



**DSR TECHNICAL INSPECTION
CERTIFICATION SERVICES LIMITED
COMPANY**

**MANAGEMENT SYSTEM
MANUAL**



MANAGEMENT SYSTEM MANUAL

0. POLICY AND ORGANIZATIONAL STRUCTURE

0.1. Quality policy

As DSR Teknik Muayene Certification Services Limited Company, while performing the certification services we provide in our sector, it has adopted the principle of continuing its activities in a fast, honest, ethical manner and making a difference among its competitors thanks to its permanent values, without compromising customer satisfaction. Based on this purpose;

Conducting audits that provide added value to organizations at affordable costs in order to meet consistent and permanent customer satisfaction at the levels we target and above,

Subjecting all our personnel, who are related to our certification, training and auditing activities, to continuous training in order to choose among the candidates who are suitable for our ethics, qualified, open to development and self-confident and to contribute to both their sectoral and personal development,

Selecting our auditors and technical experts who will carry out our audit activities at the training, experience and competence levels stipulated by ISO / IEC 17021-1, ISO / TS 22003 standards,

Within the scope of the standards we provide certification service, following the legal and legislative conditions published by the relevant institutions and performing our auditing activities with up-to-date information,

Ensuring that all scientific, administrative and legal studies for the elimination of the dangers posed by food products on public health can be successful, organizations act with a systematic and comprehensive perspective, and necessary evaluations are made to ensure that organizations are made aware of their activities,

Ensuring the awareness of the organizations by inspecting the determination and classification of the risks that may arise from food and threaten public health at every stage from production to consumption, and by making audits on the possibility of damaging the risks determined, how much damage they may cause and to what extent they can be eliminated with various interventions

Ensuring that the Information Security Management Systems established and implemented by organizations are audited within the framework of the principles of Confidentiality, Integrity, Availability,

To provide services in a consistent and reliable manner in terms of inspection parameters, quantity, quality, safety, suitability for use, continuous safety suitability of the facility or systems being operated, so that the general criteria we apply for the acceptance of the services we provide by customers and inspection authorities comply with the European standard. to ensure its execution,

is our policy.

03.02.2020

Hande GÜLTEKİN ÇORBACIOĞLU

General manager

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0.2. Impartiality Policy

DSR;

1. It will perform certification activities independently of all parties related to the subject,
2. Personnel, committees and external personnel operating on behalf of DSR will work away from any commercial, financial and other pressures that may affect the results of the certification process
3. All of its employees will refrain from any behavior that would damage the reputation and reputation of organizations seeking to obtain certificates and organizations that have commercial relations with DSR,
4. Within the scope of certification and audit activities, non-objective comments and evaluations will not be made, all kinds of behaviors that may adversely affect organizations will be avoided, bias and intolerance will not be biased and independent,
5. No organization will be certified in order to provide certification services,
6. Employees and persons acting on their behalf will not provide consultancy services to certified organizations,
7. Employees will not engage in any activity that would conflict with the independence of certification activities,
8. During the certification process, regarding the management systems of the organizations to be certified, there will be no relationship with competing organizations,
9. All relevant parties can access certification services, in this case unnecessary financial burden or other conditions will not be imposed and all rules and documents that have to be complied with will be applied in a non-discriminatory manner,
10. In order to protect the confidentiality of the information obtained during the certification activities at all levels of its organization, including the committees and persons acting on its behalf, the existing accreditation law, regulations and communiqués will be complied
11. Information about a specific product or certified organization will not be disclosed to a third party without the written consent of the relevant organization,
12. In the event that such information is disclosed to third parties in accordance with laws, regulations and communiqués, the certified organization will be informed about the information provided as permitted by the relevant laws, regulations and communiqués,
13. Confidentiality and security of all kinds of information, documents and documents belonging to organizations will be ensured,
14. No geographical restrictions will be applied in the provision of certification services,
15. He will pay all kinds of legal compensation in case of proven damages that may arise from him,
16. The financial resources required for the operation of the certification system will be continuously protected and maintained by being supported by the personal assets of the company partners,
17. The organizations that the owners are partners with or are involved in in any way will not be certified,

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18. The use of the services will not depend on the size of the applicant organization or its membership of any association or group and the number of certified organizations,
19. No privileges will be given to the associations, societies and non-governmental organizations of which the owners are members,
20. Another certification body will not be certified for management system certification activities,
21. Will not offer or provide management system consultancy in any way,
22. It will not offer internal audit to its certified customers and will not perform internal audit,
23. It will not certify customers who have received internal audit or consultancy services on management systems in a situation that may pose a threat to the objectivity of the certification body between the consultancy firm and DSR,
24. He does not and will not have any relationship with any consulting firm regarding ownership, administration, management, personnel, shared resources, finances, contracts,
25. Will not use management system consultancy organizations as outsourcing in audit works,
26. Certification activities will not be marketed or offered in connection with management system consultancy organizations,
27. In case of improper claims by using the name of the consultancy organizations stating that the certification would be simpler, easier, faster and cheaper, it will take all kinds of measures, including resorting to legal remedies, to correct this situation,
28. In order to ensure that there is no conflict of interest, he will not assign any personnel in the management system consultancy to the client in the audit or other certification activities for two years following the end of the consultancy,
29. All personnel or committees, internally or externally, that may affect certification activities, create assurance through contracts to act impartially, and also will not allow any commercial, financial or other pressures that will jeopardize impartiality,
30. Will ask internal or external personnel to report any situation that may put them or DSR in a conflict of interest, and will use this information as input that defines the threats to impartiality arising from the activities of such personnel or organizations.

declares and undertakes.

03.02.2020

Hande GÜLTEKİN ÇORBACIOĞLU

General manager

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