



ISTANBUL AYDIN UNIVERSITY

TS EN ISO 9001:2015

QUALITY MANAGEMENT SYSTEM

QUALITY MANUAL



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PREFACE

The rapidly changing agenda of higher education necessitates that universities review their operational processes. At this point, universities need to redesign their education and training, research, and community service processes, and also review their missions, particularly in the research dimension, to align their research priorities with their policies and strategies. Recently, our university has been enhancing its activities in education, training, research, and community service by enriching the curriculum, increasing student sensitivity to social activities, encouraging researchers with new support mechanisms, and increasing institutional research capacity, all within the framework of quality assurance. In this context, our university has been granted full 5-year accreditation by YÖKAK (Council of Higher Education Accreditation) under the YÖKAK Institutional Accreditation Program, which requires the implementation of a quality assurance system in the evaluation process. The contribution of the 32 accredited programs and the regularly conducted self-assessment studies throughout the institution has been significant in achieving this success. In addition, our university, as one of only two universities in Türkiye to participate in the TURQUALITY program, the world's first state-supported branding program, continues to make significant contributions to the national economy and play a pioneering role in the field of education export by creating a strong brand. Our roadmap for the development of institutional capacity greatly contributes to the dissemination of an accreditation culture within our university. The successful results we have achieved nationally and internationally in the areas of sustainability and sustainable development, both in Green Metric and “THE Impact Rankings,” can be considered a result of our university's strategic approach to this critical issue and the rapid structuring of relevant units (sustainability board, data management office).



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MISSION AND VISION

Mission: In line with sustainable development goals, our mission is to promote entrepreneurship, develop innovative research, disseminate a research culture at the undergraduate level, and educate individuals who will benefit humanity.

Vision: To be a university that contributes to the socio-economic development process of the country through educational diplomacy activities, accelerates the transformation of knowledge into products, educates its students by including them in the research ecosystem within multicultural campuses with the contribution of international collaborations, and prepares them for global competition.

Core Values

Since its establishment, Istanbul Aydın University has aimed to be an innovative and research-oriented educational institution that cultivates individuals who can think in accordance with universal scientific principles and who understand the importance of culture and values in individual and societal life.

Within this framework, the core values of Istanbul Aydın University are as follows:

- ❖ Transparency and fairness in governance
- ❖ Creative, Innovative, and Pioneering
- ❖ Public and social responsibility
- ❖ Participation
- ❖ Respect for differences and opposition to discrimination
- ❖ Upholding ethical values
- ❖ Entrepreneurship
- ❖ Student-centeredness



QUALITY POLICY

Istanbul Aydın University has a quality assurance system that adopts a standards compliance and suitability for purpose approach in order to achieve its strategic goals defined in line with its mission, vision and values. It has adopted a stakeholder-satisfaction-based, solution-oriented management approach that integrates the principle of continuous improvement into education, R&D, entrepreneurship/innovation, internationalization and social contribution activities.

1. SCOPE

1. The Higher Education Quality Management System encompasses all educational, research and development, community service, and support activities of Istanbul Aydın University. The system is built upon a structure that prioritizes student and stakeholder satisfaction, adopting a process approach and risk-based thinking.

2. BASIS AND REFERENCES

Our Quality Management System is established and implemented within the scope of the ISO 9001:2015 Standard. Furthermore, reference is made to the ISO 9000:2015 Standard to enhance the effectiveness of the Quality Management System.

TS EN ISO 9001:2015 Quality Management The system According to its standard, Forms, instructions, work flow diagram And duty to their definitions, Procedure And instructions citation is being done.

3. TERMS AND RECIPES

In our Quality Management System, the terms given in the ISO 9001:2015 standard are: Definitions and abbreviations are used, some examples are given below.

Process (Period): Raw materials, request, energy, information like inputs service like outputs transforming with each other It is a series of related or interactive activities.

Activity: One heat in its place to bring It is an action taken for this purpose .

Form: To work belonging keeping records for used medicine It is a document.

Risk: Any action, situation, or event, measurable in terms of impact and probability, that could negatively affect the university’s ability to achieve its aims and objectives.

Standard: Compromise with created, official One establishment by confirmed, partner And repetitive use These are documents that define the rules, principles, or characteristics or consequences of activities, aiming to achieve the most favorable arrangement within a specific subject or scope .

Quality: Qualification.

Customer: Drink And External Stakeholders

SWOT (Strengths, Weaknesses, Opportunities, Threats).

PESTLE: Political, Economic, Social, Technological, Legal And Environment.

QMS: Quality Management System.

PUKÖ: Plan-Do-Check Meat Prevention Take it.

YGG: The administration From the eye Passing

4. THE ORGANIZATION CONTEXT

4.1. Establishment And Understanding the context

In line with its mission and vision, the university regularly analyzes its internal and external environment. Internal and external factors that may affect the organization’s performance, as well as the needs and expectations of relevant stakeholders, are identified. These analyses are used as input in determining the scope and priorities of the quality management system and in management decisions.

4.2 Relating to The parties Need And Understanding their expectations

In line with its mission and vision, the university regularly analyzes its internal and external environment. Internal and external factors that may affect the organization’s performance, as well as the needs and expectations of relevant stakeholders, are identified. These analyses are used as input in determining the scope and priorities of the quality management system and in management decisions.

Internal Affairs	
Our Values	Employee commitment to the organization, training activities
Organizational Culture	Employee turnover rate, internal communication, employee skill development.
	Percentage of external faculty members, foreign students and faculty, special day celebrations.
Our Information	Reliable and accurate information, records, reports, and analyses obtained from activities, audits, standards, and publications.
Our students	Having students from diverse backgrounds enriches us.
Our teaching staff	Having a strong academic staff and a high number of publications.
Our employees	Experienced staff, employee qualifications development, employee performance evaluations.
Our Goals / Strategies	Risks and Opportunities, Integrated Management System Objectives
YGG Decisions	Evaluating potential opportunities for improvement.

Waste Management	Providing environmentally friendly and sustainable services.
Technology and Software	Increasing Corporate Efficiency
Employee Satisfaction	To increase the sense of belonging to the organization.
Educational Activities	Increasing awareness through awareness campaigns
Energy Sources Used	The energy source used affects the cost.
External Power Transmission Lines	Inadequate and malfunctioning transmission lines affect the continuity of energy supply and lead to inefficient use of energy resources.
Investment Plans	New investments can lead to increased energy usage capacity and affect energy-related infrastructure.
External Considerations	
Socio-Economic Conditions	Market movements, income level, and income distribution influence student choices.
Environmental Factors	Climate change, sustainability policies, environmental regulations.
Legal and Regulatory Factors	The Council of Higher Education (YÖK), regulations, and incentives influence our institutional development.
Industry Stakeholder Demands	Industry feedback contributes to the development of our training programs.
Epidemic Diseases	In the event of a global/national pandemic, the health of employees may deteriorate.
Energy Supply Reliability	Disruptions in energy supply
External Power Transmission Lines	Inadequate and faulty transmission lines affect the continuity of energy supply.
Hospital/Healthcare infrastructure in the vicinity	Knowing the surrounding healthcare infrastructure allows for faster action when necessary.
Media Management	The effective use of the internet affects student supply.

4.3. Quality Management The system Scope Determination

Istanbul Aydın University Management has established ISO 9001:2015 Quality, ISO 10002:2018 Customer Satisfaction, ISO 27001:2022 Information Security management systems, and ISO 5001:2018 Energy management systems to combine high quality standards with the educational activities carried out within the institution, to improve service quality, to fulfill its responsibility towards society, industrial organizations and future generations, and to keep customer satisfaction at the highest level. It operates at its Halit Aydın Central Campus, located at Beşyol Mahallesi, İnönü Caddesi No: 38, Küçükçekmece, and other campuses. Our internships are considered an outsourced process.

4.3. Quality Management The system And Processes

The Quality Management System, established in parallel with our University's Strategic Plan and in accordance with the requirements of the TS EN ISO 9001:2015 standard, ensures the effective operation, continuity, and continuous improvement of the system.

10. When establishing the Quality Management System, a Quality Manual explaining how the system is implemented, along with procedures, job descriptions, workflows, instructions, forms, plans, and lists, were created and documented. It has been done. Our university, To ensure that processes are carried out in a planned manner, the Document and Record Control Procedure ensures the preservation and continuity of records by creating appropriate documentation.

5 .LEADERSHIP

5.1. Leadership and Commitment

University administration strives to make the institution reputable and continuously developing, and preferred by stakeholders and employees, through the management systems it implements. It follows innovations. It creates continuous innovation by keeping up with current developments. It assumes responsibility when necessary. The energy management team is determined according to the “**Energy Review Procedure** “. **Energy performance and targets are also defined.**

5.2. Customer Focus

Senior management is committed to ensuring compliance with legislation and service standards in meeting the demands of stakeholders, and to continuously improving performance. It regularly measures stakeholder (student, parent, industry, Council of Higher Education) satisfaction and complaints and takes necessary action. It sets annual goals and objectives. It allocates resources to achieve these goals. The degree to which goals and objectives have been achieved is discussed at senior management meetings.

5.3. Corporate Policy

20. The board of trustees, taking into account the views of the employees and the context of the organization, evaluates the Integrated Management systems being implemented. The organization defines its policies, objectives, and goals to meet the demands of its members. These policies and objectives are communicated to stakeholders through publications on the organization’s website. Training programs are created as needed to ensure understanding of the objectives and policies. Employees are responsible for the implementation of the organization’s policies. The organization’s policies are discussed and updated as needed at Strategic Planning, Quality Commission, and Management Group meetings.

5.4. Institutional Duty, Authority And Responsibilities

22. Ensuring the effectiveness of processes carried out within our university and achieving the intended results. for quality management system with relating to tasks It has been determined. At our university drink quality The planning and monitoring of the work to be carried out by establishing assurance mechanisms are organized and managed by the Strategic Planning and Quality Commission, the Strategy and Quality Development Department, and the Unit Quality structures in academic and administrative units.



6. PLANNING

6.1 Risk And Opportunities Specification Activities

are defined under the coordination of the Strategy and Quality Development Department, with the participation of managers responsible for the relevant processes and activities .

The identified risks are reviewed by the Strategy and Quality Development Department and consolidated as needed, and documented using the following forms.

- Risks related to the Quality Management System, Customer Satisfaction Risk Analysis Form
- Risks related to business continuity, Business Continuity Risk Analysis Form
- Risks related to the Energy Management System, Energy Management Risk Analysis Form

Existing control measures for the identified risks are also recorded in the defined forms. For each risk, an assessment of probability, impact, and existing control measures is performed, and the risks are classified to identify areas for improvement.

Potential opportunities for processes are identified by process owners according to the Opportunity and Risk Assessment Procedure, and reviewed by the Strategy and Quality Development Department and documented using the Opportunity Impact Analysis Form.

The identified risks and opportunities are documented in the relevant forms, which are then approved by senior management and distributed to the relevant units by the Strategy and Quality Development Department.

6.2 Quality Goals and Targets To access Planning for

Our university; Quality policy with compatible measurable service conditions reception with relating to Quality objectives, including those focused on increasing internal and external stakeholder satisfaction, have been defined and announced in the Strategic Plan. These objectives are monitored annually using tracking forms.

6.3. Changes Planning

35. At our university risk evaluation, in the legislation changes, suitable non- service, inside-outside test results complaints etc. for reasons change need born time, This changes who by Planning is done and implemented regarding what will be done, who will be informed, and which documents will be revised.

7. SUPPORT

7.1 Sources

71.1 General

Implementation, maintenance, and continuous improvement of the Quality Management System, meeting the needs of all stakeholders. And expectations in its place bringing for necessary resource needs being determined And This is ensured. Core and Sub-Process managers are responsible for the implementation of processes and activities and for identifying resource needs. is responsible. Need heard sources relating to legislation And budget in the scope of being determined and are procured. The procurement of resources or the acquisition of emerging current needs are carried out by the Purchasing Units according to the relevant workflows.

7.1.2. People

Human resources-related tasks and procedures are carried out by the Personnel Department within the scope of the provisions of the Higher Education Law No. 2547, the Civil Servants Law No. 657, the Labor Law No. 4857, the Social Security Law No. 5510, and other relevant legislation.

In order to ensure the sustainability of the Quality Management System at the institutional level within our university, structures have been established at the central and unit levels in accordance with the relevant guidelines. Periodic Quality Awareness and Satisfaction Training sessions are organized to inform the personnel assigned to these structures.

7.1.3. Infrastructure

The execution of services involves the implementation of the Quality Management System and The necessary infrastructure needs for ensuring continuity are identified and met. Maintenance and repair services are provided through the Department of Construction and Technical Affairs and the Department of Financial Affairs. These departments... within electric, heating, cooling, environment arrangement And technical support services like infrastructure services is being given And continually aspect follow-up is being done. This lower A budget is planned for needs that arise over time to support the structure . Our university closely follows information technologies and adheres to advanced technology standards. service infrastructure It provides. Hardware And software like each various infrastructure to your needs These services are carried out by the Information Technology Department. The Information Technology Department provides the necessary services. And improvement to their studies service eden A lot software own It develops them within its organization.

7.1.4. Processes Operation Environment for

In order to provide the physical and human working conditions within the university, improvement efforts are planned and implemented by the university's senior management. All the work done... evaluation And improvement for academic, administrative employee And Student Satisfaction surveys are conducted regularly. The entire university has responsible individuals for cleanliness checks.



7.1.5. Monitoring And Measurement Resources

7.1.5.1 General

In order to ensure that the services offered at our university comply with the requirements, the identification and procurement of monitoring and measurement resources, along with suitability checks of these resources and the continuity of their appropriateness for the purpose, are carried out. assurance under to be taken towards activities is being carried out. Services work flow And compliance with regulations is checked hierarchically and systematically.

7.1.5.2. Measurement Traceability

Monitoring and measuring devices used in scientific research projects are calibrated and their accuracy confirmed by accredited laboratories whose traceability is ensured by international standards, when necessary and at appropriate intervals. Calibration records are maintained.

7.1.6 Institutional Information

The academic, cultural, and social accumulation and experience of our University, a well-established educational institution, are the most important factors contributing to the formation of institutional memory.

The creation and sharing of institutional knowledge at our university; website, library, social media. accounts, Data Management The system, meetings, drink bulletin / drink correspondence; These events are held through various methods such as symposiums, seminars, conferences, and talks.

Institutional information for drink and external sources;

a) Drink Sources: The idea ownership, academic publications, magazines, reports, employees competence, experience and information savings, document not information, And in services improvements results.

b) External Sources: Standards, academic And administrative environments, conferences, external from stakeholders information gathered .

7.2 Competence

Our university Quality Management The system, performance And activity affecting academic And administrative The appropriate training, education, qualifications, criteria, and experience of all employees have been determined and documented in their job descriptions, taking into account legal regulations.

In our university, in-service training is conducted by the Human Resources Directorate according to the training procedure. The trainings... to the event about evaluation studies is being done, all records It is being preserved .

7.3 Awareness

Within our university, information sessions are held under the following headings to raise, develop, and maintain awareness of the quality management system among academic and administrative staff and students.

- a) Mission, Vision And Basis Values
- b) Quality Policy,
- c) Objectives,
- d) Documentation,
- e) Improved performance benefits,
- f) University Strategic Plan.

7.4 Communication

Communication with relevant parties within our university is maintained through meetings, face-to-face discussions, electronic means, system documentation, and our website.

7.5 Documented Done Information

7.5.1. General

Quality Management The system in its application used;

- a) TS EN ISO 9001:2015 Quality Management System Standard required document acquired information,
- b) QMS's event for necessary seen document This is acquired knowledge.

It is part of the documentation structure and ensures its currency and continuity. A Document and Record Control Procedure has been created and implemented for this purpose.



7.5.2. Creation And Update

The creation and updating of information documented within our university's Quality Management System is defined in the Document and Records Control Procedure.

When creating the documents, the relevant procedure details include definitions, explanations, and formatting examples. It has been explained. Documents suitability And qualifications for from the eye passing And The approval process is carried out by our University's Department of Strategy and Quality Development.

7.5.3. Documented Done Control of Information

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Our university Quality Management The system in the scope of created document done information, The Document and Records Control Procedure ensures that documents and records are readily available and suitable for use when and where needed, and are adequately protected.

The control, maintenance, and management of changes related to the distribution, access, retrieval, publication, and use of documented information, including the preservation of its readability, storage, and protection. extraction, archiving transactions relating to in the procedure defined conditions according to documents belonging The standards are implemented throughout the entire organization, and this is evaluated within the scope of internal control.

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8. OPERATION

8.1 Operational Planning and Control

All activities offered within the scope of the service, including compliance with relevant legal requirements. PUKÖ cycle within the framework necessary planning does, applies, monitoring with measurements control It takes precautions, implements necessary improvement activities, and effectively carries out the required measures.

Operational planning and controls; all education, teaching And Research and Development processes includes.

conducts its educational activities within the framework of the planned and published academic calendar .

Academic calendar planning takes into account the programs of other institutions and organizations, public holidays, force majeure events, etc. Actions to be taken regarding any encountered discrepancies are evaluated within the scope of corrective actions.

Workflows, procedures, instructions, forms, guides, etc., required for each activity related to the delivery of services have been prepared and their implementation and sustainability are ensured within the Quality Management System (QMS).

8.2 Product And Services conditions for

8.2.1 Stakeholder with communication

100. To ensure effective communication with stakeholders, necessary methods have been established; a feedback system has been set up to address requests, complaints, suggestions, questions, and problems, including proposed changes. Through this system, students, staff, and individuals not directly affiliated with the institution can provide feedback. Feedback can be submitted under the headings of thank you, suggestion, and complaint, and all requests are responded to within a maximum of 72 hours.

8.2.2. Product And Services For The conditions Ration To be done

Our university did is all activities And services 2547 Numbered NO The law And subject to It is carried out in accordance with the regulations, directives, procedures and principles specified in line with the relevant legal legislation.

8.2.3 Product And Services For The conditions From the eye Passing

possesses the necessary resources and capabilities to fulfill all the requirements for the services provided .

The terms of service, which fall within the scope of our university's activities and are committed to being provided, are reviewed and checked by our university before the start of each new academic term. If there are any discrepancies from the criteria defined in the terms and conditions, the necessary studies and arrangements will be made to address them .

8.2.4. Product And Services for conditions change

Our university, service conditions change in case student And relating to to people change Notifications are made via EBYS (Electronic Document Management System), email, SMS, website announcement, and the Student Information System (UBIS). Whenever there is a change in conditions at Istanbul Aydın University, this change is communicated to the relevant unit head. by follow-up is done And To the Department of Strategy and Quality Development information It is given.



8.3 From outside Supply Made The process, Product And Services Control

8.4.1. General

Outsourcing products, services, and procedures for services within the scope of our university's activities. to be done need in case Buy Taking Procedure activity steps It is applied. Buy taking And maintenance and repair agreements about activities all of them, relating to legislation within the framework implementation It is essential.

8.4.2 Control Type And Size

Our university pre-determines and documents, in accordance with relevant laws, the product and service information and required conditions for the products and services it plans to procure from external sources. method suitable specifications prepares And announces. Relating to buy taking criteria (technical specifications)

according to relating to by the commission evaluated product And services suitable whereas acceptance done to the system including It is done. In cases where unsuitable products, services, or processes are identified, evaluations are conducted by the relevant committees, and the necessary process (return, exchange, cancellation of purchase, etc.) is initiated by contacting the supplier.

Our university prepares the methods for procuring products and services from external sources, the purchasing criteria appropriate to its needs, and the technical specifications. The specifications contain detailed information about the product or service.

Our university's process for selecting and evaluating suppliers is carried out in accordance with the details specified in the Public Procurement Law.

8.4 Production And Service Delivery

8.4.1 Production And Service Reviewing the Presentation

Our university ensures the effective and efficient conduct and continuity of its associate's, undergraduate, and graduate education activities, prevents human error, and assigns competent personnel to work processes. Appropriate infrastructure and environment are prepared for the operation of these processes, and all Quality Management System information is documented and maintained as required by standards .

8.4.2 Describing And Traceability

Gazi University offered services traceability below stated It does so in various ways .

- a) All drink And external correspondence (incoming And outgoing document) EBYS system over record being taken under and are numbered,
- b) Student monitoring, student number And TC identity number with is being done.
- c) Academic and administrative staff are monitored using their institutional registration number and Turkish Republic identity number, and are also tracked through the YÖKSİS system.
- d) Education, teaching programs monitoring Information Packages The system It is done with ,
- e) Scientific research services monitoring project code And number with is being done,
- f) Social services (trainings) monitoring, certificate or participation document number And This is done through EBYS (Electronic Document Management System) correspondence.
- g) Buy taking services EBA over being numbered and is being monitored,
- h) Law Transactions UYAP over It is being monitored .

8.4.3 Customer or External To the supplier Belonging Ownership

Istanbul Aydın University ensures and demonstrates sensitivity to the protection and security of the property belonging to external stakeholders within its service areas, in accordance with relevant legislation and laws.

Our university has taken the necessary measures to protect and ensure the security of external stakeholders' information, and these are defined within the Quality Management System. Stakeholder property is as follows:

- a) Student ownership; personal information with themselves belonging there the one which... or later It includes the documents that were created.
- b) External supplier ownership; offered services within vehicle, material, component, tool and includes equipment.



8.4.4 Casing

At our university, the necessary physical and electronic environmental conditions for the safekeeping of products acquired to perform services within our field of activity, as well as documents and subsequently generated service outputs belonging to our university staff and students, are provided, defined, and maintained in accordance with the terms of use.

8.4.5 Delivery Post Activities

144. Our graduates are monitored by the relevant units of our University's Career Development Application and Research Center. We maintain contact with our graduates and receive feedback through the Alumni Information System application and social media communication channels.

6.4.6 Changes Control

146. Our university monitors all possible changes to the system and legislation to ensure compliance with the Quality Management System requirements, meet the requests and needs of stakeholders, and improve satisfaction by providing better service.

These matters are discussed at the Management Review Meeting, and the outcomes, along with the person(s) approving the change and the relevant activities, are documented and maintained. Necessary information and announcements are then made.

8.6. Product And The service To the market Presentation (Education And Teaching (Control of Services)

151. At our university, educational and teaching activities are carried out as planned in the academic calendar. An academic calendar is prepared, including dates for processes (registration, class start, exams, etc.), and published before each academic year.

152. In educational activities, student performance is measured and evaluated through assignments, projects, written, oral, and practical exams, etc. The procedures and principles regarding exams, course passing, registration renewal, graduation, and student achievement evaluation are defined in the relevant documents.

8.7. Suitable Non Output Control

All personnel can identify irregularities. However, department heads are primarily responsible for identifying irregularities within their own departments.

Nonconformity may be identified in the following situations, although not limited to all stages of the service provided.

- Internal and external audits,
- Detection of non-conforming products (such as monitoring and measurement results related to devices),
- Quality control results,
- Device calibration results,
- Product inspection results after purchase,
- Supplier evaluations,
- Staff observations and evaluations,
- Process and data analysis,
- Management review meetings,
- As a result of the meetings held, the following negative aspects were identified:
 - In cases of problems related to the confidentiality, integrity, or accessibility of information,
 - When the risk analysis reveals risks exceeding acceptable levels,
 - In the security vulnerabilities found as a result of periodic tests conducted within the scope of the ISMS,
 - In cases of recurring problems during a process or task execution,
 - In case of incident violations,
 - Energy management system deficiencies,
 - Undesirable consequences in energy performance,

The person responsible for the department where the nonconformity was detected is responsible for correcting the nonconformity and completely eliminating its cause.

9 PERFORMANCE EVALUATION

9.1 Monitoring, measuring, analysis and evaluation

9.1.1. General

Our university's Quality Management System includes the necessary monitoring, measurement, analysis, and evaluation strategies. methods, time And their frequencies defined, relating to responsibilities has determined. As evidence of the results, appropriately documented information is being retained.

At our university performed all annual activities activity in their reports detailed aspect It is located there

At our university, all employees are responsible for the implementation of the Quality Management System. If any non-conformity is detected, the "Corrective Action Procedure" is applied.



9.1.2 Customer Satisfaction

186. Our university assesses the extent to which the needs and expectations of internal and external stakeholders are met through stakeholder satisfaction surveys conducted at regular intervals, face-to-face interviews, meetings, and notifications of requests, wishes, and complaints. is watching. Our university presented is services stakeholders by request done It monitors whether the conditions are met, taking stakeholder satisfaction into consideration.

Stakeholder satisfaction levels are monitored, discussed, and reported at least once a year. Corrective and improvement actions are initiated regarding identified dissatisfactions, in line with decisions made by senior management, and the results are monitored, reported, and recorded.

9.1.3 Analysis and evaluation

Our university analyzes the monitoring and measurement results obtained in the Quality Management System processes using statistical methods and evaluates these results in a way that provides data for studies aimed at improving the system and processes.

Data analyses;

- a) Services suitability
 - b) Stakeholder satisfaction level
 - c) Quality management system performance And event
 - d) of planning ,
 - e) Risk And opportunities towards activities event,
 - f) Suppliers performance,
 - g) Quality management system improvement needs,
- matters towards being, relating to document done information casing is being done.

9.2 Drink Examination

Our university monitors the compliance of its Quality Management System with the relevant standards and legislation through internal audits conducted at least once a year.

Internal audits are conducted independently and impartially by qualified auditors appointed by senior management. The planning, preparation, implementation, conclusion, reporting, follow-up activities, etc., of the audit are detailed in the Internal Audit Procedure.

9.3 The administration Review

9.3.1. General

199. At our university top management under the leadership of, Quality Management The system suitability, adequacy, effectiveness And Our university Strategic goals with compatibility continuity to ensure for A Management Review meeting is held at least once a year. During the meeting, all system practices, performances, and need for change are evaluated in line with the quality policy, quality objectives, and Strategic Plan.

Our university Management From the eye Passing in their meetings entry the one which... topics below has been given;

- a) Former management from the eye passing in their meetings decision received status of activities ,
- b) Quality management system with relating to drink And external in these matters changes,
- c) With the following related trends including, quality management system performance and event with relating to information:
 - Stakeholder satisfaction And relating to from the parties feedback ,
 - Quality to your goals accessibility level
 - of products and services ,
 - Nonconformities And corrective activities,
 - Monitoring And measurement results,
 - Test results,
 - External suppliers performance.
- d) of resources ,
- e) Risk And opportunities determination for performed activities event,
- f) Improvement opportunities for .

Top management review outputs;

Quality Management The system of the event, continuity stakeholder satisfaction -most top opportunities for improvement in order to maintain the level

Each various change their needs

Need heard sources includes.

10. IMPROVEMENT

10.1 General

Our university is engaged in improvement efforts to enhance the performance and effectiveness of its services, including increasing stakeholder satisfaction and meeting future needs and expectations, as well as identifying, preventing, and correcting undesirable situations and irregularities in practice.



10.2 Inappropriateness And Corrective Activity

At our university, the identification, implementation, effectiveness evaluation, and follow-up of activities related to nonconformities are carried out according to the 'Corrective Action Procedure'. Generally, the procedure defines and implements activities aimed at identifying, eliminating, and preventing the recurrence of root causes for nonconformities revealed through written or verbal notifications in the form of suggestions, requests, and complaints, stakeholder satisfaction survey results, findings from routine activities, reviews, and internal/external audits, etc.

Following the activities undertaken to address nonconformities, risks and opportunities are reviewed and updated as needed.

The continuity of documented information regarding nonconformities and corrective actions is ensured, and records are maintained.

10.3 Continuous Improvement

Our university is continuously improving the suitability, adequacy, and effectiveness of its Quality Management System. Analysis And evaluation results, management from the eye passing outputs, We consider this as part of continuous improvement. At our university, increasing service quality and stakeholder satisfaction levels is a priority.



ISTANBUL AYDIN UNIVERSITY

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QUALITY MANAGEMENT SYSTEM

QUALITY MANUAL