

Audit report

Company / Ordering party: street: Zip-code/ Place:	Istanbul Okan Üniversitesi Tepeören Mah. Ballica Yolu Üzeri İstanbul Park Karşısı 34959 Akfırat Tuzla İstanbul Turkey
Audit representative Ordering party:	Banu Açıköz
Ordering number:	3330/2KKH/L0
Audit objective:	Determination of conformity to the standard
Audit criteria:	"ISO 9001:2015"; certification procedure TÜV Thüringen and applicable regulations; documentation of the organization on the management system.
Type of audit:	2 st Surveillance
Audit date:	13-14.6.2023
Scope:	37-G6
EA-/ IAF-Sector / Category:	None
Non-applicability of standard requirements:	TR: Yüksek öğretim ENG: Higher education
Number of employees:	783
Multisite certification:	• See annex multi-site certification
Lead Auditor:	Paze
Auditor:	Elyıldırım (37-G6)
Technical expert:	
Trainee:	
Further accompanying persons in audit:	Banu Açıköz-Quality Responsible Emre Demirok- Acting Secretary General Özgür Şahin-Construction and Technical Manager Menekşe Durmuş Övet-Student Affairs Responsible Esra Gülten – Student Registration and System Manager Efsun Pınar – Student Dean Ayşe Jülide Bulut-Student Relationships Resp. Kardelen Altuntaş-Assistant Technical Manager İlkay Sancaktar- Assistant Secretary General Uğur Kaya -Hiring Responsible Zeynep Özge Aycan-Hiring Organizational Expert Burhanettin Demirci
Other applicable documents for the audit report:	<ul style="list-style-type: none"> • Audit plan • Annex(s) to the audit report (remains in the certification body)
Result of the audit:	As a result of the audits aims, the continuation of the certificate is t recommended

15.6.2023
Date of preparation

26.01.2024
Date of approval



RAZE
Lead Auditor

E. Brauer
Approval of the certification body

Explanatory notes for the procedure, the evaluation of the audit, distribution, confidentiality, ownership, restriction, responsibilities

The audit result was determined by an on-site visit in the organization with interviews of the management and of the employees as well as by inspection of documents and observation of processes per sampling procedure.

An audit as sampling procedure cannot examine every detail of the management system. Because of the sampling character of an audit it is pointed out that nonconformities or weaknesses may be present, which were not found in the audit. The Auditing is based on a sampling procedure of available information. Need for improvement which was determined in one department or in one process should be fundamentally reviewed by the organization whether it might be applicable also in other areas in the organization.

The certification body of TÜV Thüringen e.V. reviews and evaluates the improvement potentials, nonconformities and the corrections/ corrective measures. If applicable, it could take place new specifications of the certification body in the result of the examination by the certification body.

The findings of the auditors and thus the audit results do not relieve the organization from its responsibility to ensure the constant fulfillment of the standard requirements and the legal requirements. The responsibility for the continuous effective operating of the management system remains always alone by the audited and certified company.

If in the course of the validity of the certificate changes occur in the management system, in the structure or the scope the company is obligated to inform the certification body immediately about these changes.

This report will be submitted to the certification body(s), on request to the accreditation body, the members of the audit team and to the audit representative of the company. Annexes for the audit report serve for certification decision and remain in the certification body. All documents (as well as this report) about this audit and certification procedure will be treated confidentially by the audit teams and the certification body. The ownership to this audit report remains at the certification body.

1. Summary assessment

As a result of the conducted audit by means of the checked documents and audited processes the verified management system according to the applicable standard requirement is evaluated as being fully effective.

The prerequisites for the maintenance and further development of the management system are comprehensively given.

The management system is able to meet applicable requirements and deliver expected results.

The process of carry out the internal audit meets comprehensive the standard requirements. No clause of ISO 9001:2015 is excluded. ISO 9001:2015 Quality management system is established and implemented over ten years. The quality policy with no revision and objectives are well defined and understood throughout the company. Objectives are measurable base for main departments. Documentation is well organized and improved, in documentation: quality manual was revised, some procedures, instructions etc. were revised. Customer complaints are evaluated effectively and satisfaction is analyzed by surveys. QMR is appointed. Internal audits were conducted effectively and nonconformities are followed by corrective actions. Management review meeting is conducted effectively by the management of the company. No nonconformity which will be closed after audit was determined during this audit.

2. Improvement potential of the management system of the company

It was recommended to specify and measure targets in more detail

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3 Corrective measures to nonconformities form previous audits

There were no nonconformities in previous audits.

4. Nonconformity

Non-critical nonconformity

See nonconformity report no.: -

Critical nonconformity

See nonconformity report no.: -

5. Positive aspects

Well established QMS documentation
Experienced staff on rubber & injection operations
Quality awareness management team

6. Information to the organization

6.1 Description of the organization and its core activity:

Company is active on Higher education. Okan University was founded by Okan Culture, Education, and Sports Foundation in 1999 and began its academic life in 2003-2004. It is a private university located in Istanbul. They have about 14.000 students in their campus including students from 24 different countries

6.2 Description of the site conditions:

(Operations are performed under controlled conditions in a pleasant workspace. Tuzla Campus is far from city. University area is 250.000 m2. Suitable lighting, ventilation is provided for university area. Company has a high-tech electronic security infrastructure. The work environment is very well organized. They have a Campus located outside Istanbul City Center. The buildings and classrooms are new and in good conditions. Air Conditioning System, Lightening and technological facilities are very well.

Mecidiyeköy Campus is in European Side, across the metrobus station. Social Science and Health Sciences Institutes are established there. Campus area is 1443 m2. University has a high-tech electronic security infrastructure. The work environment is very well organized. The buildings and classrooms are new and in good conditions. Air Conditioning System, Lightening and technological facilities are very well. The campus has a dental hospital.

Kadıköy Campus is in Asian Side, near the metro station. Conservatory is established here. Campus area is 1000 m2. University has a high-tech electronic security infrastructure. The work environment is very well organized. The buildings and classrooms are new and in good conditions. Air Conditioning System, Lightening and technological facilities are very well.

No change in site conditions at last year period

6.3 Designation of used resources:

There are adequate personal and other resources necessary for job realization and management system improvement.

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The company has located in Istanbul, has high experience employees especially on higher education.

Tuzla:

Experimented employees.

Office devices are; printer copy machines, phones, fax, computer, etc.

OHS devices are; compressor, winch, fire tubes, etc.

Lab. Devices are; electronic test devices, chemical test devices, medical test devices, etc.

Kadıköy Campus:

Experimented employees

Office devices are; printer copy machines, phones, fax, computer, etc

18 classrooms

1 conference room

1 computer laboratory

1 library

1 server room

1 simulator room

2 theater halls

Mecidiyeköy Campus:

Experimented employees

Office devices are; printer copy machines, phones, fax, computer, etc

20 classrooms

1 conference room

1 computer laboratory

1 library

1 dental hospital.

6.4 Changes of the management system to the previous audit:

Quality manual is prepared according to ISO 9001:2015 with general revision, some revision in procedures and instructions, no revision is available on process plans at last year period.

No change in operational processes at last period

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7. Scope of application of the management system

The scope includes the following locations/functional areas:

Main and the biggest department as per area of company is education function. Other important function is laboratories.

Functions are education, laboratories, purchasing, library, management, HR, dormitories, QM, maintenance

Following processes are being outsourced:

Device repairing activity, due to no qualified staff is available for this repairing

8. Complaints about the management system of the organization

There is no any complaint about the management system of the organization.

9. Use of the certification mark / Certificate

The organization was informed in detail during the closing meeting of the audit about the use of the TIC-sign and of the certificate according to § 6 of the contract about certification. In this context it was pointed out that in using of the TIC-sign and of the certificate especially the impression of a product certification and of the certification of areas outside the scope must not arise.

The certificate is used as follows:

The company use the certificate for some of customers, prestige and best QMS system.

The TIC-sign is used as follows:

Catalogues, website, documents

Distributor:

- Organization
- Certification body