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KATALOG USLUGA

Service Catalog

1. PREDIMPLEMENTACIONE USLUGE / Pre-Implementation Services :

Šifra / Code	Usluga / Service	Opis / Description
1-01	Studija slučaja za sistem menadžmenta / Management System Case Study	Osnovno projektovanje sistema, procena potrebnih resursa, smernice za projekat / <i>System basic design, resource assessment, project guidelines</i>
1-02	Analiza odstupanja sistema menadžmenta / Management System Gap Analysis	Ocena odstupanja postojeće prakse od određenog standarda / <i>Existing practice assessment against particular standard requirements</i>

2. USLUGE IMPLEMENTACIJE / Implementation Services :

- Označava sertifikacioni standard
- Označava zakonsku obavezu
- Standardi/dokumenti se mogu primeniti radi unapređenja, kreiranja novog sistema ili proširenja obima sertifikacije.
- Označava akreditacioni standard

2.1 KVALITET / Quality:

Šifra / Code	Standard / Standard	Opis / Description
21-1	ISO 9001	Sistem menadžmenta kvalitetom / <i>Quality management system</i>
21-2	ISO 10002	Smernice za postupanje sa prigovorima u organizacijama / <i>Guidelines for complaints handling in organizations</i>
21-3	ISO/TS 17582	Posebni zahtevi za primenu ISO 9001:2008 u izbornim organizacijama na svim nivoima vlasti / <i>Particular requirements for the application of ISO 9001:2008 for electoral organizations at all levels of government</i>
21-4	ISO18091	Smernice za primenu ISO 9001:2008 u lokalnoj samoupravi / <i>Guidelines for the application of ISO 9001:2008 in local government</i>
21-5	ISO/IWA 12	Smernice za primenu ISO 9001:2008 u policijskim organizacijama / <i>Guidelines on the application of ISO 9001:2008 in policing organizations</i>
21-6	ISO 15378	Materijali za primarno pakovanje medicinskih proizvoda — Posebni zahtevi za primenu ISO 9001:2008, sa osvrtom na dobru proizvođačku praksu (GMP) / <i>Primary packaging materials for medicinal products - Particular requirements for the application of ISO 9001:2008, with reference to Good Manufacturing Practice (GMP)</i>

Šifra / Code	Standard / Standard	Opis / Description
21-7	ISO/IEC 90003	Primena zahteva ISO 9001:2008 kod kompjuterskog softvera / <i>Software engineering - Guidelines for the application of ISO 9001:2008 to computer software</i>
21-8	ISO 13485	Medicinski uređaji – Sistemi menadžmenta kvalitetom – Zahtevi za svrhe regulative / <i>Medical devices - Quality management systems - Requirements for regulatory purposes</i>
21-9	EN 15224:2012	Zdravstvene usluge — Sistemi menadžmenta kvalitetom — Zahtevi zasnovani na EN ISO 9001:2008 / <i>Health care services - Quality management systems - Requirements based on EN ISO 9001:2008</i>
21-10	IATF 16949	Sistem menadžmenta kvalitetom za auto-industriju / <i>Automotive Quality Management System</i>

2.2 OPŠTI MENADŽMENT / General Management :

Šifra / Code	Standard / Standard	Opis / Description
22-1	ISO 19600	Sistem menadžmenta usklađenošću / <i>Compliance management systems - Guidelines</i>
22-2	ISO 31000	Menadžment rizikom / <i>Risk Management - Principles and guidelines</i>
22-3	ISO 21500	Menadžment projektom / <i>Guidance on project management</i>
22-4	ISO 30301	Sistem menadžmenta zapisima / <i>Information and documentation - Management systems for records - Requirements</i>
22-5	ISO 37001	Sistem menadžmenta antikorupcijom / <i>Anti-bribery management systems - Requirements with guidance for use</i>
22-6	ISO 37101	Održivi razvoj zajednica / <i>Sustainable development of communities - Management systems - Requirements with guidance for resilience and smartness</i>
22-7	ISO 55001	Menadžment imovinom / <i>Asset management - Management systems - Requirements</i>
22-8	ISO/IEC 38500	Upravljanje IT-om organizacije / <i>Information technology - Governance of IT for the organization</i>
22-9	ISO 30408	Smernice za upravljanje ljudskim resursima / <i>Human resource management - Guidelines on human governance</i>

2.3 SIGURNOST / Security :

Šifra / Code	Standard / Standard	Opis / Description
23-11	ZIB*	Izrada Akta o bezbednosti IKT sistema od posebnog značaja
23-12	ZIB*	Projektovanje i razvoj sistema informacione bezbednosti
23-2	ISO/IEC 27001	Sistem menadžmenta bezbednošću informacija / <i>Information technology - Security techniques - Information security management systems - Requirements</i>

Šifra / Code	Standard / Standard	Opis / Description
23-3	ISO 18788	<i>Management system for private security operations - Requirements with guidance for use</i>
23-4	ISO 22301	<i>Sistem menadžmenta kontinuitetom poslovanja / Societal security - Business continuity management systems - Requirements</i>
23-5	ISO 29100	<i>Tehnike sigurnosti – okvir za privatnost / Information technology - Security techniques - Privacy framework</i>

*Zakon o informacionoj bezbednosti, "Službeni glasnik RS" br. 6/16

2.4 USLUGE / Services :

Šifra / Code	Standard / Standard	Opis / Description
24-1	ISO/IEC 20000-1	<i>Sistem menadžmenta uslugom / Information technology - Service management - Part 1: Service management system requirements</i>
24-2	ISO 20121	<i>Sistem menadžmenta održivošću događaja / Event sustainability management systems - Requirements with guidance for use</i>

2.5 ŽIVOTNA SREDINA I ENERGIJA / Environment & Energy:

Šifra / Code	Standard / Standard	Opis / Description
25-1	ISO 14001	<i>Sistem menadžmenta životnom sredinom / Environmental management systems - Requirements with guidance for use</i>
25-2	ISO 50001	<i>Sistem menadžmenta energijom / Energy management systems - Requirements with guidance for use</i>

2.6 BEZBEDNOST HRANE / Food Safety :

Šifra / Code	Standard / Standard	Opis / Description
26-1	HACCP	<i>Sistem bezbednosti hrane</i>
26-2	ISO 22000	<i>Sistem menadžmenta bezbednošću hrane / Food safety management systems - Requirements for any organization in the food chain</i>
26-3	FSSC 22000	<i>Sistem FSSC 22000 za menadžment bezbednošću hrane /</i>

Šifra / Code	Standard / Standard	Opis / Description
		<i>FSSC 22000 Food Safety System Certification</i>
26-4X	IFS standardi	Sistemi menadžmenta bezbednošću hrane koji su bazirani na IFS standardima
26-5X	BRC standardi	Sistemi menadžmenta bezbednošću hrane koji su bazirani na BRC standardima

2.7 ZDRAVLJE I BEZBEDNOST / Occupational Health & Safety:

Šifra / Code	Standard / Standard	Opis / Description
27-1	OHSAS 18001	Sistem menadžmenta bezbednošću i zdravljem na radu / <i>Occupational health and safety management systems - Requirements</i>
27-2	ISO 39001	Sistemi menadžmenta bezbednošću drumskog saobraćaja / <i>Road traffic safety (RTS) management systems - Requirements with guidance for use</i>

2.8 POSEBNE DELATNOSTI / Industries :

Šifra / Code	Standard / Standard	Opis / Description
28-1	ISO 29990	Zahtevi za pružaoce neformalnog obrazovanja i treninga / <i>Learning services for non-formal education and training - Basic requirements for service providers</i>
28-2	ISO 29991	Zahtevi za pružaoce usluga učenja jezika van formalnog obrazovanja / <i>Language learning services outside formal education - Requirements</i>
28-3	ISO 17100	Prevodilačke usluge – Zahtevi za prevodilačke usluge / <i>Translation services - Requirements for translation services</i>

2.9 TELA ZA OCENU USAGLAŠENOSTI / Conformity Assessment Bodies :

Šifra / Code	Standard / Standard	Opis / Description
29-1	ISO/IEC 17020	Ocenjivanje usaglašenosti - Zahtevi za rad različitih tipova tela koja obavljaju kontrolisanje / <i>Conformity assessment - Requirements for the operation of various types of bodies performing inspection</i>

Šifra / Code	Standard / Standard	Opis / Description
29-2	ISO/IEC 17024	Ocenjivanje usaglašenosti - Opšti zahtevi za tela koja obavljaju sertifikaciju osoba / <i>Conformity assessment - General requirements for bodies operating certification of persons</i>
29-3	ISO/IEC 17025	Opšti zahtevi za kompetentnost laboratorija za ispitivanje i laboratorija za etaloniranje / <i>General requirements for the competence of testing and calibration laboratories</i>
29-4	ISO/IEC 17065	Ocenjivanje usaglašenosti - Zahtevi za tela koja sertifikuju proizvode, procese i usluge / <i>Conformity assessment - Requirements for bodies certifying products, processes and services</i>
29-5	ISO 15189	Medicinske laboratorije - Zahtevi za kvalitet i kompetentnost / <i>Medical laboratories - Requirements for quality and competence</i>

3. OBUKE ZA SISTEM MENADŽMENTA / Management System Trainings :

Šifra / Code	Obuka / Training	Trajanje / Duration	Opis / Description
3-1	Uvod u sistem menadžmenta / <i>Management System Introduction Course</i>	1 dan / 1 day	Prezentacija osnovnog koncepta i zahteva standarda / <i>Basic concept and standard requirements presentation</i>
3-2	Osnove sistema menadžmenta / <i>Management System Foundation Course</i>	2 dana / 2 days	Principi sistema menadžmenta, zahtevi standarda, prateći standardi iz serije / <i>Management system principles, standard requirements, family sub-standards</i>
3-3	Interni auditor sistema menadžmenta / <i>Management System Internal Auditor</i>	3 dana / 3 days	Zahtevi sistema menadžmenta, zahtevi za ocenjivanjem sistema / <i>Management system requirements, assessment requirements</i>
3-4	Vodeći implementator sistema menadžmenta / <i>Management System Lead Implementer</i>	4 dana / 4 days	Uvod, planiranje implementacije, razvoj sistema, merenje, kontinualno poboljšanje i priprema za sertifikaciju / <i>Introduction, implementation planning, deploying the system, measurement, continuous improvement and preparation for certification audit</i>
3-5	Tranzicija sistema menadžmenta / <i>Management System Transition</i>	2 dana / 2 days	Razumevanje nove strukture, korelacija između zahteva, prednosti, procena truda i resursa za tranziciju / <i>Understanding the new structure, the correlation between the requirements, benefits, evaluation of effort and resources to transition</i>

Šifra / Code	Obuka / Training	Trajanje / Duration	Opis / Description
3-6	Obuka na zahtev korisnika / <i>Training on the customer demand</i>	Specificira korisnik / <i>Specified by the costumer</i>	Specificira korisnik / <i>Specified by the costumer</i>

4. AUDIT SISTEMA MENADŽMENTA / Management System Audit :

Šifra / Code	Usluga / Service	Napomena / Note
4-1	Interni audit / <i>Management System Internal Audit</i>	
4-2	Audit druge strane / <i>Management System 2nd Party Audit</i>	

5. POSTIMPLEMENTACIONE USLUGE / Post-implementation Services:

Šifra / Code	Usluga / Service	Opis / Description
5-1	Održavanje sistema / <i>System Maintenance</i>	Pomoć kod definisanja ciljeva, analize konteksta i rizika, sprovođenje internih audita, predlaganje korektivnih mera, ažuriranje dokumentovanih informacija, pomoć kod preispitivanja sistema / <i>Help with defining objectives, context and risk analysis, conducting internal audits, proposing corrective measures, updating documented information, assistance with management review</i>
5-2	Primena podstandarda i/ili referentnih procesnih modela / <i>Implementation of substandards and/or RPM</i>	Primena podstandarda i/ili standarda za projektovanje, ocenjivanje i vrednovanje zrelosti procesa / <i>Application of substandard and /or standards for the design, assessment and maturity evaluation of process</i>
5-3	Podrška kod razvoja KPI-eva za procese / <i>Process KPIs development support</i>	
5-4	Sistem upravljanja dobavljačima / <i>Supplier control system</i>	Projektovanje i razvoj šeme za ocenjivanje preko druge strane / <i>Design and development of the 2nd party audit scheme</i>
5-5	Razvoja dodatnih modula / <i>Additional moduls development</i>	Primena dodatnih standarda sa ciljem veće efektivnosti sistema / <i>Application of additional standards for system effectiveness increasing</i>

6. OSTALE USLUGE / Other Services :

Šifra / Code	Usluga / Service	Opis / Description
6-1	Studije iz oblasti životne sredine / <i>Environmental Study Case</i>	Procena uticaja, sanacija deponija i dr. / <i>Impact assessment, remediation of landfills etc.</i>
6-2	Konsalting za CE znak / <i>CE mark Consulting Services</i>	Identifikacija direktiva za usklađivanje, izrada tehničkog fajla, obučavanje / <i>Directives identification for harmonization, technical file development, training</i>
6-3	Izrada sistematizacije i organizacije radnih poslova i zadataka / <i>Development of internal Act on systematization and organization of work tasks and duties</i>	