

# Audit report

Organisation / Client:	İstanbul Okan Üniversitesi
Street:	Tepeören Mah. Ballica Yolu Üzeri İstanbul Park Karşısı
Postcode / City:	34959 Akfırat Tuzla İstanbul Turkey
Client responsible for the audit:	Banu Açıköz
Order number:	3330 / 2KKH / M0
Audit target:	Determination of conformity with the standard
Audit criteria:	«ISO 9001:2015 »Certification procedure TÜV Thüringen and applicable regulations; documentation of the organisation for the management system
Audit type:	Re Certification
Audit date:	15-16.5.2024
Scope:	TR: Yüksek öğretim ve Eğitim Hizmetleri ENG: High Education And Training Services
EA/ IAF Branch / Category:	37-G6
Non-applicability of standard requirements:	None
Number of employees:	804
Multisite certification:	See Annex Multisite Certification
Lead Auditor:	Paze
External Auditor:	İşören (37-G6)
Technical expert:	
Trainee:	
Other accompanying persons in the audit:	
Documents applicable to the audit report:	<ul style="list-style-type: none"><li>Audit plan</li><li>Annex(es) to the audit report (remains in the certification body):</li></ul>
Result of the audit:	<ul style="list-style-type: none"><li>As a result of the audit objectives achieved, the award of the certificate is recommended.</li></ul>

22.5.2024  
Creation date

PAZE  
Lead Auditor

Release date

Release of the certification body

## Notes on the procedure, evaluation of the audit, distribution list, confidentiality Property rights, restrictions, responsibilities

The audit result was determined through an on-site assessment of the organisation with interviews of management and staff, through inspection of documents and observation of processes by sampling.

An audit as a sampling procedure cannot examine every detail of the management system. Due to this sampling nature of an audit, it is noted that non-conformities or weaknesses may exist that were not identified during the audit. Auditing is based on a sampling of available information. Needs for improvement identified in one area of expertise or process should in principle be reviewed by the organisation in other areas as well.

The certification body of TÜV Thüringen e.V. examines and evaluates the potential for improvement, non-conformities and the corrections/corrective measures. If necessary, new specifications of the certification body can be made as a result of the examination by the certification body.

The findings of the auditors and thus the audit result do not release the organisation from its responsibility to ensure continuous compliance with the standard requirements and legal requirements. The responsibility for the continued effective operation of the management system always remains solely with the audited and certified organisation.

Should there be any changes to the management system, structures or scope of the certificate during its period of validity, the organisation is obliged to notify the certification body of these changes without delay.

This report is sent to the certification body(ies), on request to the accreditation body, the members of the audit team and the audit representative of the organisation. Annexes to the audit report are used for the certification decision and remain in the certification body. All documents (including this report) relating to this audit and certification process are treated confidentially by the audit team and the certification body. The ownership of this audit report remains with the certification body.

### 1. Summary assessment

As a result of the audit, the audited management system is assessed as complete according to the underlying standard requirements on the basis of the inspected documents and audited processes.

The requirements for the maintenance and further development of the management system are comprehensive given.

Below areas (faculties, institutes, etc.) are included in the certification :Rectorate , Faculty of Humanities and Social Sciences + Faculty of Education building, Faculty of Business and Management Sciences + Faculty of Law building, Faculty of Engineering and Natural Sciences building, Faculty of Art, Design and Architecture and Faculty of Applied Sciences building, Health Sciences Building (Faculty of Medicine, Faculty of Health Sciences, Faculty of Dentistry, School of Health Services) and Mecidiyeköy Campus

Audited faculties:

head office: Rectorate, Faculty of Humanities and Social Sciences + Faculty of Education building, Faculty of Art, Health Sciences Building (Faculty of Medicine, Faculty of Health Sciences, Faculty of Dentistry, School of Health Services), Faculty of Engineering

Mecidiyeköy Campus: Master's Degree

The management system is capable of meeting applicable requirements and delivering expected results.

The organisation has demonstrated the continuous improvement of energy performance (in case of surveillance audit the implementation of measures to improve energy performance) comprehensively.

The process of conducting internal audits complies comprehensively the standard requirements. The management assessment is carried out completely compliant with the standard.

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Part of the re-certification audit was a review of the audit reports of the two previous surveillance audits as well as the performance of the management system over the last certification cycle.

## 2. Potential for improvement of the organisation's management system

Student demands and complaints should be followed up more closely

## 3. Corrective actions on nonconformities from previous audits

There were no deviations from previous audits.

## 4. Nonconformities

### Non-critical nonconformity

See nonconformity report no: -

### Critical nonconformity

See nonconformity report no: -

## 5. Positive aspects

Is well monitored by the infrastructure maintenance team.

Well established QMS documentation

Quality awareness management team

## 6. Information on the organisation

### 6.1 Description of the organisation and its core activity:

Company is active on High Education And Training Services. 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 site conditions:

Operations are performed under controlled conditions in a pleasant workspace. Tuzla Campus is far from city. University area is 250.000 m<sup>2</sup>. 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 m<sup>2</sup>. 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.

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No change in site conditions at last year period

## 6.3 Designation of the resources used:

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

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.

Mecidiyeköy Campus:

Experimented employees

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

## 6.4 Changes to the management system from 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

## 6.5 Objective evidence:

The following objective evidences were given to the audit team during the audit:

	Proof	Revision or date	Comment
<input checked="" type="checkbox"/>	Extract from the Commercial Register or Central Business Register (or comparable proof)	18.12.1999	
<input checked="" type="checkbox"/>	Organization chart / structure of the organization's documentation	ŞM.INK.001/rev.29 17.7.2023	
<input checked="" type="checkbox"/>	Top management policy	KEK.EK.A Rev.06/8.5.2024	
<input checked="" type="checkbox"/>	Scope of application for the management system	KEK Rev.10/13.5.2024	Page 17
<input checked="" type="checkbox"/>	latest management review (at least cover sheet, table of contents)	8.5.2024	
<input checked="" type="checkbox"/>	Results of the last internal audits	12-24.4.2024	
<input checked="" type="checkbox"/>	Information on the number and subject matter of complaints/appeals	See annex	
<input type="checkbox"/>	relevant required permits, authorizations, registrations - if applicable		

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<input checked="" type="checkbox"/>	Presentation of the relevant processes - if applicable	KEK-EK B Rev.06 10.5.2024	
<b>As well as other documents required by the standards</b> <i>(if more documents are required, please add and delete not applicable)</i>			
<input type="checkbox"/>	ISO 9001	non-applicability	
<input type="checkbox"/>	ISO 14001	Extract from Permit Register	
<input type="checkbox"/>	ISO 27001	Risk evaluation/analysis	
<input type="checkbox"/>	IT-security catalog according to §11 para. 1a	Statement of Applicability (SoA)	
<input type="checkbox"/>	IT-security catalog according to §11 para. 1a	Risk evaluation/analysis	
<input type="checkbox"/>	IT-security catalog according to §11 para. 1a	Network structure plan	
<input type="checkbox"/>	ISO 45001	Accident statistics	
<input type="checkbox"/>	ISO 50001	Table of Contents of the Energy Report	

Note: Confidential information in the documents can be blacked out.

## 7. Scope 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

**The following processes are outsourced:**

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

## 8. Complaints about the organization's management system

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

## 9. Use of the certification mark / certificate

In the final discussion of the audit, the organization was informed in detail about the use of the certification mark and the certificate in accordance with § 6 of the certification contract. It was pointed out in this context that the use of the certification mark and the certificate must in particular not give the impression of a product certification or the certification of areas outside the scope of application.

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**The certificate is used as follows:**

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

**The certification mark is used as follows:**

Catalogues, website, documents

Distributors:

- Organisation
- Certification body