

Nonconformity report no. of



Company / Ordering party:	T.C. OKAN ÜNİVERSİTESİ		
Order number:	3330 /2KKH/E0	Lead Auditor:	
Standard basis:	ISO 9001:2008		
Type of audit:	1 St Surveillance Audit		
Audit date:			

Where ascertained? Reference to standard clause

Critical nonconformity
 Non-critical nonconformity

8.2.1 Clause

Formulation of nonconformity

Customer(students) satisfaction surveys were not completed yet at last period.

Define correction and corrective action

Submission of documents

Re-audit on site required

Date

Signature Lead auditor

Correction of the nonconformity by the company

Customer satisfaction surveys will be completed

Cause analysis by the company

Lack of information because relevant staff was new in this process.

Corrective action by the company

Customer satisfaction surveys will be completed effectively with periodical time and relevant staff was notified about this issue.

Date of execution: 30/06/2016

OKAN ÜNİVERSİTESİ
 Tepeören Mah. Balıca Yolu Üzeri
 İstanbul Park Karşısı
 Akfırat - Tuzla - İSTANBUL
 Anadolu Kurumlar V.D. 6360241917

Correction and corrective measures are suitable;
 Date and signature Lead auditor

Implementation of correction and corrective action:

Date

Signature Lead Auditor

Examination subsequently sent documents

Re-audit performed (report)

Check of effectiveness