

Audit report



Company / Ordering party:	TC Istanbul Okan Üniversitesi
street:	Tepeören Mah. Ballica Yolu Üzeri İstanbul Park Karşısı
Zip-code/ Place:	Akfirat-Tuzla / ISTANBUL
Audit representative Ordering party:	Banu Bayrak-Emre Demirok
Ordering number:	3330 / 2KKH / IO
Audit objective:	Determination of standard conformity
Audit criteria:	ISO 9001:2015, certification procedure TÜV Thüringen and applicable regulations; documentation of the organization on the management system
Type of audit:	2 nd Surveillance Audit
Audit date:	21-22.8.2020
Scope:	TR: Yüksek öğretim ENG: Higher education
EA-/ IAF-sector / category:	37-G6
Non-applicability of standard requirements:	None
Number of employees:	910
Multi-site certification:	<ul style="list-style-type: none"> • See annex multi-site certification
Lead Auditor:	Duran
Auditor:	Taşdemir (37/1-G6)
Technical expert:	
Trainee:	
Further accompanying persons in audit:	Banu Bayrak-Quality Responsible Emre Demirok-University Secretary Özgür Şahin-Maintenance Resp Kağan Abitağaoğlu-HR Man. Ferhat Sancak-Administrative Affairs Müjgan Keskinliç-Institute Secretary Murat Bolelli-Assistant Prof. Menekşe Durmuş Övet-Student Affairs Resp. Mithat Kıyak-Management Representative Ayşe Jülide Bulut-Student Relationships Resp. Kardelen Altuntaş-Technical Manager
Other applicable documents for the audit report:	<ul style="list-style-type: none"> • Audit plan • Annex to the audit report (remains in the certification body)
Result of the audit:	<ul style="list-style-type: none"> • As a result of the audits aims, the continuation of the certificate is recommended.

Date of preparation


Lead Auditor

Date of approval

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. Summarizing 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 only in parts effective.

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

The company determined its external and internal issues. These are relevant to its purpose and strategic direction, affect the company's ability to achieve its intended results of the quality management system and are explained in Quality System Manual. Relevant interested parties and their relevant requirements are reviewed and monitored once in a year in the management review.

QMS is established, implemented, maintained and continually improved by the organization satisfactorily and this system includes the needed processes and their interactions base on standard requirements.

QMS's risks and opportunities are determined based on giving assurance that the quality management system can achieve its intended result, enhance desirable effects, prevent, or reduce, undesired effects, achieve improvement effectively.

These risks and opportunities' actions are planned, integrated and implemented to the QMS processes satisfactorily. Their evaluation of the effectiveness is explained and planned.

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

The process of carry out the internal audit meets only with restrictions the standard requirements. The management review takes place conforming to standards fully.

2. Improvement potential of the management system of the company

None

3. Corrective measures to nonconformities from previous audits

There were no nonconformities in previous audits.

4. Nonconformity

Non-critical nonconformity

See nonconformity report no.: None

Critical nonconformity

See nonconformity report no.: None

5. Positive aspects

Well established QM documentation
Computer program basis document distribution

6. Information to the organization

6.1 Description of the organization and its core activity:

Okan University 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

There is no change about the information given above

6.2 Description of the site conditions:

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.

Bahçelievler Campus is in European Side, across the metrobus station. Social Science and Health Sciences Institutes and Pilotage Department are established there. Pilotage department will be moved from Tuzla campus. 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.

Kadıköy Campus is in Asian Side, near the metro station. Vocational high-schools are 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.

There is no change about the information given above

6.3 Designation of used resources:

Tuzla:

871 high experience employees.

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

TÜV Thüringen e.V.; Zertifizierungsstelle für Systeme und Personal; 07745 Jena; Ernst-Ruska-Ring 6

e-mail: zertifizierung@tuev-thueringen.de

Rev. 1703

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

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

Bahçelievler Campus:

9 high-experienced 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

Kadıköy Campus:

30 high-experienced employees

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

20 classrooms

1 conference room

1 computer laboratory

1 library

There is no change about the information given above

6.4 Changes of the management system to the previous audit:

Quality System Manual, KEK, 30.01.2019, rev.06

Process Interaction Table, KEK-EK-B, 31.01.2019, rev.04

Organization Chart, ŞM.INK.001, 10.01.2019, rev.11

Editorial Department Expert Assistant Job Description, GT-INK.218, 18.12.2018, rev.00

Hiring and Organizational Improvement Manager Job Description, GT-INK.211, 14.11.2018, rev.00

7. Scope of the management system

The scope comprises following sites / functional areas:

Office Departments for; operational control

Class rooms for; educations were given

Labs for; test educations

Maintenance departments for; maintenance activities

Warehouse stock for; some education devices and office devices

The scope of the certification includes all necessary processes of the QM system.

Following processes are being outsourced:

None

8. Complaints about the management system of the organization

None

9. Use of TIC-sign / 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:

At the inspection of the documents and records certificate were used conforming to the contract. The company was used the certificate and TIC-sign for some of customers, prestige and best QMS system.

The TIC-sign is used as follows:

At the inspection of the documents and records the TIC-sign were used conforming to the contract. TIC- sign is used on the web site and brochures etc.

Distribution list:

- client
- certification body