|  |
| --- |
| **REVISION TRACKING TABLE** |
| **Rev. No.** | **Revision Rationale** | **History** |
| 01 | Corrected in accordance with ISO/IEC 17021-1 requirements **.** | 29.03.2017 |
| 02 | The document was revised after the TURKAK audit. | 01.05.2017 |
| 03 | Document Review performed. The document code has been changed.(PR-02->PR-13) | 01.02.2022 |
|  |  |  |

|  |
| --- |
| **DOCUMENT CONFIRMATION TABLE** |
| **Prepared** | **controlling** | **approver** |
|  |  |  |
| management representative | Certification Manager | General manager |

## PURPOSE and SCOPE:

The certification process; determination of the responsibilities of the certification body (DSR) of the relevant parties at all stages and the customer company to be certified. It covers all certification activities to be carried out by DSR.

1. **DEFINITIONS**

**Certification body:** The third party organization that audits and certifies the management system of suppliers according to the published management system standards and any additional documents required in the system. DSR International Inspection and Certification Service. Ltd. Sti. It is the title of the certification body. It will be referred to as DSR.

**Supplier:** The party responsible for the delivery of the product, process and service and who can provide Management System applications.

**Quality management system:** The management system necessary to direct and control an organization for quality.

**Food Safety Management System:** A management system for the management and control of hazards and food safety risks appropriate to the place of an organization in the food chain.

**Information Security Management System** : Part of the entire management system based on the business risk approach to establish, perform, operate, monitor, review, maintain and improve information security.

***Environmental Management System:*** *The management system required to manage and control an organization in terms of environmental conditions.*

***Personal Data Management System:*** *General management system; It covers requirements for establishing, implementing, maintaining and continually improving an information security management system and information privacy management system within the context of the organization.*

**Certificate:** A document showing the conformity of the supplier Management system according to the specified Management System standard and any additional documents required in the system.

**Certification system: A system** with process and management rules created by DSR in a structure that will meet the requirements of this standard for the certification and monitoring of its continuity.

**ISO 9001:** *Quality Management System Standard*

***ISO 14001:*** *Environmental Management System Standard*

***ISO 22000:*** *Food Safety Management System Standards*

**ISO 27001:** Information Security Management System Standard

***ISO 27701:*** *Personal Data Management System Standard*

**Certified organization:** All or part of the organization's management system has been certified.

**Applicant:** It means the applicant who has applied to obtain a system certificate for the whole or a part of the system and does not have the certificate yet.

**Complaint and objection committee: It is the committee** where all complaints and objections are evaluated. It is completely independent from the decision maker. It is created within the framework of the relevant procedure.

**General Manager:** Performs the general management of DSR.

**Certification Manager:** Reports to the Senior Management (General Manager). It establishes and enforces a system in accordance with the accreditation requirements, ensures its continuity and continuously improves its effectiveness. It audits the compliance of the audit process with the accreditation requirements, reviews the audit reports and gives approval on whether to issue a certificate, scope expansion, etc. carries out its activities.

**Impartiality Protection Committee:** It supports the certification manager regarding the adequacy and independence of the certification, and also works on ensuring impartiality. The Impartiality Committee applies to **the Working Procedure** of the Impartiality Protection Committee regarding the establishment and operation of the Impartiality Committee to meet its activities such as certification such as ISO 9001, ISO 22000 .

DSR **Logo:** It is the logo that companies approved by and certified by DSR can use to declare it.

**Unsuitability:** Failure to meet a condition

**Major Non-Compliance:** Nonconformity affecting the ability of the management system to achieve its intended results

**Minor Nonconformity:** Nonconformity that does not affect the ability of the management system to achieve its intended results

**Technical Specialist:** Person who contributes specific knowledge or experience to the audit team.

**Certification Program:** Conformity assessment system related to management systems where the same specified conditions, rules and procedures are applied.

**Audit Time: Time** needed to plan and perform a full and effective audit of the client's management system

**Management System Audit Time:** Part of audit time spent on audit activities from the opening meeting to the closing meeting

1. **REFERENCE DOCUMENTS**

**-**

1. **APPLICATION**
	1. **Offer/Contract Stage**

the organization that wants to receive certification service according to the relevant standard fills in the System Certification Application form , a proposal is submitted by DSR, which covers the work of performing the certification work, shows how the work will be done, what conditions it will depend on, and the detail/technical structure of these works. The contract shall be replaced by the approval of the specified parts of the offer and the delivery of the following documents to DSR.

* Certification Rules
* to the FR-001 System Certification Application Form for ISO 27001 and *ISO 27701 , the* FR-057 form must be filled in completely.
* Number of HACCP studies (for ISO 22000)
* Management system documentation, (manual, all procedures whose documentation is required, organizational chart, documents showing process interactions, etc.)
* Chamber of Commerce activity certificate, (if any)
* tax plate,
* Trade registry gazette, (if any)
* Signature circular of the authorized person of the organization signing the offer ,
* Documents showing that sector-specific legal regulations are fulfilled (such as documents, permits, licenses, etc.)
* Catalog , brochure, CD etc. Introductory support documents such as, (if not received at the application stage) (If any)
* A Declaration of Applicability is requested from the company during the applications. (ISO 27001 *and ISO 27701* )

For the contract to be valid;

* System Certification Application form correctly and completely to show the actual situation of the organization
* The applicant organization must show that the system they have established has at least 2 months of applications, and that it has held an internal audit and YGG (management review) meeting.
* The following documents must be submitted in full.
* Final revisions of the company's quality manual, procedures and related documents
* Original signed version of the offer/contract and certification rules
	1. **Planning the Audit**

The contracts, documents and documents of the customer requesting certification are re-examined, and if the result of the examination is positive and shows that the system has been implemented for at least two months, the audit is planned.

The deficiencies found during the application examination are notified to the company and these deficiencies are requested to be completed. If the customer does not make the necessary corrections within 6 months, the customer's application is cancelled. Audit dates and other details are notified to customers with the Audit Plan . If the audit team, audit date and audit plan specified in the audit confirmation are approved by the client, the audit is performed. If the Audit Team or the Audit Plan is not accepted, the client explains the reasons in writing. The customer's reasons are evaluated by the management representative. If the reasons are justified, a change is made in the team. In case of changes in audit team members, confirmation is obtained for the new audit team. When necessary, the agreed audit dates can be changed at the request of both parties. If the certification audit is not accepted by the customer and is postponed within 6 months from the date of application, the customer's application is cancelled. However, this period does not apply in case of natural disasters. Cancellation of the application can also be made at the request of the customer. Files of customers whose application has been canceled are returned.

* 1. **Performing the Audit**

Certification audits are carried out in two stages. Depending on the requested management system and the scope of the firm, the Stage 1 audit can be performed at the customer site.

After the stage 1 audit, a stage 1 audit report is prepared. If the client passes a Stage 1 audit, a Stage 2 audit is performed. The result of the Tier 1 audit may result in the cancellation or postponement of the Tier 2 audit. Stage 2 audits are performed at customer premises. The maximum time between Tier 1 and Tier 2 audits is 90 days.

At the end of the stage-1 audit, the customer reports all possible changes (number of employees, change of management representative, scope change, changes that may occur in processes, etc.) to DSR before approving the stage-2 audit plan to be sent by DSR during the period until the time of the stage-2 audit. must notify.

Certification Audit is carried out according to the Audit Plan. Audit; It consists of the opening meeting, the execution of the audit, the interim and final assessment meeting of the audit team, and the closing meeting.

To the opening meeting; The Audit Team, the customer's Senior Management or authorized/authorized representatives of the Senior Management, the company's management representative, and the responsible of the units to be audited participate. At the Opening Meeting; The purpose and scope of the audit, the methods and procedures to be used and the Audit Plan are discussed. Performing the audit; In order to confirm whether the customer system is applied in an acceptable way according to the applied Management System Standard, the scope and the documentation created, mutual negotiations are made by examining the documents and records by sampling method, observing the studies and conditions in the relevant fields. The team conducts the audit in accordance with the audit plan and when necessary, tasks can be allocated within the audit team. The Audit Team reviews the findings obtained as a result of the audit. If deviations are detected in the customer documentation from the relevant Management System Standard requirements, separate Non-Compliance/Observation Forms are prepared describing each nonconformity . The class of nonconformity detected in the Nonconformity/Observation Forms is indicated. The Audit Team can evaluate the nonconformities in two classes as Major and Minor. The customer must submit the root cause and action plan determined for the nonconformities within 15 days.

Major Non-Conformances are not closed until the determined action plans are fulfilled and verified. Follow-up audit is performed if necessary for major nonconformities.

According to the decision of the audit team, minor nonconformities are closed by determining the action plan related to the nonconformities or by verifying the action planning. If the action plan is deemed sufficient to close the minor non-compliance, the effectiveness of the action plan will be verified in the next audit.

Observation; Apart from the system standard, they are the positive or negative written opinions of the audit team, if any, in order to assist the next audit.

In the Nonconformance Forms, the scope and completion times of the corrective actions are determined by the Audit Team and the customer management representative. The Audit Report and its annexes are mutually signed by the Audit Team and the Customer Management Representative to show that the nonconformities are accepted. In case the client refrains from signing, the lead auditor prepares a report and submits the report with his/her signature and the form stating the audit result opinion to DSR.

The decision on the subject is notified to the customer. If the customer's objection to the decision is made within 15 days following the notification date of the Certification Manager decision, the objection is submitted to the Complaints and Objection Board for consideration.

The Closing Meeting is held at the end of the audit with the Audit Team, the customer's senior management, the Management Representative and the responsibles of the relevant units. At the meeting, the lead auditor presents the positive and/or negative results of the audit, and the nonconformities recorded in the nonconformity report, if any, in a way that can be understood. The report prepared by the Audit Team is not the final decision and is an opinion to DSR.

If it is understood that it is difficult to perform the audit, the lead auditor informs the customer management representative of the reasons and stops the audit and draws up a report. A copy of the cover letter, invoice and report is sent to the customer by the Certification Manager.

Corrective action period is maximum 90 days for ISO 9001, *ISO 14001 , ISO 22000.* If this period is exceeded, a follow-up audit is carried out so that the entire system of the customer is re-evaluated.

the ISO 27001 and *ISO 27701* audit criteria, the corrective action closure times are determined by the lead auditor according to the risk value determined by the company (for example, if high risk is completed in a short time).

Invoicing of Certification Services is done according to fee determination and payment order .

* 1. **Deciding on Certification**

Certification decision; It is given within the methods specified in the DSR procedures.

While making the certification decision, in addition to the above principles, the IAF accreditation guides, Accreditation Standards and the relevant guidelines, rules and instructions of the accreditation institution whose accreditation is used are taken into account, and no certification can be made against them.

While making the certification decision, the relevant audit team and the lead auditor's advice on the subject and the scope specified in the audit report are taken into consideration. The existence of sufficient objective evidence regarding the determined scope is sought. If there is no problem in this matter, the certification decision is made. If there is any problem, one of the following decisions is made;

1. Rejection of the relevant scope article,
2. Additional audit on the relevant scope,
3. Making the next interim inspection earlier,
4. Warn the Auditor / Lead Auditor about taking sufficient samples in the next interim audit.
5. In matters such as Food Safety, the scope is decided by taking into account all the activities of the applicant, whether they are within or outside the scope, and whether risk analyzes are made or not.

The recommended scope includes a non-accredited scope. According to the recommendation, one of the following decisions is made.

* Rejection of the relevant scope article,
* Making a change in scope and making an application to the accreditation institution for scope expansion in the relevant scope.

In all management system audits, the legal compliance of the organization within the scope of the relevant management system is audited. The necessary licenses and permits are investigated. Certification advice cannot be made for an organization that cannot demonstrate this conformity. If legal compliance cannot be demonstrated, a non-compliance report is written.

As a result of the audit, the evidence regarding the corrective actions related to the nonconformities is added to the report by the audit team. In order for the certification decision to be made, all major and minor nonconformities must be closed.

Corrective actions that require time to close minor nonconformities can be closed with a Corrective Action Plan, provided that their effectiveness is measured in the next audit. Major nonconformities are closed only after all relevant corrective and corrective actions have been completed. Nonconformities that do not require a follow-up audit can be closed by the lead auditor who performed the audit, another lead auditor or Certification Manager assigned within the relevant scope. ISO 22000 nonconformities can be closed by a designated ISO 22000 lead auditor.

The decision on granting or not giving the document (indicating the reason) is sent to the relevant institution with a cover letter.

* 1. **Editing the Document**

As a result of the audit, it is determined that the customer's quality system complies with the requirements of the relevant Management System Standard and a positive decision is made, and the customer is entitled to receive a certificate.

The document has been given to the scope of the management system certification application and cannot be used outside of this scope. Customers who continue to use certificates by not complying with these criteria, despite being determined to the contrary and warned in writing by DSR, shall be dealt with in accordance with Article 4.15.

The document is the property of the customer named in the document and cannot be transferred to another institution or legal entity in any way. The responsibility arising from the unfair use of documents by third parties belongs to the customer.

* 1. **Independence and Impartiality of Certification**

Documentation Procedure , the reports are evaluated under the principles of independence and impartiality and the decision (positive or negative) is given. How the certification decision will be made impartially and independently is detailed in the Certification Procedure .

Certification decision is not taken before major (major) nonconformity is closed, and certification decision is not taken without corrective action plan in minor nonconformity.

If there is a disagreement on any issue or the company does not accept the non-compliance, the certification manager deals with the issue first. The certification manager discusses the matter with both the audit team leader and the client, and According to the Procedure for Evaluation of Complaints and Objections , a decision is taken by the committee.

Decision Form is prepared for the certification decision .

* 1. **Adequacy of Certification**

DSR will only use auditors or experts whose competence has been accepted by the relevant accreditation body in the subjects for which it is accredited. Although this condition is not required in non-accredited matters, auditors or experts who do not deviate from the approach given in the DSR procedures and instructions in accordance with the general approach and in accordance with the IAF rules can be used.

The international validity of the certifications is important for DSR and it works with the appropriate accreditation institutions in this regard.

If the quality cannot find sufficient and competent auditors or experts in the relevant subject and sector, it does not make certification.

* 1. **Continuity of Certification**

DSR takes all measures to ensure the continuity of the certification it has made. If there is a concern about continuity after the certification audit, the management representative or the lead auditor may require that the date of the interim audit be brought forward.

Professional liability insurance has been taken out for risks that may arise from certification activities.

While third parties are protected by insurance for risks arising from DSR's activities, DSR uses its own budget in case of risks of second parties. (For example, re-inspection, etc.)

DSR attaches importance to customer continuity and permanence, and monitors this issue at policy and target level as a responsibility of the Certification manager. In order to demonstrate its approach to this issue, it carries out activities such as promotions, plaques and awards for its customers of 5, 10, 15, 20 years when necessary.

Although the right to use the certificate belongs to the relevant organization, the ownership right of the certificate remains with DSR. Certificates are valid for a period of 3 years from the moment of registration. During this period, surveillance audits should be carried out at least once a year.

If the organization does not want the certificate to be renewed, this request must be made in writing to DSR at least 4 months before the certificate expires.

* 1. **Surveillance Controls**

Surveillance Audits are the examination of the certified customer's quality system at least once a year, based on the date of receipt of the certificate. The review may cover all or parts of the quality system. The number of Surveillance Audits may be increased according to the customer complaints received by the Management Representative, the degree of nonconformity found in the previous audit or as specified in the Audit Evaluation Report of the Audit Team. At least 2 surveillance audits are carried out during the document usage period (3 years). Surveillance audits should be carried out at least once every calendar year. The date of the 1st surveillance audit to be carried out after the first certification should not exceed 12 months from the date of the certification decision. 2. Surveillance audit should be completed within the calendar year. (eg: first certification decision date: *05.12.2022* 1. Inspection date *04.12.2023* , 2. Inspection date should be carried out until *31.12.2024* .) To accommodate factors such as seasons or limited time management system certification (eg temporary construction site) There may be a need to adjust the frequency of the certification audit . In the second surveillance audits, all items of the reference System Standard are examined at least once during this period. Postponement requests from customers for surveillance audits are evaluated by the Management Representative, and a maximum of 6 months can be postponed for special cases (for example, seasonal products/services, natural disasters, economic crisis, etc.). In case of postponement, the date of the surveillance audit does not bind to the next audit date.

The client is obliged to implement the reference System Standard regarding the Management Review and Internal Audit items at least once a year, and must submit the records of these practices to the Audit Team during surveillance audits. If major nonconformities are detected as a result of the surveillance audit, the certificate may be suspended, and then the suspension may be lifted by performing a follow-up inspection upon the request of the customer.

* 1. **Tracking Controls**

As a result of the Certification Audit, the customer's failure to qualify for a certificate or the certified customer's Article 4.15. Suspension of the certificate for the reasons specified in the Suspension article is the audit performed when the detected nonconformities require follow-up audit. In the case of the Follow-up Audit after the Certification Audit, if the determined corrective action period exceeds 3 months, the follow-up audit is planned and performed as a full audit. In addition, if the customer does not give confirmation for a follow-up inspection within 6 months following the decision date, his application will be cancelled. In the case of a follow-up audit after the Surveillance Audit, if the customer has not applied for a follow-up audit within 6 months after the certificate is suspended, the document contract is canceled and the certificate is withdrawn.

* 1. **Document Refresh Control**

It is an audit carried out in line with the written request of the customer due to the expiry of the validity of the Customer System Certificate after three (3) years. The customer fills the System Certification Application Form .

The recertification audit should be scheduled and performed in a timely manner (before the certification expiration date) to allow for renewal. When the re-certification activities are concluded successfully before the expiry of the existing certification, the validity period of the existing certification can be taken as a basis for the validity period of the re-certification. The issue date of the new document may be the date of the recertification decision or a later date.

If the recertification audit has not been completed before the certification expires, or if corrections and corrective actions to any major nonconformities have been verified, then recertification is not recommended and the validity of the certification will not be extended.

Provided that the re-certification activities are completed, the certificate can be restored within 6 months after the expiry of the certification period; otherwise, at least a Stage 2 audit should be performed. The validity date on the certificate is determined as the date of the certification decision or a date after it, and the expiry date of the certificate is based on the previous certification cycle.

Document refresh scenarios





If the customer requests re-certification at a later date (within 3 years after the expiry of the certificate), the transactions are carried out by giving the new application customer number.

* 1. **Scope Change Audit**

The customer may request an expansion or reduction in the scope of the document he has. In Scope Change Audits, an assessment is made regarding the scope of the change. As a result of the Scope Change Audit ; If it is decided to expand or narrow the scope in line with the decision made, the old document is requested back from the customer and a new document is prepared.

If the scope change affects the number of man days, a re-contract is made.

* 1. **Address Change Control**

It is the audit performed when there is a change in the facility address of the document owned by the customer. The customer has to submit the documentation changes required by the address change to DSR. In case the address change affects the field of activity, a full audit is carried out and a new document is issued by canceling the old document when necessary.

If the address change affects the number of man days, the contract is made again.

* 1. **Suspension and Cancellation of Document**

DSR may suspend the customer's use of the relevant Management System Certificate for a certain period of time, depending on the decision made.

Situations requiring suspension of the document;

* Failure of the customer to fulfill his contractual obligations,
* Finding major nonconformities as a result of the audit and not closing these nonconformities within the given time
* The customer's request, by having to suspend his activities due to the change in the customer's facility address,
* Natural disasters, shortage of raw materials, strikes, lockouts, inability to receive orders, meltdown of stocks, etc. In cases where the customer stops production for reasons such as the customer's request,
* The client requests to postpone the surveillance audit date for periods exceeding one year based on the date of the certificate, and the reason and duration of the postponement is not deemed appropriate by the Certification Manager,
* Failure of the customer to comply with the terms of use of the logo.

|  |  |  |
| --- | --- | --- |
| **S/N** | **Situation** | **Conclusion** |
| **1** | Major nonconformities identified in the audit are not closed within 3 months or corrective action plans are not made for minor nonconformities at least within 3 months (with or without follow-up audit) \* | 3 months, the document is suspended. The suspension period is 6 months.If non-conformities are closed within the 6-month suspension period, a follow-up audit is performed. If the result is appropriate, the document is continued.If it is not suitable or if a follow-up inspection cannot be made within the 6-month suspension period, the certificate will be cancelled.Additional time may be given to the above-mentioned periods with the decision of the Certification Manager (it can be extended for a maximum of 1 month). |
| **2** | Non-compliance with the terms of the contract (not complying with terms such as logo use, payments, etc.)1. Corrective action is requested from the company within the framework of the **procedure for evaluating complaints and objections .**
2. direct document and requesting corrective action from the company.
 | 1. The duration of the corrective action is at most 3 months. If this period is exceeded or corrective action is not taken, the certificate is suspended. The suspension period is 6 months.

If the result is still negative, it is decided to cancel the certificate (all decisions are made by the Certification Manager.)1. The duration of the corrective action is at most 3 months. If this period is exceeded or corrective action is not taken, it is decided to cancel the certificate (all decisions are made by the Certification Manager).
 |
| **3** | Postponement of the planned audit for more than 2 months | The document is suspended. The suspension period is at most 6 months. If there is no inspection at the end of 6 months , the certificate is canceled. |
| **4** | The company's request for cancellation or suspension due to any reason (strike, natural disasters, production / service stoppage, etc.) | With the decision of the Certification Manager, the suspension period is maximum 6 months, if the audit is not carried out, it is canceled, if the audit is done, the normal certification procedure is applied. |
| **5** | The firm's loss of legal compliance or the inability to demonstrate it | It is decided to suspend the certificate immediately and cancel it after the 6-month suspension period, based on the continuation of the situation. |

The customer stops the use of the document and logo as of the notification of the decision to suspend the document. The customer returns the documents and attachments to DSR within 15 (fifteen) days at the latest. If he does not return, he will be warned in writing first, and if the warning is not taken into account, legal action will be taken. If the customer declares that he has lost his certificate, attachment or contract, he is requested to notify the Certification Department of the published loss notice with a petition. During the suspension, the customer cannot benefit from the rights of the document. During this period, all rights of DSR are reserved.

DSR has the right to publish the decisions regarding the suspension of the document with reasons in its publications on the website and in daily newspapers. When it is proven that the reason for the suspension of the certificate has been resolved as a result of the audit, the certificate is suspended.

The suspension period of the document is 3 months at the most. However, this period can be extended by a maximum of 3 months for special cases (seasonal products, natural disasters, economic crisis, etc.) with the decision of the Certification Manager.

* 1. **Cancellation of Contract**

The client's contract for the use of the DSR Management System Certificate may be revoked at the discretion of the DSR Certification Manager. Situations that require the cancellation of the contract;

* The customer does not allow an audit to be carried out until the end of the suspension period, or there is a major nonconformity in the audit conducted at the end of the suspension period.
* Using the Customer Management System Document in areas different from the product or service specified in its scope
* Customer's bankruptcy or termination of activity under the certificate
* Incomplete and misleading information by the customer during the audit
* Misleading and unfair use of the document
* Failure to pay the DSR certification fee
* In the audits carried out within the validity period of the certificate, it is determined that the customer's system has lost its compliance with the relevant standard.
* The customer is not present at the facility address specified in the document
* If the customer violates the provisions of this instruction
* The customer's destruction of documents and attachments
* As a result of the customer's request
* Change of customer's legal personality

When the customer wishes to cancel the contract, he notifies DSR in writing of his request.

DSR has the right to publish the decisions regarding the withdrawal of the document and the cancellation of the contract with reasons on the DSR website, in its publications and in daily newspapers. When the document is withdrawn, this customer's name is removed from the list of certified customers.

The customer stops the use of the document and logo as of the notification of the decision to withdraw the document and cancel the contract. The customer returns all kinds of documents given to him under the contract to DSR within 15 days at the latest from the date of notification.

* 1. **Responsibilities of a Certified Organization**
1. It should always be ensured that the certification rules are followed.
2. It is the responsibility of the organization to implement the system in a way that ensures continuity and continuous improvement. The validity of the certificate depends on the implementation of this application, this will be confirmed by surveillance audits by DSR.
3. The use of the logo should be made in accordance with the terms and conditions specified in the **Logo and Document Usage Instructions** (for example, upon registration after successful audit, the certified organization is entitled to use the relevant DSR logo. The logo should only be used by certified organizations and always with the name and address(es) specified in the certificate. When the logo is intended to be used in correspondence, advertisement and promotion areas, it should be used in a way that includes the absolute certificate number and the appropriate management standard.The logo can only be used by specifying the certificate registration organization and the area where the registration is made. . When the continuity of the certificate is stopped for any reason, the use of the logo should be stopped immediately.)
4. in accordance with ISO 9001, *ISO 14001* , ISO 22000, *ISO 27701* and ISO 27001 and copies of all or any part of the ongoing work; It should be allowed to be available so that it can be used as a reference.
5. The arrangements made in the system by the applicant / certified organization must be reported to DSR. If the edit made is important (for example, removing a procedure completely from the system), notification will be made immediately in writing. Minor changes made should be reported to DSR at their next inspection or review visit.
6. In the audits made by the organization DSR; It should cooperate to obtain sufficient objective evidence to demonstrate the compliance of the auditing standard. The absence of this situation is considered a reason for suspension or cancellation of certification.
7. A person and more than one proxy should be appointed to represent the management on the certificate, in the absence of the representative (or when it needs to be changed), the proxies will be responsible for all relations required by the certificate and in case of any change in other information regarding the conditions to which the certificate is bound, including customer complaints reported to DSR. If requested by the DSR representative, they will make a signed statement at each visit. DSR recommends that all certified organizations record customer complaints and corrective actions taken to resolve each complaint in the system.
8. When the certificate expires (regardless of the reason), the use of the logo, including the advertising materials and references on which the logo is present, should be stopped immediately.
9. DSR International Certification and Inspection Service. Trade Ltd. Şti. should be informed as soon as possible in any adverse situation regarding the document subject, especially for events with high potential such as crimes and lawsuits.
10. DSR has the right to claim its costs in the process of providing the service.
	1. **Fees to be Paid by the Organization**

Additional fees : Travel, accommodation, re-certification or approval, extra flags, etc. are the fees.

Audit fee : It must be paid under all circumstances (even if the continuation of the certificate is not desired).

* 1. **Objections and Evaluation**

A customer requesting or already certified for certification may appeal against any decision made by DSR. The customer can make this objection within 15 days following the receipt of the said decision notification.

Details regarding the evaluation of the complaint are specified in the **Procedure for Evaluation of Complaints and Objections .**

* 1. **DSR's Responsibilities**
1. DSR assumes responsibility for all decisions taken regarding contract preparation, establishment of supervisory board, outsourcing of audits, performing audits, issuance of certificate, maintenance of certificate, extension of scope, reduction of scope, change of address, audits made in special cases, suspension of certificate and cancellation of certificate.
2. It ensures that suppliers are registered in the DSR audit visits program, informed about the visit and its time (these visits are made at least once a year or 2 times when necessary) and a representative is sent to ensure that the necessity of certificate registration in the organization is adequately understood and worked on.
3. It ensures that the body to be certified is informed about the applicable guidance and all changes in the standards, and that reasonable time is provided to allow the relevant processes and procedures to be changed as desired in line with the opinions of the certification management.
4. It ensures that all information about suppliers is kept confidential, except for those that are publicly available.
5. Informs all customer complaints about the products within the scope of the supplier's document.
6. If the certified organization is unable to temporarily maintain the continuity of these desired rules, DSR may request that the use of the DSR logo and other rights be discontinued immediately until it is satisfied that the relevant continuity has been reinstated or until the still unsolved objection is resolved.
7. If the certified organization fails to ensure the continuity of these rules, the Certification Manager may decide to withdraw the certificate, to narrow its scope, not to issue a certificate or not to renew it, when deemed necessary according to the determined conditions. These decisions and the reasons for taking decisions are notified in writing by the Certification Manager.
8. The Certification Manager is responsible for withdrawing the certificate, in cases where the organization becomes subject to bankruptcy laws, any arrangement and agreement with its creditors, liquidation by force or its own will (except for restructuring), the buyer of the business exits, and the capacity to be a bona fide entrepreneur is lost. may decide not to grant or renew it. Such decisions and their reasons will be communicated to the organization in writing.
9. In case the organization or the applicant objects to any decision made by the board of directors depending on the certification rules, this request must be made in writing within 15 days from the date of official notification to the organization of the decision giving rise to the objection. The complaints and objection committee will inform the objector at least 7 days in advance of the date and place of the meeting to be held within 30 days. The objector will be informed of how and from whom the committee will be formed and how they can object. In such objections, the General Manager of DSR may make changes in the composition of the committee, if deemed necessary. The Certification Manager, who makes an objection in the committee formed with the participation of the objector (if he wishes), has the right not to express his opinion in front of everyone if they wish. The meeting ends after the chairman of the committee announces the final and irreversible decision taken with the participation of the majority.
10. In cases where changes are made to the organization in writing by the management representative, which may affect the use of logo and other services, the rule changes, except for the cases that must be completed no less than 6 months from the date of notification of the change, in order for the organization to make the relevant significant change, will deny you the right to use the logo and other provided services. does not affect.
11. DSR services are available to all potential customers. Our services are ready for use without any discrimination, without unnecessary financial burdens and conditions. A list of organizations registered with us is publicly available at our head office.
12. when required by these rules, it is sent to the previously notified address(es) in writing and signed by the organization by regular mailing, prepaid registered or returned registered mailing (due to the possibility of a change in the given address(es)). is required to be done. Any information received by us through the mail (unless proven otherwise) is deemed to have been posted 48 hours ago. In order to receive correspondence more effectively, it should be ensured that the address information is provided completely and correctly in accordance with these rules.
13. Changes in DSR certification conditions, revision of relevant standards, requests and expectations of the relevant Accreditation institution, etc. It notifies the documented organization in advance of such situations, this notification can be made on the DSR website, as well as one-on-one interviews with the companies and e-mail. In addition, it is notified to the customer with the Audit Program form. Changes in conditions can be verified during the normal audit process, as well as special audits, according to the audit program of the certified organization.
14. **Related documents**
* Working Procedure of the Committee to Maintain Impartiality
* Evaluation Procedure of Complaints and Objections
* Logo and document usage instruction
* Audit team assignment form
* Audit Program form
* Audit Plan