on highly demanding evaluation criteria;
- Improving the quality of study programs and analytical programs through their periodic evaluation, based on internal and international evaluation criteria;
- Improving the quality of institutional management;
- Increasing the level of satisfaction of all employees by improving the conditions for carrying out activities, by establishing a modern ranking system, by correlating the volume and quality of activities and skills with the level of remuneration, etc.;
- Creation of a modern dissemination and communication system with all parties involved (society, academic environment, authorities, students, trainees, doctoral students, etc.);
- Increasing the level of training of students for their integration in the European space and to ensure the compatibility and comparability with European diplomas of UTCB study fields;
- Curriculum development of the course modules for the undergraduate cycle and the master's study program that will be supported within the EU-CONEXUS European University; the preparation of course notes for the undergraduate modules and the master's study program that will be supported within the EU-CONEXUS European University; the preparation of research topics for the doctoral studies that will take place within the European University EU-CONEXUS;
- Stimulating internships within physical, virtual and mixed mobilities from the ERASMUS+ program, especially to EU-CONEXUS universities and expanding the double degree system with prestigious universities;
- Permanent monitoring of the process of re-accreditation of study programs;
- Ensuring the necessary premises for carrying out research activities in transnational collectives within the European University EU-CONEXUS;
- Development of tools and skills for research activity through projects financed from the Institutional Development Fund;
- Creating and institutionalizing strong partnerships with universities, research institutes, companies and commercial societies and innovative clusters strongly supported and motivated by industry for participation in research funding competitions;
- Strengthening the university's ties with (i) central and local administration, (ii) the construction industry, (iii) professional associations, (iv) non-governmental associations, and (v) mass media;
- Diversification of the offer of specialized CDI services offered to industry and the economic environment;
- Promotion of the research infrastructure and services offered by UTCB through the "National Register of Research Infrastructures" portal (ERRIS - Engage in the Romanian Research Infrastructures System)

- Stimulating the organization of international and national conferences with international participation;
 - Development of a culture of feedback from students regarding the teaching activity and how they are evaluated by teachers;
 - Analysis of the university's internal regulations that refer to students' rights and their permanent harmonization with national legislation; strengthening student representation in commissions for scholarships, accommodation and student camps
 - Integration of UTCBS campuses in Smart Campus EU-CONEXUS; integration of UTCBS students' cultural and sports activities into those of CONEXUS-EU
 - Supporting the activities developed and implemented by the Student Entrepreneurial Society (SAS); facilitating links between SAS and the private sector through the Advisory Council of UTCBS; considering the possibility of obtaining additional credits for students who implement projects within SAS, credits to be included in the diploma supplement; the organization of semi-annual project competitions to reward students' innovative ideas in the field of entrepreneurship;
 - Implementation of a tracking system (monitoring) of the employability of graduates;
 - Establishing and managing a database and information regarding the evaluation and institutional quality assurance;
 - Improving the system of transferable credits, including within doctoral studies;
 - The continuous improvement of teaching staff through external studies or through research activities, consultancy, or collaborations with administrative or production units;
 - Increasing the computerization of the didactic process by equipping classrooms, computer communication with students and trainees, online presentation of courses, etc.;
 - Equipping research and teaching laboratories in order to update the level of knowledge of students and the level of research within UTCBS;
 - Ensuring perfection in UTCBS fields through master's studies, postgraduate studies, doctoral studies at a high scientific level to be able to compete on the domestic and European market;
 - Conception and implementation of an integrated management system (quality - environment) for the didactic and administrative process;
- Updating and improving the integrated management system for the research and development process.

General objectives in the field of environmental protection

The general objectives of UTCBS in the field of environmental protection are the following:

- Application of appropriate measures to limit negative impacts on the environment;
 - Improvement of specific activities to reduce the resulting waste;
 - Ensuring adequate waste management and selective collection of waste that can be reused;
 - Continuous awareness and training of all staff regarding responsibilities in the field of environmental protection;
 - Compliance with the legislation in force, with the environmental regulations applicable to the activities carried out and with other requirements applicable to UTCBS.
- UTCBS aims to achieve the proposed objectives by:
- Maintaining adequate procedures regarding the identification of significant environmental aspects and keeping them under control, as well as updating the records of legal requirements for environmental protection.
 - Completion and continuous improvement of the integrated management system (quality-environment).

- Allocation of material and human resources, to ensure environmental protection and maintain environmental parameters within legal limits.
- Identification of staff training needs and continuous staff training.
- Ensuring resources for the selective collection of waste.
- Inclusion in teaching activities of environmental impact awareness information.
- Annual analysis of environmental aspects that can be influenced by UTC's activity.

The objectives of the integrated management system (quality - environment) mainly refer to:

- Increasing customer satisfaction under the conditions of compliance with the legislation in force and other regulations for environmental protection;
- Continuous improvement of the quality system of processes/services by preventing non-conformities, including those that may have an impact on the environment;
- Staff training and qualification;
- Guaranteeing the basic rights of employees, in accordance with the specifically applicable legislation;
- Involvement of interested parties / external suppliers in the specific communication and consultation process;
- Maintaining the certification of the integrated management system.

The objectives of the integrated management system (quality - environment) are consistent with the organization's quality and environmental policy, with the commitment to continuous improvement and pollution prevention, and with legal provisions and other requirements and are possibly measurable. The fulfillment of these objectives will have a positive impact on the quality of services, the financial performance of the company and thus on the satisfaction and trust of the interested parties.