3.1. Quality management system

In today's environment of information, technology and experienced great improvements in communications societies are experiencing a fierce competition every passing day and new developments economic competition   It drags into. world   of trade globalization has expanded the scope and limits of competition has steadily increased the number of participants in the race. Moreover, participants in the race is more superior every day. Customers are now more conscious, customer expectations have become more knowledgeable and reached the highest level. Now it is necessary to go beyond the expectations of customers is not enough to meet customer expectations. increased pace of change, developments in technology have made it possible in particular applications previously unimagined. Now it is very difficult to survive the institutions that can not adapt to change and exchange rates. Businesses in all sectors to survive but to customer needs and expectations will be realized by providing suitable production of goods or services. For this reason, institutions, starting from the design stage of production, marketing and after-sales services covering all stages of the implementation and continuous improvement of the Quality Management System has been targeting a sine qua non. ISO 9000 Quality System Standards, from the date of publication (1987) since receiving the most attention and has become international standards find application. ISO 9000 Quality Management System Standards Series, how to establish an effective management system, unroll can be documented and maintained.

ISO 9000 Quality Standard Series, in order to increase the customer satisfaction of guiding organizations on the establishment of the Quality Management System, and to develop and International Standards Organization (ISO) is a set of standards that have been published. The ISO 9001 Quality Management defines the requirements that must be applied during the establishment of the system and is essential to certification standards. However, the International Standards Organization (ISO) 's standards that guide has also been published. ISO 9001 standards and guidelines are referred to as the ISO 9000 series. The ISO 9000 series of standards with the following organizations of all types and sizes to create an effective Quality Management System has been developed for its application.

ISO 9001 Quality Management System, customer expectations, envisaging the improvement of customer satisfaction with the needs and ways to meet regulatory requirements have is a globally recognized quality management system format. satisfaction of customers from the organizational structure of the organization level,   Analysis of data collected the effective management of the process, from product design to internal audit determines the Quality Management System conditions at many points to sales, buying. ISO 9001 Standard is essentially a control mechanism. The purpose of this standard, to reduce errors and defects, eliminate, and more importantly, to prevent errors and defects that may occur. Standard, not directly related to the quality of the products and services, management

It relates to the quality of the system. The basic assumption here, if effective creation and implementation of a Quality Management System to meet customer needs with quality products and services to be produced.

ISO 9001 Standard is not exhaustive and includes general conditions. Big or small, without distinction may be applied for each sector. Correctly understood and represents a powerful management system when applied correctly.

ISO 9001 Standard Quality Management System is how to create entirely left to the organizations. Do this "standard" is not a Quality Management System to create a Quality Management System that meets the standard's requirements.

On the basis of the ISO 9001 standard has 8 quality standards;

one. Customer Focus

2nd. Leadership

3. Employee Engagement

4. Process Approach

5. System approach to management

6. Continuous improvement

7. Decision-making approach based on the data

8. mutual benefit with suppliers

ISO Certificates issued by the Turkish Standards Institute;

one. TS EN ISO 9001 - Quality Management System

2nd. ISO 10002 - Customer Satisfaction Management System

3. TS EN ISO 14001 - Environmental Management System

4. TS OHSAS 18001 - Occupational Health and Safety Management System

5. ISO / IEC 27001 - Information Security Management System

6. ISPA EN 22000 - Food Safety Management System

7. ISO 50001 - Energy Management System

8. ISO 22301 - Business Continuity Management System

9. ISO 31000 - Risk Management

10. ISO 28000 - Supply Chain Security Management System

11th. ISO 29990 - Education and Training Services Management System