

REVIEW

by Prof. Dr. Stoyan Stoyanov

Department of "National Security and Public Order", VUSI-Plovdiv

regarding dissertation of

IVANKA NENOVA NIKOLOVA

on the subject:

"SAFETY IN QUALITY MANAGEMENT SYSTEMS"

or the acquisition of an educational and scientific degree "doctor"

in the field of higher education 9. "Security and Defense", professional direction "9.1. National Security'

Plovdiv, 2024

The review was prepared by Assoc. Dr. Stoyan Stoyanov, lecturer in the Department of "National Security and Public Order" at the Higher School of Security and Economics, accredited by NACID in professional direction 9.1 National Security", according to order No. 148/24.06.2024 . to Prof. Yordan Bakalov, rector of VUSI-Plovdiv, regarding the dissertation submitted for the award of the educational and scientific degree "Doctor" in the field of higher education 9. "Security and Defense", in the professional direction 9.1 "National security" at VUSI-Plovdiv.

The author of the dissertation is Ivanka Nenova Nikolova.

The topic of the dissertation work is "Security in quality management systems".

#### I. Relevance and significance of the research

In the legal framework of the country, it is clearly defined that national security is a dynamic state of society and the state, in which the territorial integrity, sovereignty and constitutionally established order of the country are protected, when the democratic functioning of the institutions and the basic rights and freedoms of the citizens are guaranteed, as a result of which the nation preserves and increases its welfare and develops, as well as when the country successfully defends its national interests and realizes its national priorities. [Cf. Art. 2 of the Law on the Management and Functioning of the National Security Protection System. Announcement, SG No. 61 of 11.08.2015, final change no. 69 of 4.08.2020] Undoubtedly, the concept of "national security" is extremely broad. Among its essential characteristics can be attributed the state of energy, the economy, health care, the education system, infrastructure and transport in the country, etc. In this case, the topic of the dissertation work is aimed at researching issues related to security in quality management systems. A problem that is insufficiently developed scientifically. Aspects concerning the improvement of the security management model in organizations with operational quality management systems, and also to reduce or eliminate the risks that may arise, define the study as highly dissertable.

#### II. Characteristics of the study

The research proposed for review has the characteristics of a comprehensive and fully completed, both in content and in form, scientific work. It should be emphasized that during its development, the requirements regulated in the regulatory framework, as well as the established scientific standards for this type of research, were met. The same is structured into an introduction, three chapters, a conclusion and a bibliography with a total volume of 158 pages. In order to visualize the topic in the structural plan, the use of two tables, four diagrams and twelve figures is provided, in which tables, graphs and diagrams are indicated. A positive impression is made by the volume of the used literary sources, which are 214 and prove the effort of the author to cover to a significant extent the specific matter under investigation. The approach of the dissertationeer in arranging the used sources, which are not divided by types, is surprising. In the introduction, the main elements are correctly defined and justified, such as relevance, purpose, tasks, object, subject and methodology of the research. The working hypothesis is carefully thought out, with the author assessing in advance the possible limitations that may have an impact on the research activity. The goal is precisely defined and its definition is indicative of the dissertation's clear idea of the subject being developed. The indicated three main tasks for the achievement of the goal are carefully evaluated and substantiated, but it should be noted that each paragraph of the dissertation work can be considered a completed task with a view to achieving the goal.

In Chapter One "Safety as a General Concept and Quality Assurance in the Organization" seven paragraphs are included, which deal with basic issues related to the following:

- theoretical foundations of the concept of security;
- global security and its consequences;
- modern geopolitical theories;
- security policy approaches and methods;
- economic security;
- security management in economic organizations, as well as theories of internal organizational control;
- structure and essence of quality management systems, as well as classic methods for ensuring, improving and statistical quality control;

In the conclusions, the doctoral student categorically points out that security needs are invariably linked to human nature. It is evident from any chronological presentation of the individual historical periods that society has always sought to ensure its security. The author rightly argues that security is one of the main indicators of progress. At the same time, he draws attention to the fact that security management is a relatively new field, which is inextricably linked to the development of modern civil society. The skillful linking of the concepts of "security" and "quality" makes a positive impression. It is no accident that the dissertation equates the quality of performance with the affirmation of the production or services of any organization. Additionally, the author points out the conclusion, argued in the presentation, that security systems implemented in organizations ensure preventive ignoring of risks and threats arising from external factors. In the last of the six conclusions presented, the dissertationer rightly points out that Quality Management Systems increase competitiveness, reduce costs and increase profits, which is important for any organization.

In Chapter Two "Investigation of the opportunity to improve security in quality management systems" the following points are emphasized, brought out in five paragraphs, namely:

- Standards for security management systems in organizations;
- Quality management system and its implementation in the organization;
- Security in information management systems and challenges related to them;
- Security in risk management systems and their problems;
- Security of business continuity management systems and difficulties related to them;

In fulfilling the tasks of his research, the author managed to argue eight main conclusions. The first is related to the purpose of Quality Management Systems, pointing out that they are a guarantor of a continuous process of offering quality products or services.

The second conclusion concerns the importance of defining the goals of the organization and determining the order of their achievement.

The third conclusion is related to the responsibility of the management of the relevant organization regarding the implementation of the Quality Management Systems, as well as the control of their effective use.

The fourth conclusion emphasizes the importance of risk management activity and its role in the organization's success rate.

In the fifth conclusion, attention is drawn to the need for a continuous information flow, which is of utmost importance to ensure consistent and constant performance of the tasks in the work process.

The sixth conclusion is related to the role of information security, paying attention to the fact that it protects the valuable resources of the organization.

The seventh conclusion is extremely interesting and concerns the assessment and prevention of the negative consequences of globalization, which, according to the author, are a major factor for building an information society.

In the last, eighth conclusion, the dissertation emphasizes the importance of quality selection of human resources in the organization.

In Chapter three, entitled "Models for improving security in quality management systems", five paragraphs are structured, which are:

- model for building Quality Management Systems;
- business improvement by applying the EFQM model/Excellence Model/;
- business improvement by applying the ISO 9001:2015 standard;
- improvement of the financial control system as a way to develop security;
- an integrated management system with the aim of improving security in a security organization.

At the end of the last chapter, the author presents nine conclusions, which can be summarized as follows:

The first two conclusions are focused on the role of security to the management system, as well as the relationship between security and economy. The author unambiguously defines the role and importance of information security for strengthening the statehood and prosperity of organizations.

The third and fourth conclusions are related to the increase in efficiency from the integrated quality management system, as well as the importance of decision-making by the management of the organization as an integral part of any management function.

The fifth and sixth conclusions concern the role of standards. The implementation of their requirements, according to the author, leads to the achievement of a quality management system that allows the company to consistently deal with problems in this area and thus improve organizational quality and security. Additional attention is paid to the use of the EFQM model, which is adaptable to different organizations and convenient in the use of safety and quality management systems.

The seventh and eighth conclusions address the importance of benchmarking, which makes it one of the most successful methods for the development and growth of organizations, as well as the importance of ISO certification.

In the last conclusion, the author emphasizes the management function "control" and its importance for the correct and successful functioning of organizations.

### III. Basic scientific and scientific-applied contributions in the dissertation work

I fully accept the scientific and scientific-applied contributions of the author in the research prepared by him. They can be summarized in the following important directions:

1. The essence of the concept of security in an economic and national aspect is clarified, as well as its management and application in Quality Management Systems.

2. The economic essence, purpose and functionality of Quality Management Systems are clarified, showing the benefits of their implementation in economic organizations

and the application of standards by

The International Quality Organization/ISO/.

3. A toolkit for implementing an experimental model, including various tools for improving security and quality in economic organizations, is justified.

4. A functional model of a Management System has been developed in order to improve security in a security organization. Standards tailored to the activity and functions of the integrated security system are also proposed.

### IV. Evaluation of the author's participation in the receipt of contributions

Judging by the specificity of the style, which is fully formed according to all scientific standards, and by the personal contributions of the author, I consider that the study is his personal work.

I have no information at the moment about any reports or claims from known or anonymous authors about the illegal use of their works. I find no evidence of plagiarism.

### V. Assessment of Dissertation Publications

The numerous publications on the topic that the doctoral student has presented provide additional grounds for my positive assessment of the presented research. Publications provide the necessary publicity for the author's achievements and give full opportunity to the scientific community and the general audience to become familiar with them.

The author's publications are as follows:

1. Nikolova, I., Image and reputation of the Ministry of Interior. - Collection of reports from the international scientific conference on "Artificial intelligence in the field of security - advantages and threats". Volume II. PhD students and students. Plovdiv: VUSI, 2022, pp. 55-59, ISBN 978-619-7343-71-7

2. Nikolova, I., Quality management systems and economic security. - Yearbook, vol. XIX, 2022. Plovdiv: VUSI, 2022, p.136-142, ISSN 2367-8798

3. Nikolova, I., Security management in economic organizations. – Politics and security, year VI, no. IV, 2022. Plovdiv: VUSI, 2022, pp. 11-15, ISSN 2815-3324

VI. Use of the results obtained in the dissertation work and recommendations for their future implementation

I fully agree with the author's opinion that good governance is a fundamental means for the security of society, organizations and countries. A complex and coordinated management strategy is crucial for the stability and competitiveness of enterprises.

Modern society implies an extraordinary increase in threats concerning the security of citizens and, in particular, the security of quality management systems. I believe that the dissertation work will be extremely useful for students in higher education institutions with a "National Security and Defense" profile.

VII. About the abstract for the dissertation work

The abstract of the dissertation work was developed in accordance with all the requirements of ZRASRB, PPZRASRB and IAC, and faithfully reflects the content and achievements of the dissertation work.

VIII. Critical notes and recommendations

I have no significant critical recommendations and opinions regarding the dissertation submitted for review, which should be considered here.

I sincerely recommend the author to publish a monograph based on the dissertation work.

IX. Conclusion

I give an overall high positive rating to the dissertation proposals for review, I vote positively and I suggest to the respected members of the Scientific Jury to vote positively for awarding the educational and scientific degree "doctor" in the field of higher education 9. "Security and Defense", professional direction "9.1. National Security" by Ivanka Nenova Nikolova.

03.10.2024

Sofia,

Prepared the review:

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