QUALITY and INFORMATION CLASSIFICATION MANUAL

**ISO 9001:2015
QUALITY MANAGEMENT SYSTEM**

**ISO 27001:2013
INFORMATION SECURITY MANAGEMENT SYSTEM**

Revision Nature:	
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General manager	

0.0 INPUT

This Manual **The University of Georgia** explains the structure and operation of the quality management system and Information Classification system.

The Quality Management System and Information Classification System has been designed and implemented by being influenced by customer needs, policies and objectives, services provided, processes and work experiences.

1.0 SCOPE

The University of Georgia Organization.

It operates in software development services.

Our Expert Staff is in the activity of reporting qualified information by providing general and comprehensive research services.

The requirements of the Quality Management System and Information Classification System regarding the activities within the scope are implemented in our center and at the address where the service is provided.

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Excluded Substances

Sequence No.	Item No.	Substance name	Ground for Exclusion

Revision Nature:	
APPROVED	
General manager	

01	7.1.5	Control of Monitoring and Measuring Devices	There is no device that will require the control of monitoring and measuring devices.
02	8.3	Design	The service is excluded since there is no design activity in our business at any stage of production.
03	8.5.3	Customer Property (asset)	The service is excluded as no customer's goods are used or found in our business at any stage of production.

2.0 REFERENCES EXPRESSING PROVISIONS

ISO 9001:2015 and ISO 27001:2013 reference standards were taken in the establishment of **The University of Georgia** Quality and Information Security Management System.

Our organization; It is subject to the Commercial Code and the regulations of this law and works in accordance with these laws and regulations.

Where appropriate, information will be given about the sanctions, such as national and international standards, regulations, laws, which should be taken into account, in the procedures in which the functioning of the services provided is explained.

3.0 DEFINITIONS

For the purposes of this standard, the terms and definitions given in the ISO 9000: 2015 and ISO 27001: 2013 standards apply.

QUALITY MANAGEMENT SYSTEM AND INFORMATION CLASSIFICATION SYSTEM

4.1 Understanding the organization and its context

Our organization identifies internal and external issues that are relevant to its purpose and strategic direction and that affect its ability to achieve the intended result(s) of quality management systems.

Our organization monitors the information regarding these internal and external issues and reviews it before the Management Review meetings.

Revision Nature:	
APPROVED	
General manager	

Our organization follows the information of official, private institutions and organizations and individuals with which it has internal and external connections, on the computer program.

Considerations can include positive or negative factors for evaluation.
understand the external context; It can be done by evaluating the issues arising from legal, technological, competitive, market, cultural, social and economic environments (which can be international, national, regional and local).
Understanding the internal context; It can be done by evaluating the issues related to the values, culture, knowledge and performance of our organization.

Customer
The concept of customer is classified as follows;
   a) Official Organizations
   b) Private Organizations
Our Quality and Information Security Management Systems have been designed by focusing on the above-mentioned customer groups.

4.2 UNDERSTANDING THE NEEDS AND EXPECTATIONS OF RELATED PARTIES
Our organization, due to impact or potential impact on its ability to regularly provide products and services that meet the customer and applicable primary and secondary regulatory requirements, has identified the following:
a) Parties related to Quality and Information Security Management Systems,
b) The conditions of these related parties regarding Quality and Information Security Management Systems,

Our organization monitors the information about these related parties and the conditions of these parties and reviews them before the Management Review meetings.

4.3 DETERMINING THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM AND INFORMATION CLASSIFICATION SYSTEM

Our organization has determined the limits and applicability of Quality and Information Security Management Systems in order to determine the scope.

In determining this scope, our organization evaluated the following:
a) Internal and external matters referred to in Article 4.1,
b) the terms of the interested parties referred to in Article 4.2,
c) Our organization's products and services.

Our organization applies all of the conditions of this standard that are applicable within the scope specified.

Revision Nature:	
APPROVED	
General manager	

The scope of our organization's Quality and Information Security Management Systems is available and maintained in the form of documented information.

Scope of our establishment: Our fields of activity within the scope of Quality and Information Security Management Systems established within our company with reference to ISO 9001: 2015 and ISO 27001: 2013 Standards are as follows:

Our organization;

a. Sales Services

b. Project Management Service

c. Software development

4.4 QUALITY MANAGEMENT SYSTEM AND INFORMATION CLASSIFICATION SYSTEM PROCESSES
4 .4.1 Our organization has established, implemented and maintained a Quality and Information Security Management System, including the processes needed and their interaction, in accordance with the requirements of this standard. It is also constantly improving.

Our organization has determined the processes needed for Quality and Information Security Management Systems and their applications throughout the organization and:
a) Determine the desired inputs and expected outputs of these processes,
b) Determine the sequence of these processes and their interaction with each other,
c) Determine and implement the criteria and methods (including monitoring, measurement and related performance criteria) needed to ensure the effective operation and control of processes,
d) Determined the resources needed for these processes and secured their existence,
e) Determined the authorities and responsibilities for these processes,
f) Identified risks and opportunities determined in accordance with the terms of Article 6.1,
g) Evaluate these processes and ensure that these processes achieve the desired results implement any changes needed to
h) Improves Processes and Quality and Information Security Management Systems.
Outsourced Process Not Available

5 LEADERSHIP
5.1 Leadership and commitment
5.1.1 General

Revision Nature:	
APPROVED	
General manager	

Our senior management demonstrates leadership and commitment to Quality and Information Security Management Systems through:

a) maintains documented information to support the operation of these processes,

b) Maintains documented information to ensure processes are carried out as planned.

Accountability for the effectiveness of Quality and Information Security Management Systems,

Ensuring that the quality policy and quality objectives are established and that they are compatible with the strategic direction and context of the organization.

Ensuring that the requirements of Quality and Information Security Management Systems are integrated with the business processes of the organization,

Promoting the use of a process approach and risk-based thinking,

Ensuring the existence of the necessary resources for Quality and Information Security Management Systems,

Sharing the importance of effective quality management and compliance with quality management system requirements,

Ensuring that Quality and Information Security Management Systems reach their intended outputs,

Recruiting, directing and supporting people who will contribute to the effectiveness of Quality and Information Security Management Systems,

promoting improvement,

Supporting other relevant management officers to demonstrate leadership (as applied to their areas of responsibility).

5.1.2 Customer focus

Our senior management demonstrates leadership and commitment to customer focus by ensuring that:

a) Customer needs and applicable primary and secondary regulatory requirements are determined, understood and regularly met,

b) Identifying and identifying the risks and opportunities that may affect the suitability of products and services and the ability to increase customer satisfaction,

c) Maintaining the focus on increasing customer satisfaction.

d) Our senior management demonstrates leadership and commitment to customer focus by ensuring that:

e) Customer needs and applicable primary and secondary regulatory requirements are determined, understood and regularly met,

f) Identifying and identifying the risks and opportunities that may affect the suitability of products and services and the ability to increase customer satisfaction,

5.2 Policy

5.2.1 Establishing the Quality and Information Security Management Systems policy

Our senior management has established, implemented and maintained a quality policy that meets the following:

a) Appropriate for the purpose and context of the organization and supporting its strategic direction,

b) Provides a framework for setting quality objectives,

c) Containing a commitment to fulfill the applicable conditions,

Revision Nature:	
APPROVED	
General manager	

d) Incorporating a commitment to the continuous improvement of Quality and Information Security Management Systems.

5.2.2 Announcement of the Quality and ISMS policy

Our quality policy:

a. It has been documented and maintained,
b. Announced, understood and implemented within the organization
c. It has been announced on our website in order to be open to the access of interested parties.

Ref: Quality and ISMS policy

5.3 Institutional duties, powers and responsibilities

Our senior management has determined the authorities and responsibilities for the relevant duties and announced them within the organization.

As a member of the management, Process Officers have been announced in writing in the entire organization where the following authorities and responsibilities are stated;

Process Officer, to carry out relations with external organizations on issues related to Quality and Information Security Management Systems.

Top management has identified authorities and responsibilities for:

a) Ensuring that Quality and Information Security Management Systems meet the requirements of this standard
b) Ensuring that processes produce the desired results,
c) Reporting on the performance of Quality and Information Security Management Systems and opportunities for improvement (see Article 10.1) (especially reporting to senior management),
d) Ensuring that customer focus is fostered throughout the organization
e) Ensuring the integrity of the Quality and Information Security Management Systems while planning and implementing changes in the Quality and Information Security Management Systems.
f) Ensuring that Quality and Information Security Management Systems meet the requirements of this standard
g) Ensuring that processes produce the desired results,
h) Reporting on the performance of Quality and Information Security Management Systems and opportunities for improvement (see Article 10.1) (especially reporting to senior management),
i) Ensuring that customer focus is fostered throughout the organization
j) Ensuring the integrity of the Quality and Information Security Management Systems while planning and implementing changes in the Quality and Information Security Management Systems.

Revision Nature:	
APPROVED	
General manager	

6. PLANNING
6.1 Activities to identify risks and opportunities

6.1.1 Our organization, while planning its Quality and Information Security Management Systems, evaluates the issues referred to in Article 4.1, the conditions referred to in Article 4.2, and the determination of risks and opportunities that should refer to:
   a. To assure that the Quality and Information Security Management Systems can achieve the intended output(s);
   b. develop the desired effects,
   c. prevent or reduce undesirable effects,
   d. Access to recovery.

6.1.2 Our organization plans the following.
   1. Activities to identify these risks and opportunities,
   2. How to do the following:
      1. How to integrate and implement activities into quality management system and Information Classification System processes,
      2. How to evaluate the effectiveness of these activities.

Activities to address risks and opportunities are commensurate with their potential impact on the conformity of products and services.
   Ref: Risk Management Procedure
   Risk Analysis Chart

6.2 Quality objectives and planning to achieve them
6.2.1 Our organization should establish quality objectives in the relevant functions, levels and processes needed for Quality and Information Security Management Systems.
Quality objectives:
   • Compliant with the quality policy,
   • Measurable,
   • Considering the applicable conditions,
   • Suitable for increasing the suitability of products and services and customer satisfaction,
   • being watched,
   • Announced,
   • It is updated accordingly.

In our organization, the quality objectives are kept as documented information.
Ref: Quality Objectives Monitoring Form

6.2.2 When planning to achieve quality objectives, our organization:

Revision Nature:	
APPROVED	
General manager	

a) what to do,
b) What resources will be needed
c) Who will be responsible
d) When will it be completed
e) It has determined how the results will be evaluated.
The results are evaluated at Management Review meetings.

Ref: Management Review procedure

1. **Planning changes**
   a. If our organization detects a need for changes in the Quality and Information Security Management Systems, the changes are carried out in a planned manner.
   b. The aims and potential consequences of the changes,
   c. Integrity of Quality and Information Security Management Systems,
   d. the existence of resources,
   e. Identification or reassignment of powers and responsibilities.

Ref: Risk Management Procedure
Management Review Procedure

7 SUPPORT
7.1 Resources
7.1.1 General
Our organization has determined and provides the resources needed for the creation, implementation, continuity and continuous improvement of Quality and Information Security Management Systems.

Our organization has evaluated the following:
a) Capabilities and limitations of existing internal resources,
b) What will be procured from external suppliers.

7.1.2 Contacts
The organization appoints and supplies necessary personnel for the effective operation of Quality and Information Security Management Systems and for the operation and control of processes.

7.1.3 Infrastructure
Our organization has determined, procured and maintained the necessary infrastructure for the operation of processes and to obtain the conformity of products and services.

Note – Infrastructure may include:

Revision Nature:	
APPROVED	
General manager	

a) Buildings and related outbuildings,
b) Machinery equipment, including hardware and software,
c) Transport resources,
d) Information and communication technology.

7.1.4 Environment for the operation of processes

Our organization has determined, procured and maintained the environment necessary for the operation of processes and the access to conformity of products and services.

Requirements for environmental determination and continuous improvement of the designated environment are reviewed at Management Review meetings.

Ref: Management Review

7.1.5 Monitoring and measuring resources
7.1.5.1 General

When our organization uses monitoring and measurement to verify the conformity of products and services to requirements, it identifies and procures the resources needed to ensure valid and reliable results.

Our organization assures the following regarding the resources provided:
- It is suitable for certain types of monitoring and measurement activities carried out,
- It is sustainable to ensure continued fitness for its purposes.

Our organization maintains appropriate documented information as evidence of the relevance of monitoring and measurement resources.

7.1.5.2 Measurement traceability

Since there is no measurement monitoring device in our company, it has been excluded from the scope.

7.1.6 Institutional information

Our organization determines the information needed for the operation of its processes and for its products and services to reach compliance.

This information is sustainable and accessible as necessary.

When the need for change and trends are addressed, our organization; assesses existing knowledge and determines how to gain or access any additional information and updates needed.

Revision Nature:	
APPROVED	
General manager	

Institutional information that is specific to our organization and generally gained through experience is shared within the institution through orientation trainings.

It provides any information that our organization needs by receiving training. The General Manager decides how access will be provided.

Ref: Human Resources and Training Procedure

7.2 Qualification
Our organization:
a) Determined the required competence of the person(s) working under his/her control, which affects the performance and effectiveness of the Quality and Information Security Management Systems,
b) Assured the qualifications of these people, taking into account their appropriate education, training and experience,
c) When applicable, it carries out the necessary activities to gain the required competence and evaluates the effectiveness of these activities,
d) Retains appropriate documented information as evidence of competence.

Ref: Training Procedure

7.3 Awareness
The organization should ensure that those working under its control are aware of:
8.0   Quality policy,
9.0   Relevant quality objectives
10.0   Their contribution to the effectiveness of their Quality and Information Security Management Systems, including the benefits of improved performance,
11.0   To be involved in cases where the requirements of Quality and Information Security Management Systems are not met.

Ref: Training Procedure

7.4 Communication
Our organization; It has determined the necessary internal and external communications regarding Quality and Information Security Management Systems, including the following:
a) What to communicate about
b) When to communicate
c) Who to communicate with
d) how to communicate,
e) Who to contact.

Revision Nature:	
APPROVED	
General manager	

Internal communication includes elements that will support general participation such as sharing policies and goals, sharing the realization of goals, sharing changes that affect the quality system (new services, etc.), workflows and work follow-up.

Meetings held at different levels, especially the boards placed in common areas, confluence and internal correspondence constitute the main elements of our Internal Communication System.

Workflows and work tracking are done through the Confluence system, this system is used like an intranet.

At the Management Review Meeting, which is held at least once a year, the realization of the targets, the new targets and the factors affecting the Quality and Information Security Management Systems are discussed.

At the Management Review Meeting, which is held at least once a year, the realization of the targets, the new targets and the factors affecting the Quality and Information Security Management Systems are discussed.
Process interaction table

7.5 Documented information
7.5.1 General
Our organization's Quality and Information Security Management Systems include the following:
- Documented information required in this standard,
- Documented information determined by our organization to increase the effectiveness of Quality and Information Security Management Systems.

Ref: Document and Record Control Procedure

7.5.2 Creating and updating
Our organization; When creating and updating documented information, it appropriately secures the following:
1. Description and description (for example, a title, date, author or reference number),
2. Format (eg language, software version, graphics) and media (eg paper, electronic),
3. Review and approval for suitability and adequacy.

7.5.3 Control of documented information
7.5.3.1 Our Quality and Information Security Management Systems and the documented information required by this standard are controlled to ensure that:
1. Availability and suitability for use where and when needed,
2. Appropriate protection (for example, loss of confidentiality, improper use, or loss of integrity).
7.5.3.2 For the control of documented information, the organization has identified the following activities as applicable:
a) Distribution, access, use and reuse,

Revision Nature:	
APPROVED	
General manager	

b) Archiving and preservation, including preservation of quality
c) Control of changes (for example, version control),
d) Conservation and disposal.

Documented information of external origin determined by our organization as necessary for the planning and operation of Quality and Information Security Management Systems is properly defined and controlled.

Documented information retained as evidence of conformity is protected against undesired changes. Records can be kept on documents as well as electronically. Records in the computer environment are backed up periodically.

Ref: Document and Record Control Procedure

8 Operations

8.1 Operational planning and control

The Process approach has been taken as a basis in order to establish, document, implement, ensure the effectiveness and continuity of our Quality and Information Security Management Systems and ensure their continuous improvement.

As can be seen from our organizational chart, the Quality and ISMS Management Center has been established in order to carry out coordination and execution activities in the establishment and continuity of Quality and Information Security Management Systems.

The managers of the departments are responsible for the coordination and execution in the fulfillment of their responsibilities regarding the quality system of their departments.

Our senior management has taken and implemented certification decisions in order to objectively evaluate our Quality and Information Security Management Systems and to identify areas for improvement.

With the audits to be carried out every year, it is ensured that our Quality and Information Security Management Systems are maintained in a healthy way and that improvements are planned.

8.2 Terms for products and services
8.2.1 Communication with the customer

Communication with the customer includes:
a) Providing information about products and services,
b) Handling inquiries, contracts and orders, including changes,
c) Providing feedback from customers about products and services, including customer complaints,
d) Handling and control of customer property,

Revision Nature:	
APPROVED	
General manager	

   e) Setting special conditions for contingencies (when appropriate).

8.2.2 Determination of terms for products and services
While determining the conditions for the products and services to be offered to the customer, our organization ensures the following:
- a) Defining terms for products and services, including:
  - 1) Primary and secondary regulatory requirements applicable to the product,
  - 2) Conditions that the organization considers necessary.
- b) The organization can meet the declared conditions for the products and services it offers.

8.2.3 Review of terms for products and services
8.2.3.1 The organization assures that it has the ability to meet the requirements for the products and services to be offered to the customer. Before our organization commits to providing the product to the customer, it conducts a review that includes:
0   Terms specified by the customer, including terms of delivery and post-delivery activities,
1   When the conditions not stated by the customer but necessary for the stated or intended use are known,
- c) Conditions specified by our organization,
- d) Primary and secondary regulatory requirements applicable to products and services,
- e) Contract or order terms different from those previously expressed.

Our organization assures that matters related to contract or order terms different from those previously defined are resolved.

When the customer does not declare his terms in a documented manner; customer requirements are confirmed by our organization prior to acceptance.

8.2.3.2 Our organization maintains documented information regarding the following, as applicable:
- a) review results,
- b) New terms for products and services.

8.2.4 Change of conditions for products and services
When the conditions for products or services change, our organization ensures that the relevant documented information has been changed and that the relevant personnel are aware of the changed conditions.

Ref: Sales Procedure

8.3 Design and development of products and services
out of scope

8.4 Control of outsourced processes, products and services

Revision Nature:	
APPROVED	
General manager	

8.4.1 General
Our organization ensures that externally supplied processes, products and services comply with the requirements.

Our organization should determine the controls to be applied to outsourced processes, products and services in the following situations:
 a. When it is aimed to combine the products and services from external suppliers with our own products and services,
 a) If the products and services are supplied directly to the customer/customers by external suppliers on behalf of our organization,
 b) When a process or part of a process is supplied by an external supplier at our organization's decision.

Our organization has determined and applies criteria to evaluate, select, monitor and re-evaluate the performance of external suppliers, based on their ability to supply processes, products and services. Our organization maintains documented information about these activities and the activities needed as a result of the evaluation.

8.4.2 Type and size of control
Our organization ensures that outsourced processes, products and services do not adversely affect the organization's ability to regularly provide appropriate products and services to customers.

Our organization:
- Ensured that externally supplied processes are under the control of the organization's Quality and Information Security Management Systems,
- It has defined the controls it intends to apply to an external supplier and the results it supplies.
- It evaluated the following:

 ✓ Outsourced processes, products and services, the organization's; the potential impact on the customer and its ability to consistently provide product that meets applicable primary and secondary regulatory requirements;
 ✓ The effectiveness of controls implemented by external suppliers.
- Assigned verification or other activities needed to ensure that outsourced processes, products and services meet requirements.

8.4.3 Information for external supplier
Our organization ensures compliance with the terms before sharing them with the external supplier.

Our organization provides information to the external supplier regarding:
 a) Processes, products and services to be supplied,
 b) Confirmation of the following:

Revision Nature:	
APPROVED	
General manager	

    1) products and services,
    2) methods, processes and equipment,
    3) Launch of products and services.
c) Competence, including the required qualification of personnel,
d) The interaction of external suppliers with the organization,
e) The control and monitoring that the organization will apply to the performance of external suppliers,
f) Verification or validation activities that the organization or its customer intends to perform at the external supplier's premises.
Ref: Purchasing and Supplier Evaluation Procedure

8.5. CONTROL OF SERVICE PROVISION

8.5.1 Control of Service
All Sales, Promotion and Marketing processes are carried out by providing the following conditions;
d. Availability of information describing the characteristics of the service to be provided,
e. Keeping work instructions
f. Use and possession of surveillance and measuring devices,
g. Implementation of surveillance and measurement activities,
h. Implementation of end-of-service and after-service activities.

All basic and support procedures are evaluated under this heading and the services we provide are controlled by the methods specified in these procedures.

8.5. 2 Identification and Traceability

Projects are called projects in order to ensure traceability in terms of customer satisfaction and project compliance before and after the delivery of ARGE SECURITY service and product to the customer. Situations shared by the customer with the project manager are monitored under the project name and necessary support is provided.

8.5.3 Customer or external supplier property
Since there are no customer products that need to be protected under this title, they are excluded from the **scope** .

8.5.4 Enclosure
Our product is protected until the intended place of delivery.

8.5.5 Post-delivery activities
Our organization meets the requirements for post-delivery activities related to products and services. In determining the required post-delivery activities, our organization considers:
    1. Primary and secondary legislation requirements,

Revision Nature:	
APPROVED	
General manager	

2. Potential undesirable consequences for products and services,
3. The nature, use and intended life of products and services,
4. customer terms,
5. Customer feedback.

Ref: Sales Procedure

8.5.6 Control of changes

Our organization reviews and controls changes for production and service delivery to the extent necessary to ensure continued compliance with requirements.

Our organization maintains documented information describing the results of the review, the person(s) approving the change, and any necessary action resulting from the review.

Ref: Sales Procedure

8.6 Product and service delivery

Our organization implements planned arrangements to verify that the product and service meets the requirements at appropriate stages.

The delivery of products and services to the customer does not take place unless the planned arrangements are completed successfully, unless approved by a relevant authority and, where applicable, by the customer.

The organization should retain documented information regarding the delivery of products and services. Documented information should include:
   a) Evidence of conformity with the acceptance criteria,
   b) Traceability to the person(s) who approved the submission.

Ref: **Customer Satisfaction**

8.7.1 Our organization ensures that non-compliant output is identified and controlled in order to prevent its undesired use or delivery.

Our organization takes appropriate actions based on the nature of the nonconformity and its impact on the conformity of the product and service. This also applies to non-conforming product detected after delivery of the product, service delivery, or after.

Our organization handles inappropriate output in one or more of the following ways:
   1. correction,
   2. The offered product and service; separation, quarantine, recall or suspension,
   3. informing the customer,
   4. Obtaining authorization for conditional acceptance.

Revision Nature:	
APPROVED	
General manager	

When nonconforming printouts are corrected, the product is subject to revalidation to demonstrate compliance with requirements.

8.7.2 Our organization maintains documented information including:
   a. identifying the nonconformity,
   b. describing the activities carried out,
   c. defining any conditional acceptance,
   d. Identifies the authority who took action regarding the nonconformity.

   Ref. Corrective Actions Procedure

9 Performance evaluation
9.1 Monitoring, measurement, analysis and evaluation
9.1.1 General
   Our organization develops, plans and implements applications as described below in order to monitor, measure and improve the suitability of our services and the suitability and effectiveness of our Quality and Information Security Management Systems.
   a. Verification of purchased product
   b. Control of services
   c. internal audits
   d. Customer surveys, data analysis and corrective/preventive actions

9.1.2 Customer satisfaction
Our organization monitors the customer's perception of the extent to which their needs and expectations are met. Our organization has designated methods for obtaining, monitoring and reviewing this information.

Regarding customer satisfaction, customer surveys may include customer feedback on delivered product and service quality, meetings with customers, market share analyses, compliments, warranty claims, and reports from vendors.

Ref: Data Analysis Procedure

9.1.3 Analysis and evaluation
Our organization analyzes and evaluates appropriate data and information from monitoring and measurement.

Analysis results are used to evaluate:

- Compliance of products and services,
- Customer satisfaction level,
- Performance and effectiveness of Quality and Information Security Management Systems,
- Whether the planning is done effectively or not,

Revision Nature:	
APPROVED	
General manager	

- The effectiveness of the activities carried out to identify risks and opportunities,
- Performance of external suppliers,
- Improvement needs of Quality and Information Security Management Systems.
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9.2 Internal audit

Our organization conducts internal audits at planned intervals to determine the status of Quality and Information Security Management Systems regarding:

a) Compliance with:
   1) To the conditions of our organization's Quality and Information Security Management Systems,
   2) To the requirements of ISO 9001 and ISO 27001 Standards.
b) It is effectively implemented and maintained.

   Our organization:

a) Planned, established and maintained an audit program(s) by evaluating the importance of the processes, changes affecting the organization, and previous audit results, including frequency, methods, responsibilities, planning requirements and reporting,
•   For each audit, audit criteria and scope have been determined,
•   Auditors were selected and conducted audits to ensure the objectivity and impartiality of the audit process.
c) Ensured that the audit results are reported to the relevant management,
d) Have taken appropriate corrective and corrective action without any delay,
•   Retained documented information as evidence of the implementation of the audit program and audit results.

Ref: Internal Audit Procedure

9.3 Management review
9.3.1 General
Top management reviews the Quality and Information Security Management Systems at planned intervals in order to ensure that the organization's Quality and Information Security Management Systems continue to be appropriate for its purpose, adequacy and effectiveness, and that it is compatible with the strategic direction of the organization.

9.3.2 Management review inputs
Management review is planned and conducted taking into account:
a) The status of the activities decided in the previous management's review meetings,
b) Changes in internal and external issues related to Quality and Information Security Management Systems,
c) Information on the performance and effectiveness of Quality and Information Security Management Systems, including trends in:
   1) Customer satisfaction and feedback from related parties,

Revision Nature:	
APPROVED	
General manager	

2) The degree to which quality objectives have been achieved,
3) Process performance and suitability of products and services,
4) Nonconformities and corrective actions,
5) Monitoring and measurement results,
6) examination results,
7) Performance of external suppliers.
e) Availability of resources,
f) The effectiveness of the activities carried out for the activities to identify risks and opportunities (see Article 6.1),
g) Opportunities for improvement.

9.3.3 Management review outputs

Management review outputs include decisions and actions related to:
1. opportunities for improvement,
2. The need for change regarding Quality and Information Security Management Systems,
3. Resources needed.

Our organization retains documented information as evidence of management review results.

Ref: Management Review Procedure

10 Improvements
10.1 General
Our organization has identified and selected opportunities for improvement, and implements necessary actions to meet customer requirements and increase customer satisfaction.
These include:
   a. To meet the requirements and to improve products and services by determining future needs and expectations,
a) To correct, prevent or reduce undesirable effects,
b) To increase the performance and effectiveness of Quality and Information Security Management Systems.

10.2 Nonconformity and corrective action
10.2.1 When a nonconformity occurs, including from complaints, our organization:
- Responds to non-compliance and as applicable:
1. Takes action to control and correct nonconformity,
2. Evaluates the results.
- your non-compliance; Evaluates the need for activity in order to eliminate the causes so that it does not occur again or elsewhere, taking into account the following:
1. Review and analysis of nonconformity,

Revision Nature:	
APPROVED	
General manager	

2. Determination of the causes of nonconformity,
3. Determination of the existence or potential occurrence of similar non-compliances.
- Performs any activity needed,
- Reviewing the effectiveness of the corrective actions taken,
- Updates the risks and opportunities identified during planning as needed,
- Makes changes in Quality and Information Security Management Systems when necessary.

Corrective action is appropriate to the impact of the encountered nonconformity.

10.2.2 Our organization retains documented information as evidence of:
   a) The nature of the nonconformities and the subsequent action,
   b) The result of corrective actions.

10.3 Continuous improvement
Our organization continuously improves the suitability, adequacy and effectiveness of its Quality and Information Security Management Systems.
Our organization; Evaluates the results of analysis and evaluation, management review outputs, to identify needs and opportunities as part of continuous improvement.

Ref: Corrective Action

Revision Nature:	
APPROVED	
General manager	