



CERTIFICATION PROCEDURE

1.0 PURPOSE

- 1.1 To determine the general structure of the activities carried out by Kiwa customers as a result of the successful audits during conclusion of the certification process.
- 1.2 To describe the method to be followed in case of amendments to be made within the scope of certificate after certification of customer quality management systems.
- 1.3 To define the method to be followed in case of amendments in customer management systems.
- 1.4 To identify the system used to keep Kiwa's certification up-to-date in accordance with the requirements laid down by ISO and TURKAK.
- 1.5 To identify the emergency situations that may be encountered during the audit and to determine the activities to be carried out in such cases.

2.0 SCOPE

- 2.1 It is applied to all customers whose certification and certification process are approved by the Kiwa certification committee.
- 2.2 It is applied to all customers that Kiwa has certified.
- 2.3 It is applied to changes to the management system, which cause significant changes in the status of certified customers. These changes may occur in the form of production, workforce, facility location, scope, process, legal status, permits etc.
- 2.4 This procedure is applied to all documentation, manuals and procedures which belong to Kiwa and are likely to cause a change in the quality system of the customer if they are changed.
- 2.5 It covers the emergency situations that may be encountered in all audits carried out by Kiwa.

3.0 RESPONSIBILITIES

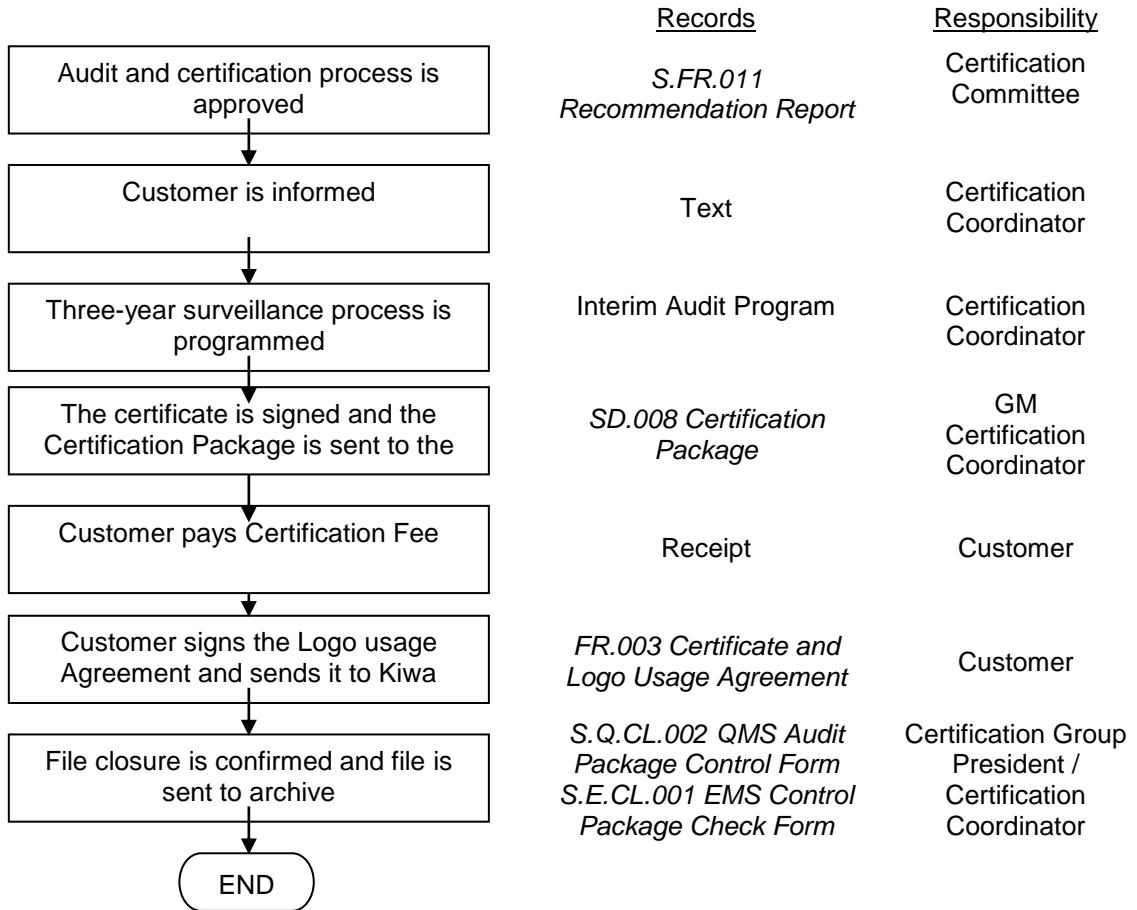
- 3.1 Responsibility for certification is borne by the Certification Committee and the Certification Coordinator.
- 3.2 Responsibilities related to emergencies:
 - a) Auditors are entitled to decide whether or not to implement the procedure in the cases specified in the emergency procedure.
 - b) The application of the emergency procedure may only be carried out with the approval of the Operation Manager, except as provided in Article 4.6 of this procedure.
 - c) The Operation Manager is responsible for supplying the required resource and logistics requirements of the auditors.



CERTIFICATION PROCEDURE

4.0 IMPLEMENTATION

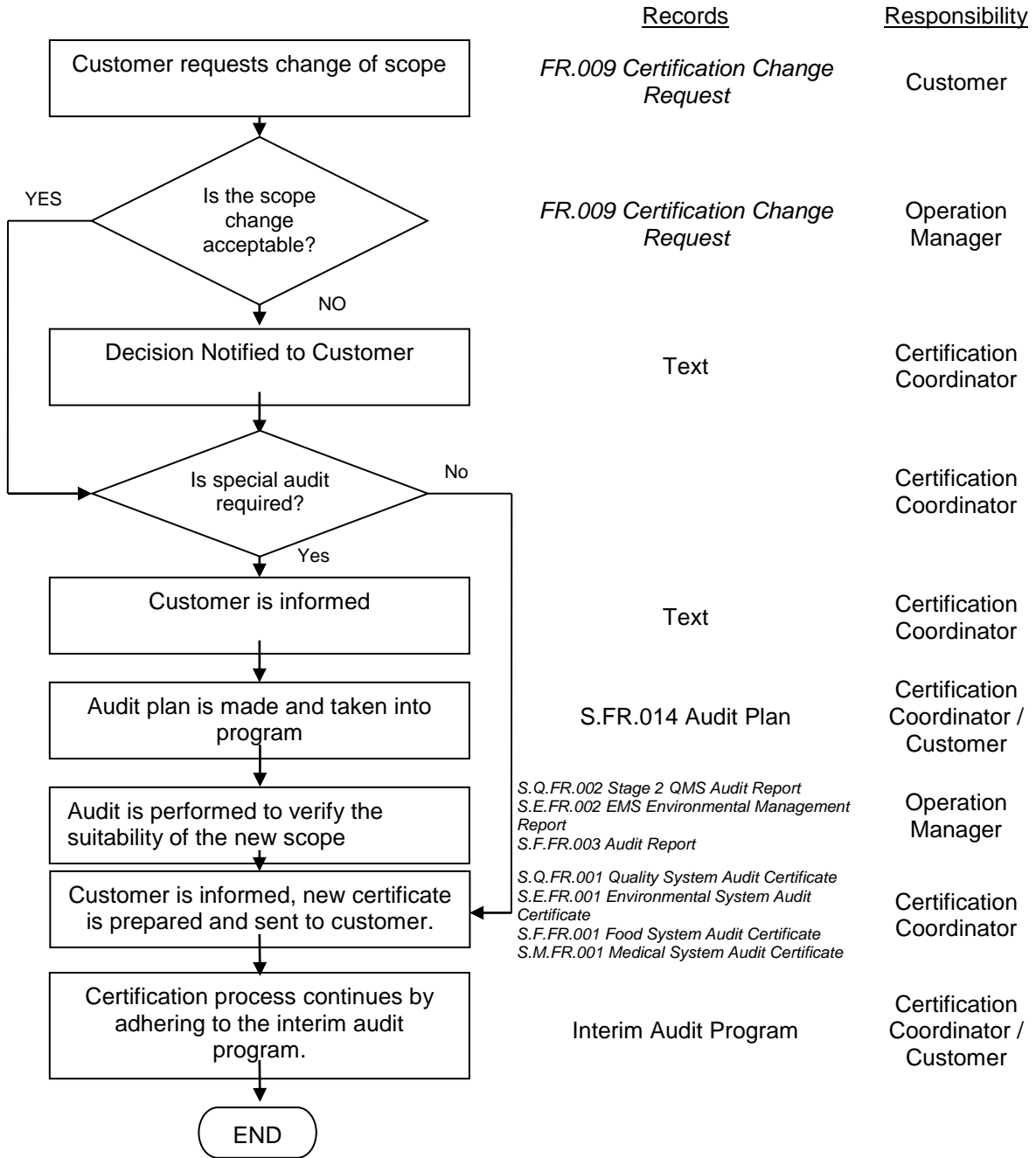
4.1 Certification





CERTIFICATION PROCEDURE

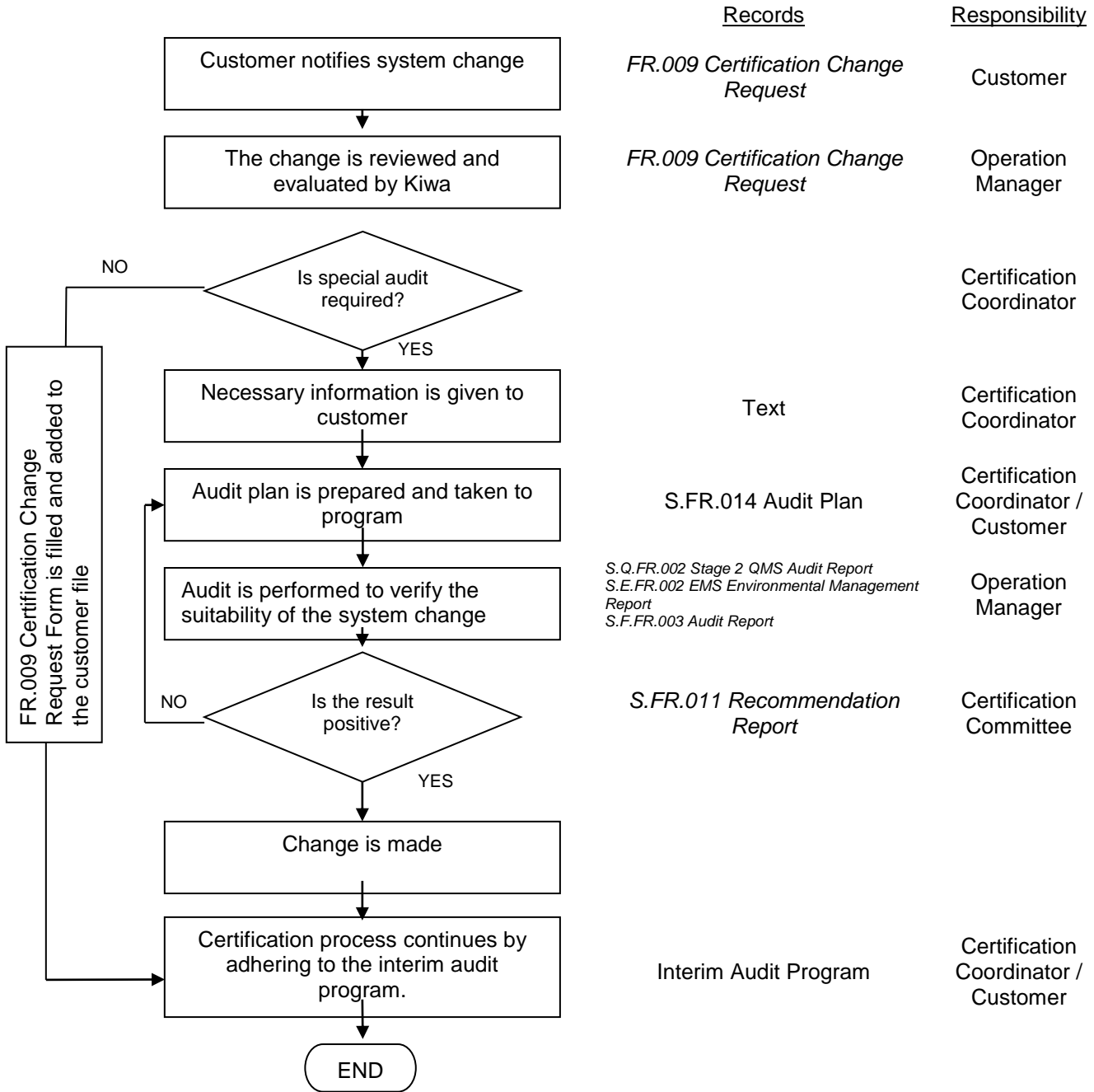
4.2 Certification Scope Changes





CERTIFICATION PROCEDURE

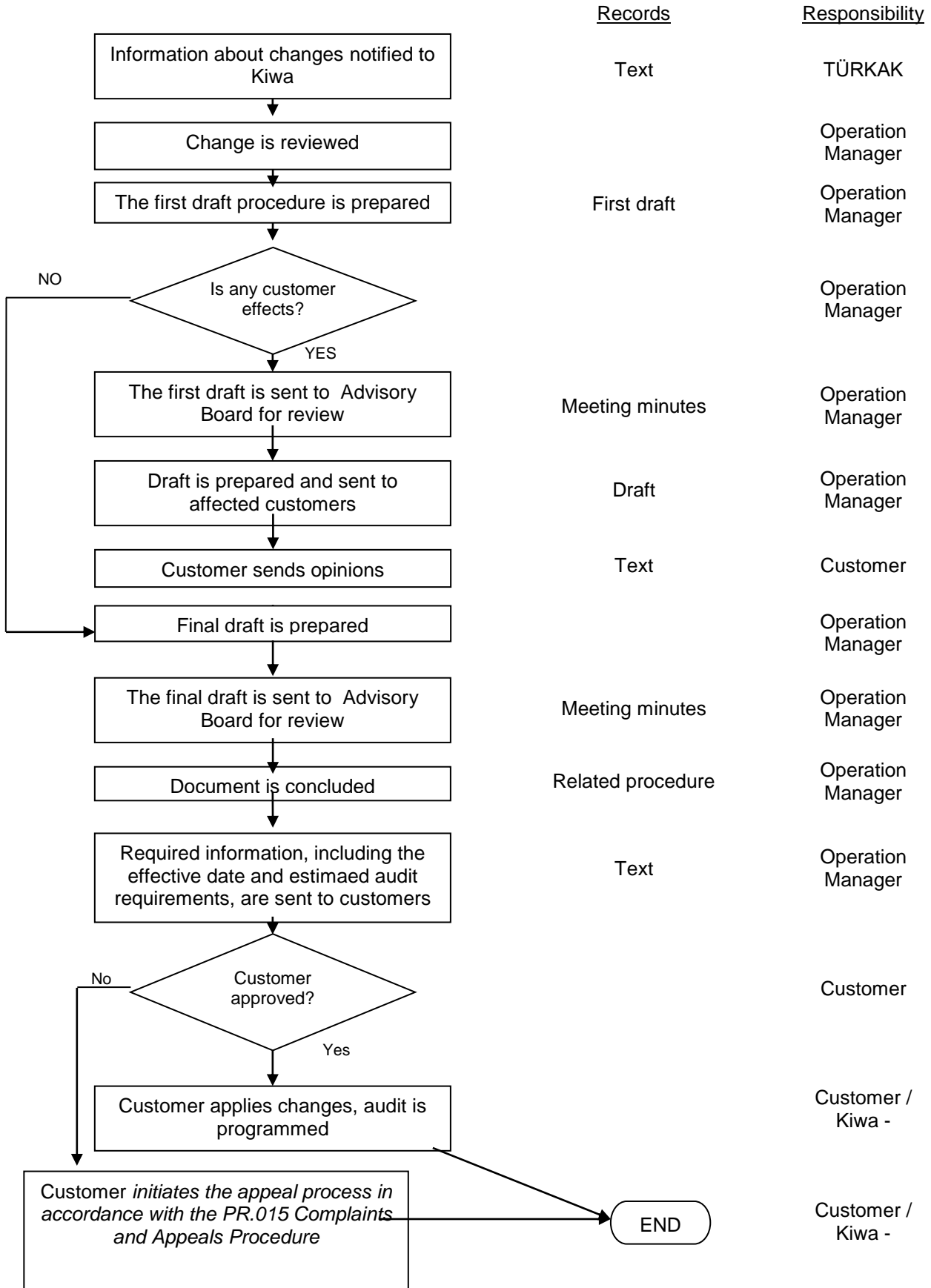
4.3 Changes to the Customer Management System





CERTIFICATION PROCEDURE

4.4 Changes to the Certification System Rules





CERTIFICATION PROCEDURE

4.5 Publications

4.5.1 Kiwa prepares an updated list of customers that it has certified and submits for use. Certificated customers, scope of certification, their addresses and the standard for certification are listed in this list.

- (a) This publication shall be submitted to the related persons if requested by Kiwa channel.
- (b) This publication is kept up to date with the database.
- (c) Kiwa maintains the list within the knowledge of the accreditation body.

4.5.2 Kiwa shall prepare, update and make available the following documents

- (a) Procedures and documents relating to the Kiwa certification system.
- (b) Customer rights and responsibilities.
- (c) Information on complaints, objections and disputes.

The above information is included in the S.F.007 contract package and documentation package sent after signing the contract. It is also sent when requested.

4.5.3 6, 9, 12 months of interim audit programs are discussed during the preparation phase and reflected in the company information form.

4.5.4 If requested, Kiwa provides the accreditation scope and price list.

4.6 Conditions to apply the emergency procedure and possible measures

EMERGENCY	POSSIBLE MEASURE AND DOCUMENTATION
Company takes the auditor to another company's facility	Official documents of the company are requested, requested to be provided, given a reasonable time is given, the audit is not started until the documents are provided
Number of employees is more or less than specified.	If the situation is confirmed by the insurance declaration, it is added to the file, the audit plan is revised, and the proposal is rearranged so that the audit period is appropriate.
The company's production service infrastructure has been eliminated	Existing applications are audited and the missing items are not taken into consideration. The F 025 form is filled out properly and it is recommended to suspend the document until the company regains its infrastructure.
Threat with or without guns.	The audit is continued normally, if necessary, this is indicated in the report and in the F 38 audit feedback form. The audit will be canceled by the central office.
Malicious activities to shorten the audit period. (For example, the company does not come to the meeting point in time, take out lunch and go to a very remote place; the requested documents are brought too late). Auditor's being late for auditing	Company officials are warned within the framework of goodwill, work is done to complete in the audit period, in any case if it is not possible to complete audit the situation is specified in the report and F 38 auditor feedback form. Central office attempts to ensure completion of the audit period.
Fire during the audit or the occurrence of work accident.	Auditor safety is essential, audit is postponed. The auditor takes all measures for his own safety.
Lack of Quality Management Representative in Audit. KYT leaves audit due to death or an emergency during the audit.	The control is interrupted and a delayed until the situation becomes normal.
To introduce staff of another firm as company staff as or to submit qualifications documents of another firm's staff.	3-month insurance statement is requested for the past. If not provided, the audit is not maintained. Company officials are expected to arrive. Missing audit period is completed
The audit team is dismissed by the audited firm.	The audit team leaves the audit site
After the audit, the firm does not provide access to the auditor and the company is in a difficult place to access.	The support requested from Kiwa head office at an appropriate preferably before the audit.
Participation of consultant in the audit	The consultant can conduct audit but cannot participate actually. Necessary warnings are made if he participates. If this situation persists, audit is not maintained.

In any case, the above-mentioned emergency situations should be documented in the form of emergency, and the measures taken on the audit reports.

The auditor should inform Kiwa about any incidents if an emergency occurs by using the F 38 Auditor Feedback Form.

If it is necessary to violate audit rules during facing emergency situation it should be added to recommendation report. No certification can be made unless missing points are completed within the framework of the audit rules.



CERTIFICATION PROCEDURE

5.0 RECORDS

- 5.1 S.FR.011 Recommendation Report
- 5.2 SD.008 Certification Package
- 5.3 FR.003 Certificate and Logo Usage Agreement
- 5.4 S.Q.CL.002 QMS Audit Package Control Form
- 5.5 S.E.CL.001 EMS Control Package Control Form
- 5.6 FR.009 Certification Change Request
- 5.7 S.FR.014 Audit Plan
- 5.8 S.Q.FR.002 Stage 2 QMS Audit Report
- 5.9 S.E.FR.002 EMS Environmental Management Report
- 5.10 S.F.FR.003 Audit Report
- 5.11 S.Q.FR.001 Quality Management System Certificate
- 5.12 S.E.FR.001 Environmental System Audit Certificate
- 5.13 S.F.FR.001 Food System Audit Certificate
- 5.14 S.M.FR.001 Medical System Audit Certificate
- 5.15 S.F.007 Contract
- 5.16 List of certified customers / guides BFR

6.0 REFERENCES

Standart No	Standart Title	Article No/Title
TS EN ISO/IEC 17021	Conformity Assessment - Requirements for Organizations Providing Audit and Certification of Management Systems	8.2 Certification documents
		8.6 Exchange of information between the Certification Body and its customers
		9.2 Initial audit and certification