



# ORGANIZATION HANDBOOK

"This handbook shows the way of practice of Yönetim Belgelendirme Merkezi Test ve Gözetim Hizmetleri Ltd. Şti. and is implemented and executed by the General Manager."

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**Zühtü Özdemir**  
**General Manager**

## 1. All personnel related to certification activities

- 1.1 All rules given in clause 7.1 of ISO/IEC 17021-1:2015 apply. In addition, the International Accreditation Form (IAF) documents (such as IAF MD1, MD2, MD3, MD4, MD5 and others), European Accreditation Association Standards (EA) and guidelines (such as EA-7 series documents published for system certification activities) and the guidelines and documents published by the Turkish Accreditation Agency (TÜRKAK) for conformity assessment bodies carrying out system certification activities (such as R10 and R40 series documents).
- 1.2 It is evaluated with additional questions in the Competency assessment and code assignment forms for the personnel involved in the certification activity and the Application Assessment and Planning Manager, Certification Manager and Certification committee members.
- 1.3 In addition, the activity in which the certification body's personnel are involved **ISO 17021-1:2015 / ISO 17021-2:2016 / ISO 17021-3:2017 / ISO 27006:2024 / ISO 22003:2015 / ISO 22003-1:2022 / ISO 22003-2:2022 / IAF MD 9:2023 / IAF MD 5:2023 / IAF MD 01:2023 / IAF MD 02:2023 / IAF MD 22:2023 / ISO IEC 20000-6:2017 / ISO 50003:2021 / TSE ISO IEC TS 17021-6:2014 / ISO IEC TS 17021 9:2016 / ISO / IEC TS 17021-10:2018**
- 1.4 All personnel involved in certification and audit activities should have the following personal characteristics
  - a) Ethics (fair, sincere, trustworthy and kind),
  - b) Open-minded (able to consider alternative ideas and perspectives),
  - c) Diplomatic (intuitive and courteous when meeting people),
  - d) Attentive (actively aware of the physical environment and activities),
  - e) Perceptive (capable of grasping situations),
  - f) Versatile (easily adaptable to different situations),
  - g) Resilient (persistent, focused on targeted goals),
  - h) Conclusive (reaching timely conclusions based on logical reasoning and analysis) and
  - i) Have self-confidence (acting and working independently in dealing with others).

## 2. Certification Committee (Person(s) Approving Certification)

- 2.1 The YBM retains the authority and is responsible for decisions related to certification, including granting, maintaining, renewing, extending and reducing, suspending and withdrawing certification. It may not subcontract this authority.
- 2.2 The Certification Committee is the final authority to review all audit reports and transition requests and to issue the quality system certificate. Partners of YBM with more than 10% shares are not included in the committee to ensure impartiality.
- 2.3 New personnel selected to take part in the certification committee must meet the following criteria.
  - a) Members are selected from people who are knowledgeable about the audit and certification process, have management experience in one or more industries within the scope of YBM accreditation and have experience in documented management systems.
  - b) All members must have successfully completed an accredited lead auditor course in ISO 9001 / ISO 14001 / ISO 27001 / ISO 27701 / ISO 22000 / ISO 45001 / ISO 50001 / ISO 20000-1 / ISO 22301 / ISO 13485 / ISO 37001 or the relevant management system standard for which they will serve on the committee.
  - c) Members must be selected by the Certification Manager and approved by the General Manager. Certification committee member list is defined in D-03. No consultant or consultancy firm employee can be included in the certification committee. This is verified by the General Manager before approval.
  - d) Certification committee member list D-03 is reviewed and updated every six months.
  - e) The competence of members should be assessed during committee meetings. Competence is defined as (1) having up-to-date knowledge of the YBM program, policies and procedures, interpretations and audit needs; (2) continuous practice with the certification process of management systems; (3) understanding the standard and certification requirements and having sufficient knowledge and experience to evaluate the audit process and relevant recommendations of the audit team; (4) receiving annual training.
- 2.4 In the selection of committee members who will be actively involved in certification decisions, compliance with the following conditions is sought.

- a) Each certification decision is taken with at least one member from the committee member list (D-03). For a positive decision, the positive decision of the entire member(s) is required.
- b) The Certification Manager decides whether to elect one or more members and this is defined in Form F-051.
- c) Where a certification decision needs to be made with a member, the person selected to make the certification decision must be at the level of an experienced lead auditor.
- d) If there is no person in the EA code appropriate to the scope of the company whose file will be examined in the person / persons selected for the certification decision, an expert should be present.
- e) Members should have the necessary knowledge and experience about the audit standard performed.
- f) The certification committee officer shall be selected in such a way that he/she has no bias or vested interest in the certification decision. To ensure this, members must:
  - Not participating in the audit of the client company,
  - Not being in a direct or indirect business relationship with any company that has provided consultancy services to the client company,
  - He/she is not expected to be an owner or director of the client company or its business competitors.

## 2.5 When making the certification decision, the Certification Committee:

- a) Review all certification audit, interim audits if required and renewal audit reports. As a result of this process, the audit team should accept the recommendation or make a counter-recommendation.
- b) It should review the documentation submitted by companies that have been issued a certificate of conformity by another certification body during their transition requests and decide whether to accept or reject the request.
- c) Review audit reports and recommendations for compliance with the conditions given in the YBM system.
- d) Certification decisions are not made until the corrective action reports on nonconformities identified in terms of the management system standard are received.
- e) Each certification decision is documented and supported by concrete evidence. Certificates can only be issued after a positive certification recommendation from the audit team has been accepted.

## 2.6 A list of current members can be found in document D-03 Certification Committee.

### **In terms of OHS and Environmental Management System:**

- a) Environmental terminology
- b) Environmental dimensions and impacts and techniques for identifying and assessing their environmental significance
- c) Environmental performance assessment
- d) OHS and Environment Legal and other requirements

### **General:**

- a) Products, processes and practices, relevant food safety management system rules,
- b) Relevant standards, certification process
- c) Assessing and reviewing the accuracy and completeness of an audit report,
- d) Assessing and reviewing the effectiveness of corrective actions,

### 3. General Manager

The Company Owner and General Manager represent the senior management. The General Manager carries out executive duties on behalf of senior management. The General Manager is fully responsible for the management of YBM's ISO 17021 system. The Managing Director should pay special attention to the views of the Impartiality Committee and, as far as possible, steer the certification program in line with its recommendations.

The powers and responsibilities of the General Manager include the following matters, whereas the scope of responsibility is not limited to these matters.

- a) Development of policies, including quality policy,
- b) Developing, approving, implementing and maintaining certification program policies related to YBM work.
- c) Overseeing the implementation of policies and procedures,
- d) Overseeing the YBM's financial structure,
- e) Ensuring achievement of all financial targets and budget targets.
- f) Managing the document backup system
- g) Development of management system certification services and plans,
- h) Conducting audits and certification and responding to complaints,
- i) Establishment of committees for certification decisions,
- j) The General Manager is responsible for ensuring impartiality.
- k) Authorizing individuals or committees to carry out designated activities on its behalf, when necessary,
- l) Creating short and long term business plans and ensuring that these plans reach their targets.
- m) Conduct an annual review and ensure that the certification program is running effectively and efficiently in accordance with P-15.
- n) Providing guidance to the YBM management on continuous improvement and effective practices to maintain the compliance of the certification program with international standards.
- o) Consultation with the Impartiality Committee prior to all critical decisions regarding the certification process and the documentation used in this context.
- p) Coverage of new services and new industries.
- q) Signing mutual cooperation agreements with other certification bodies and agencies.
- r) Investigating nonconformities that arise as a result of customer complaints and internal audits and ensuring that necessary corrective actions are initiated and finalized.
- s) Signing contracts with clients and auditors. Authorization related to this activity may be delegated when necessary.
- t) Authorization to represent the YBM to the YBM representative offices that may be established. Authorization related to this activity may be delegated when necessary.
- u) Controlling and monitoring whether YBM regional representative offices meet the specified eligibility requirements
- v) Resolution of complaints, disputes and disagreements. Where the Director General is a party, the Certification Manager is responsible for resolving these matters.
- w) Ensuring the composition of the EIC, searching for new candidates and presenting them to the board for approval.
- x) Initiating the sanction process to be applied if it is determined that the customers whose certification process has been completed use YBM logos and certificates, accreditation institution logos inappropriately.
- y) Approval of new members for the YBM Certification Committee. This authority may be delegated to the Certification Manager.
- z) Allocating the necessary resources and providing manpower to sustain the certification program.
- aa) YBM, Risk Analysis and determination of actions as a result of evaluations and continuous monitoring.
- bb) YBM conducts performance evaluations of administrative staff on an annual basis. When necessary, it submits a report on personnel performance to the Senior Management.
- cc) Coordinating activities related to liability insurance

- dd) Deputizes the Management Representative in his/her absence
- ee) He/she should be familiar with the procedures of YBM, TURKAK documents and IAF Guidelines for pricing and calculation of man-days.
- ff) Must be familiar with other YBM policies and procedures.
- gg) Must take the lead auditor courses of management systems such as QMS, EMS, ISMS, ItSMS, OHSMS, MDQMS, FSMS, EnMS, etc.
- hh) Must have a minimum of a bachelor's degree.
- ii) The General Manager is authorized and responsible for the approval of all UAF and Türkak accredited documents. When necessary, he/she may delegate document approvals to the responsibility of the Certification Manager.
- jj) **It is the responsibility of the General Manager of YBM to keep the distribution of participation and membership under constant control in order to ensure an absolute majority at the EIC meeting and to achieve balanced representation (representatives from each sector should be members).**
- kk) Ensuring that the EIC is convened in the event of changes in the YBM's Scope
- ll) **The General Manager is responsible for the acceptance of the existence of risky processes in the decisions taken as a result of the assessment of the YBM Risks discussed at the EIC meeting.**

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## 4. Committee to Ensure Impartiality

EIC was established to monitor the activities of the company employees, certification committee and senior management and to guarantee the appropriateness and impartiality of the certification process.

EIC convenes at least once a year after the Internal Audit process is completed. The meeting organization is carried out with the secretariat of a person to be appointed from YBM Personnel with the decision of the General Manager.

The General Manager may request the General Manager to convene the EIC in case of changes in the scope of the YBM.

It is the responsibility of the General Manager of YBM to keep the distribution of participation and membership under constant control in order to ensure an absolute majority at the EIC meeting and to achieve balanced representation (representatives from each sector should be members).

The existence of risky processes in the decisions taken as a result of the assessment of the YBM Risks discussed at the EIC meeting is taken into consideration under the responsibility of the YBM senior management. The task of the EIC cannot be the elimination or approval of the risks, this decision belongs to the Senior Management. The evaluation, analysis, elimination and approval of the remaining risks are resolved by the extraordinary EIC meeting of the Senior Management. This process is carried out in the same way as the process of EIC meetings.

Decisions taken at the EIC meeting are recorded in the Meeting Minutes. These decisions are discussed at the EIC meeting of the YBM Senior Management. EIC decisions are advisory for YBM and the decision whether or not to be taken into consideration belongs to YBM Senior Management. If accepted, they are reflected in the decisions of the EIC Meeting and followed up. Recommendations that are not accepted are recorded on the grounds and discussed at the next EIC meeting.

EIC authorities and responsibilities include, but are not limited to, the following. EIC is responsible for implementing all items specified in the P-33 (0) Ensuring Neutrality procedure.

- a) Review the certification program's audit scope, conditions, process and methods, make recommendations and help it develop policies to ensure the objectivity of its activities,
- b) Preventing any tendency to allow commercial and other considerations to interfere with the requirement to ensure consistent objectivity of the certification service,
- c) Advise on issues affecting confidence in certification, including openness and public understanding,
- d) Review and make recommendations on changes to YBM quality procedures and manuals that are approved by the General Manager and are expected to have a significant impact on customers.
- e) Reviewing the activities of regional representative offices and making recommendations.
- f) To approve new members of the Impartiality Ensuring Committee appointed by the General Manager.
- g) Advise on the methodology and frequency of interim inspections in specific industries.
- h) Review internal audit results and related corrective actions.
- i) Review customer complaints and related corrective actions.
- j) To make recommendations to determine the qualification requirements for the lead auditor and auditors for each industry.
- k) To advise on auditor training needs, audit methods for specific industries, specific resource needs and audit needs for industries that are not included in YBM's current certification process.
- l) Advise on the correct use of certificates and YBM logos.
- m) To identify the needs for various committees and working groups that may need to be established within the scope of mutual responsibilities between the YBM and the industry.
- n) The EIC convenes at least once a year. Meeting frequency may be increased according to need. The meeting place is determined by the General Manager. Meeting quorum is the absolute majority of the member list defined in D-02. Other rules regarding the functioning of the EIC are defined in D-01.
- o) Provide an impartial opinion on the certification process at any time when needed.
- p) To inform the relevant institutions, e.g. the accreditation body, in case any decision of the committee is disregarded by the YBM management and a contrary action is taken.
- q) Reviewing and advising on the timeliness of the YBM risk analysis assessments.

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## 5. Accreditation Manager

Responsible for the operation of the system together with the Management Representative. Reports to the General Manager. **Accreditation Manager, ISO 17021-1:2015 / ISO 17021-2:2016 / ISO 17021-3:2017 / ISO 27006:2024 / ISO 22003:2015 / ISO 22003-1:2022 / ISO 22003-2:2022 / IAF MD 9:2023 / IAF MD 5:2023 / IAF MD 01:2023 / IAF MD 02:2023 / IAF MD 22:2023 / ISO IEC 20000-6:2017 / ISO 50003:2021 / TSE ISO IEC TS 17021-6:2014 / ISO IEC TS 17021 9:2016 / ISO / IEC TS 17021-10:2018** and must have received the relevant training. Carries out the following tasks.

- a) Preparation and control of Procedures, documents, work instructions, checklists and forms that meet the requirements of ISO 17021.
- b) Review all marketing and advertising materials for compliance with the certification program.
- c) Managing the internal audit program.
- d) Determining the scope and needs of auditor training.
- e) Managing the corrective action system.
- f) Managing the YBM training and human resources program.
- g) Taking an active role in relations with accreditation bodies.
- h) Providing orientation trainings to newly recruited personnel.
- i) Managing the archive
- j) Informing the management of the activity program and ensuring that they meet
- k) Determining the topics to be discussed before the meeting and informing the participants about the agenda
- l) Keeping the minutes of the management review meeting
- m) Must have a good command of YBM policies and procedures.
- n) Good knowledge of ISO 17021-1, -2, -3, Turkak Guidelines and related IAF requirements.
- o) Must take lead auditor courses of management systems such as QMS, EMS, OHSYS, ISMS, **ITSMS, EnMS, PIMS** etc.
- p) Must have a minimum of a bachelor's degree.

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## 6. Certification Manager

He/she reports to the General Manager and is responsible for the effective functioning of the certification program as a whole and maintaining compliance with accreditation conditions. **Certification Manager, ISO 17021-1:2015 / ISO 17021-2:2016 / ISO 17021-3:2017 / ISO 27006:2024 / ISO 22003:2015 / ISO 22003-1:2022 / ISO 22003-2:2022 / IAF MD 9:2023 / IAF MD 5:2023 / IAF MD 01:2023 / IAF MD 02:2023 / IAF MD 22:2023 / ISO IEC 20000-6:2017 / ISO 50003:2021 / TSE ISO IEC TS 17021-6:2014 / ISO IEC TS 17021-9:2016 / ISO / IEC TS 17021-10:2018** standards and must have received relevant training.

Other responsibilities of the Certification Manager are given below.

- a) Coordination of the work of the Certification Committee
- b) Managing the selection and assessment of auditors.
- c) Reporting to the YBM management team on the certification program and the performance of the YBM for review purposes
- d) Resolving disputes and conflicts through the work carried out together with the General Manager
- e) Informing clients about changes in the rules of the certification program and soliciting their views.
- f) Determination of criteria for personnel to be included in the certification program.
- g) Approval of scope change requests for certificates.
- h) Detection of breaches of contract that may lead to the revocation or withdrawal of certification. Notifying the client of this situation and the necessary corrective action.
- i) Examination of reports on misuse of YBM logos and certificates, accreditation body logos.
- j) Develop and implement changes to the certification program to ensure the expansion of the scope of accreditation.
- k) Creation and control of client and auditor database.
- l) Management and execution of the certification program. This includes
  - When all nonconformities are closed, the Certification Manager performs the preliminary review of the audit package according to Form F-033
  - F-023 Completion and signature of the section on the Recommendation Report related to the submission of the audit package to the committee and submission of the audit package to the committee
  - Review of nonconformities identified in the audit
  - Review of customer corrective actions.
- m) The Certification Manager must have the appropriate information infrastructure to support the fulfillment of the tasks of reviewing contracts related to the certification of Management Systems and must have received training to support this.
- n) Receive training on environmental risks and be able to assess the environmental risk dimension of the applicant organization. In cases where it is not sufficient, it should receive support from technical experts and auditors.
- o) Should be familiar with ISO 14001 environmental terminology
- p) Have knowledge of ISO 14001 environmental aspects and impacts and techniques for identifying and assessing their environmental significance
- q) Adequate selection of personnel to supervise factors due to the activities of the business, such as sensitive environments
- r) YBM plays an active role in risk analysis and assessment processes and ensures follow-up.
- s) Must take the lead auditor courses of management systems such as QMS, EMS, ISMS, OHSYS, **ITSMS, EnMS, PIMS** etc.
- t) He/she should be familiar with the procedures of YBM, TURKAK documents and IAF Guidelines for pricing and calculation of man-days.
- u) Must have a minimum of a bachelor's degree.

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## 7. Business Development and Strategy Manager

The Business Development and Strategy Manager reports to the General Manager and is responsible for the following matters.

- a) Development and execution of marketing activities.
- b) Achieving the number of certifications and profit targets.
- c) Managing Sales representative and regional representative offices, excluding foreign representative offices.
- d) Preparation of promotional materials in line with the instructions of the accreditation body and carrying out advertising activities.
- e) On-site presentations to prospective customers, exploring sales opportunities.
- f) Exploring new industries and types of services to expand the existing range of services.
- g) Signing agreements with other organizations to contribute to the development of YBM.
- h) Identifying and researching new regions to open YBM offices.
- i) Preparing the certification package and ensuring that it is delivered to the customer
- j) The YBM is involved in risk analysis and assessment processes.
- k) Measuring customer satisfaction and reporting to the General Manager
- l) Receive training on environmental risks and be able to assess the environmental risk dimension of the applicant organization. In cases where it is not sufficient, it should receive support from technical experts and auditors.
- m) Should be familiar with ISO 14001 environmental terminology.
- n) Have knowledge of ISO 14001 environmental aspects and impacts and techniques for identifying and assessing their environmental significance.
- o) Must take lead auditor courses of other management systems such as QMS, EMS, **OHSMS** etc.
- p) Minimum Bachelor's degree is required.

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## 8. Application Evaluation and Planning Manager

The Application Assessment and Planning Manager reports to the General Manager and is responsible for the following matters. **Application Evaluation and Planning Manager ISO 17021-1:2015 / ISO 17021-2:2016 / ISO 17021-3:2017 / ISO 27006:2024 / ISO 22003:2015 / ISO 22003-1:2022 / ISO 22003-2:2022 / IAF MD 9:2023 / IAF MD 5:2023 / IAF MD 01:2023 / IAF MD 02:2023 / IAF MD 22:2023 / ISO IEC 20000-6:2017 / ISO 50003:2021 / TSE ISO IEC TS 17021-6:2014 / ISO IEC TS 17021 9:2016 / ISO / IEC TS 17021-10:2018** standards and must have received relevant training.

- a) Assisting the General Manager in determining and implementing the Company's financial policy
- b) Preparation of the Company's payment and collection programs and preparation and submission of monthly financial reports to the General Manager
- c) Receiving the current account breakdown of the invoices issued in each month
- d) Tracking and keeping records of annual and administrative leaves of personnel
- e) Reviewing applications and conducting pricing activities in accordance with the relevant procedures and documents.
- f) Preparation and signing of contracts related to certification.
- g) He/she must have the appropriate information infrastructure to support him/her to fulfill his/her duties of reviewing the contracts related to the certification of QMS, EMS, ISMS, OHSYS, **ITSMS, EnMS, PIMS** and other management systems and must have the appropriate training to support this.
- h) He/she should be familiar with the procedures of YBM, TURKAK documents and IAF Guidelines for pricing and calculation of man-days.
- i) The YBM is involved in risk analysis and assessment processes.
- j) Carrying out salary and insurance affairs of the personnel
- k) Meeting the needs of the office such as fixtures, consumables, etc.
- l) Carrying out the necessary maintenance, repair and operations to keep the office and company vehicles ready for use at all times
- m) Provision of food, heating, etc. needs of the office.
- n) The Application Assessment and Planning Manager must have the appropriate knowledge base and training to support him/her to fulfill the tasks of reviewing contracts related to VGMS certification.
- o) The Application Assessment and Planning Manager must have successfully completed and documented training on the following topics in order to be able to perform the contract review activity in relation to the FSMS certification.
  - a. Principles of hazard analysis and critical control points (HACCP), hazard assessment and hazard analysis,
  - b. Food safety management principles, including pre-requisite programs,
  - c. ISO 22000 Food Safety Management System standard
- p) Application Assessment and Planning Must have successfully completed an internationally recognized and traceable Lead Auditor training, including the requirements of the ISO 19011 standard when required to review contracts related to the SMS. It is not mandatory to have or maintain audit experience after Lead Auditor training.
- q) Application Assessment and Planning When required to review contracts related to the VFMS, the applicant should ensure that he/she has demonstrated his/her ability to use his/her skills in the following areas by showing examples.
  - a. Categorization of applicants within food chain groups and sectors,
  - b. Evaluation of applicants' products, processes and applications,
  - c. Identifying the skills and requirements of the IMS auditors,
  - d. Determination of audit time (Annex B) and duration rules,
- r) Certification bodies' policies and processes for reviewing contracts.
- s) Must have a minimum of a bachelor's degree.

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## 9. Certification Manager

The Certification Manager reports to the Certification Manager and is authorized and responsible for the following. **Certification Manager, ISO 17021-1:2015 / ISO 17021-2:2016 / ISO 17021-3:2017 / ISO 27006:2024 / ISO 22003:2015 / ISO 22003-1:2022 / ISO 22003-2:2022 / IAF MD 9:2023 / IAF MD 5:2023 / IAF MD 01:2023 / IAF MD 02:2023 / IAF MD 22:2023 / ISO IEC 20000-6:2017 / ISO 50003:2021 / TSE ISO IEC TS 17021-6:2014 / ISO IEC TS 17021 9:2016 / ISO / IEC TS 17021-10:2018** standards and must have received relevant training.

- a) Receiving and organizing audit packages from auditors, submitting them to the Certification Manager for review.
- b) Keeping the audit records of the companies under control as electronic and printed records. In this context, accessing archive and server records when necessary.
- c) Preparation of certificates related to approved certification procedures and submission for signature, creation of certification packages and submission to customers.
- d) Taking part in written and verbal communication channels with customer companies and taking part in efforts to meet their requests at every stage.
- e) Receipt of documentation and corrective action related records from customers, planning, coordination and follow-up of document review and corrective action review processes.
- f) Keeping the list / directory of certified companies constantly updated under the coordination of the Certification Manager.
- g) To ensure that the Certification / Interim Audit Reports are uploaded to [Portal.ybm.com.tr](http://Portal.ybm.com.tr) on a weekly basis together with the final committee and that the client is informed.
- h) Removal of audit files to the archive.
- i) Must have a good command of YBM policies and procedures.
- j) Know ISO 17021 and related IAF requirements.
- k) At least one management systems lead auditor course (Preferably: QMS, EMS, ISMS, OHSYS, **ITSMS, EnMS, PIMS** standards or one or more of them)
- l) Must be at least a graduate of Vocational High School.

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## 10. Planning Manager

The Planning Manager reports to the Application Assessment and Planning Manager and is authorized and responsible for the following.

- a) To program the certification audits required by new contracts using customer information.
- b) Coordinating inspections, contacting companies before the inspections and completing the necessary preliminary preparations.
- c) Planning the audits, contacting the auditors, determining the audit teams according to the sector codes, preparing the audit packages following the approval of the Certification Manager and delivering them to the auditors
- d) To appoint an auditor from the auditor database as lead auditor with the knowledge of the Certification Manager.
- e) Ensure agreement between the client and the auditor on the date when the certification audit should take place.
- f) For any changes to be made on the audit days after programming, the Audit Day Change Form F-025 is filled out.
- g) It sends a package to the auditors in accordance with the relevant Audit Package Checklist approximately 30 days before the audit. This is preferably done electronically.
- h) Weekly written notification to the Application Assessment and Planning Manager of the information on the audits that will and have taken place
- i) The Planning Manager schedules interim audits by reviewing the client database. The auditor appoints an auditor from the auditor database as lead auditor.
- j) It provides consensus between the client and the auditor about the date when the interim audit should be performed.
- k) Must have a good command of YBM policies and procedures.
- l) Know ISO 17021 and related IAF requirements.
- m) At least one management systems lead auditor course (Preferably: QMS, EMS, ISMS, OHSYS, **ITSMS, EnMS, PIMS** standards or one or more of them)
- n) Client audit files uploaded to Portal.ybm.com.tr on a weekly basis should be compared by the Planning Manager, taking into account the Certified Firms Guide and Audit Plans.
- o) Must have a minimum of a high school diploma.

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## 11. Foreign Representations Officer

The Foreign Representations Officer reports to the Certification Manager and is authorized and responsible for the following matters.

- a) In line with the objectives of YBM, to carry out cooperation activities with domestic and foreign accreditation institutions within the scope of representation on international standards,
- b) Participating in national and international events, organizing such events jointly or individually,
- c) To coordinate the signing of goodwill and cooperation protocols with foreign accreditation bodies on certain issues when necessary and to monitor their implementation,
- d) To organize overseas assignments and follow up the necessary procedures related to assignments, especially visas,
- e) To ensure that letters, documents and documents in various languages received by mail or e-mail from abroad are examined and those deemed necessary are delivered to our relevant units together with their translations,
- f) Hosting guests from international organizations and making the necessary programs,
- g) To follow up the work and procedures of welcoming, hosting and seeing off senior executives coming from abroad, to provide interpreting services in the meetings of representatives residing in our country and foreign guests visiting our city for various reasons with senior representatives of YBM,
- h) Introducing the activities carried out by YBM to foreign representatives and developing written and visual materials in this regard.
- i) Minimum Bachelor's degree and sufficient command of English.

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## 12. Personnel and Training Officer

The Personnel and Training Officer reports to the Certification Manager and is authorized and responsible for the following matters.

- a) To determine the training needs of the personnel and to ensure that they are realized within a program,
- b) To ensure that the orientation trainings of the newly recruited personnel are planned and realized in a way to cover Quality, Environment and OHS issues and to make their insurance entries,
- c) Preparing performance evaluation surveys, ensuring their implementation and evaluating their results,
- d) To prepare the annual paid leave schedule of the staff,
- e) To take measures for Environmental Protection and Occupational Health and Safety of its employees,
- f) To direct and follow the employees to maintain the computers and tools used in the department and to operate them in appropriate conditions,
- g) To follow the statistical studies carried out in the department,
- h) Making payrolls,
- i) Making monthly insurance premium declarations,
- j) Preparing four-month insurance payrolls,
- k) Prepare Savings Incentive notifications,
- l) Preparing Savings Incentive interest payments,
- m) Must have a minimum of a high school diploma.

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## 13. Chief Auditor

Lead Auditors report to the Certification Manager and are responsible for the following.

- a) Coordination of audit activities. Once the certification process begins, the lead auditor is the client's first point of contact for all matters.
- b) The lead auditor is authorized to make recommendations to the executive committees based on the audit of the client's documented quality system.
- c) Communicating the results of advice and audit procedures to the client and the YBM in accordance with YBM procedures and other applicable requirements.
- d) Maintaining the existence of the Lead Auditor's licenses and certificates and providing the necessary information to YBM in case of any change.
- e) Matters relating to lead auditors are defined in Standard 19011.
- f) Lead auditors must comply with the matters defined in the procedures of the YBM in conducting audits and reporting.
- g) All auditors must be certified to have a university education in the food industry relevant to the field in which they are performing the FSMS audits.
- h) Auditors must have successfully completed an internationally recognized and traceable ISO 9001, 14001, 27001, 45001, 20000-1, 27701, 50001 and other relevant Lead Auditor training, including the requirements of the ISO 19011 standard.
- i) The certification body shall certify that the auditor has at least five years of full-time work experience in the food chain and related industries for initial qualification in one or more sections. This work experience must be in process related areas. At least 2 years of this experience must be in areas related to food safety or quality assurance in food production or in production, retail, control or similar areas.
- j) All lead auditors are appointed according to the relevant standards ISO 17021-1:2015 / ISO 17021-2:2016 / ISO 17021-3:2017 / ISO 27006:2024 / ISO 22003:2015 / ISO 22003-1:2022 / ISO 22003-2:2022 / IAF MD 9:2023 / IAF MD 5:2023 / IAF MD 01:2023 / IAF MD 02:2023 / IAF MD 22:2023 / ISO IEC 20000-6:2017 / ISO 50003:2021 / TSE ISO IEC TS 17021-6:2014 / ISO IEC TS 17021 9:2016 / ISO / IEC TS 17021-10:2018.
- k) Lead auditors must meet the requirements specified in ISO 19011 and TURKAK R 40.02.

## 14. Auditor

The auditors report to the Certification Manager and are responsible for the following.

- a) To provide services in line with YBM Certification policies and objectives.
- b) To be familiar with the relevant standards and documents on the subject to be audited.
- c) To perform the audit in line with the directives and plan given by the lead auditor.
- d) To assist the lead auditor before, during and after the audit and to fulfill the duties assigned by the lead auditor.
- e) Reporting nonconformities and other findings identified during the audit together with the lead auditor.
- f) To adhere to confidentiality and impartiality commitments and to carry out its work according to the contracts it has signed.
- g) Expressing their opinions on the documents they are obliged to implement
- h) Use only current and valid documents.
- i) Matters relating to auditors are defined in Standard 19011.
- j) Auditors must comply with the matters defined in the procedures of the YBM in conducting audits and reporting.
- k) All auditors must be certified to have a university education in the food industry relevant to the field in which they are performing the FSMS audits.
- l) Auditors must have successfully completed an internationally recognized and traceable ISO 9001, 14001, 27001, 45001 and other relevant Lead Auditor training, including the requirements of the ISO 19011 standard.
- m) The certification body shall certify that the auditor has at least five years of full-time work experience in the food chain and related industries for initial qualification in one or more sections. This work experience must be in process related areas. At least 2 years of this experience must be in areas related to food safety or quality assurance in food production or in production, retail, control or similar areas.

- n) All auditors according to the standards to which they are assigned ISO 17021-1:2015 / ISO 17021-2:2016 / ISO 17021-3:2017 / ISO 27006:2024 / ISO 22003:2015 / ISO 22003-1:2022 / ISO 22003-2:2022 / IAF MD 9:2023 / IAF MD 5:2023 / IAF MD 01:2023 / IAF MD 02:2023 / IAF MD 22:2023 / ISO IEC 20000-6:2017 / ISO 50003:2021 / TSE ISO IEC TS 17021-6:2014 / ISO IEC TS 17021 9:2016 / ISO / IEC TS 17021-10:2018.
- o) Auditors must meet the requirements specified in ISO 19011 and TURKAK R 40.02.

## 15. Expert

- a) To assist the auditors in certification audits under the direction of the Lead Auditor by using their experience in their sectoral areas of expertise.
- b) Providing information or reports to the audit team regarding the practices, strengths and areas open to improvement, etc. of the audited company.
- c) Respect the principles of confidentiality and impartiality as defined in the ISO 17021 standard and the YBM policy.
- d) To act in accordance with the YBM policies and procedures established in accordance with ISO 17021 standard.
- e) If there is no lead auditor with EA code for the file examined in the certification committee, an expert with appropriate sectoral experience may be assigned.
- f) Technical experts should have higher education training in the area of the food chain being audited, the processes being audited or food safety hazards applicable to the area.
- g) Technical experts must prove that they have work experience in their field and provide expertise in their field.

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## 16. Marketing and Sales Manager

The Marketing and Sales Manager reports to the Business Development and Strategy Manager and is authorized and responsible for the following matters.

- a) Plans and executes marketing activities under the guidance of the Business Development and Strategy Manager in line with medium and long-term sales targets and policies.
- b) Represents the Company before third parties and companies.
- c) Conducts studies to organize and improve customer relations.
- d) Researches solutions for projects. Prepares, presents and follows up project or product proposals.
- e) Visits potential customers.
- f) Visits and negotiates in order to maintain the existing customer portfolio of the company and to gain new customers.
- g) Establishes the necessary organization to meet the customer demands received and takes measures in case of problems.
- h) Carries out activities to eliminate customer dissatisfaction.
- i) Supports the management to resolve customer complaints.
- j) Organizes advertising, seminars, fairs, e-mail, sales and customer relations. Carries out sales processes using the necessary materials.
- k) Follow competing services and their prices in the market.
- l) Learns the technical and commercial characteristics of products for sale.
- m) Must have a minimum of a bachelor's degree

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## 17. IT - IT Manager

The IT Manager reports to the Business Development and Strategy Manager and is authorized and responsible for the following matters.

- a) To install and maintain computer operating systems when necessary.
- b) To install, operate and maintain computers, printers, projectors, etc.
- c) To control the data bank. Ensuring that data is backed up on a daily basis.
- d) To prevent and correct erroneous data entries.
- e) To provide the data that will constitute the source of data analysis when requested.
- f) Review, planning and preparation of operating, hardware specification requirements for the development of systems.
- g) Must be a minimum high school graduate. Must have at least 2 years of work experience in the IT sector. Or must be a graduate of the relevant Vocational School.

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## 18. Accounting and Finance Manager

The Accounting and Finance Manager reports to the Application Assessment and Planning Manager and is authorized and responsible for the following

- a) Works in line with company policy and objectives.
- b) Follows all current accounts of the company. Keeps the necessary records.
- c) Tracks and applies all cash and check receipts and expense outflows.
- d) Organizes income and expense invoices, notifies / submits them to the authorized person and follows up.
- e) Follows the collection of revenue invoices. Ensures the necessary implementation and coordination for collection.
- f) Keeps advance payments and records. Makes the necessary arrangements.
- g) Must be a minimum high school graduate. Must have at least 2 years of work experience in the Accounting and Finance sector. Or must be a graduate of the relevant Vocational School.

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## 19. Administrative Affairs Officer

The Administrative Affairs Officer reports to the Application Evaluation and Planning Manager and is authorized and responsible for the following.

- a) Ensuring the efficiency and control of catering, cleaning, security and other administrative work.
- b) Follow-up of food / consumables / stationery / technical materials in the workplace, detection and supply of deficiencies.
- c) Conducting relations with companies related to outsourcing services.
- d) Welcoming and entertaining the guests and making the necessary treats.
- e) Determination of material needs related to administrative affairs, opening and following up orders.
- f) Must have a minimum of a high school diploma.

Approved by	Signature	History

## 20. Revision Status

S/N	History	Section No	Page No	Publication No	Amendment	Revised Publication No
01	24.12.08	All	All	Rev.0 02.01.08	The tasks of the Certification and Impartiality Committee have been changed.	Rev.1 24.12.08
02	23.02.09	Part 1	3	Rev.1 24.12.08	Reference was made to D-03. 1.4 committee tasks item was elaborated.	Rev.2 23.02.09
		Part 2	4		Duties of the General Manager detailed	
		Article 3.I	6		Article added	
		Chapter 7	7		Added "auditors" to title	
			8		9.n and 10.a, 10.b added	
		Chapter 12	9		Added job description for experts	
03	20.06.09	All	All	Rev.2 23.02.09	Arrangements were made in all tasks for ISO 22000 FSMS.	Rev.3 20.06.09
04	26.07.2010	All	All	Rev.3 20.06.2009	Arrangements were made in all tasks for ISO 14001 EMS.	Rev.4 26.07.10
05	02.05.2011	All	1-7	Rev.4 26.07.10	Added staff minimum requirements	Rev.5 02.05.11
06	21.04.2014	All	All	Rev.5 02.05.2011	ISO 17021-2:2012 requirements added to personnel involved in certification activities	Rev.6
07	21-06-2014			Rev. 6 21.04.2014	General Manager and Business Development Manager positions were reorganized. Blg. Article d was added to the job description of the Blg. Committee.	Rev. 7 21.06.2014
08	01.10.2015			Rev.7 21.06.2014	An additional article has been added to the duties of Project Manager and Planning Officer.	Rev.8 01.10.2015
09	09.06.2016	All	All	Rev.8 01.10.2015	Operations Manager was changed to Certification Manager. Strategy was added to the Business Development Directorate. Financial and Administrative Affairs Manager was added instead of Accounting. Contract pricing and man day operations of Business Development and Strategy Directorate were transferred to Financial and Administrative Affairs.	Rev.9 09.06.2016
10	02.10.2017	Article 13 - 14	11	Rev.9 09.06.2016	Chief Auditor and Auditor job descriptions were separated.	Rev.10 02.10.2017
11	04.06.2018	Related articles due to organizational change		Rev.10 02.10.2017	Many items have been revised due to changes in the organizational structure (Application Evaluation and Planning Manager)	Rev.11 04.06.2018
12	08.11.2019	Chapter 3		Rev.11 04.06.2018	General Manager Duties last article added. Each job description is divided into pages	Rev.12 08.11.2019
13	16.07.2021	General	General	Rev.12 08.11.2019	OHS responsibilities and risk assessment responsibilities have been distributed in roles and responsibilities such as EIC, General Manager, Certification Manager, Business Development and Strategy Manager, Application Evaluation and Planning Manager, Lead Auditor, Auditor. In addition, an Approval Table has been added so that all assignments can be approved individually.	Rev.13 16.07.2021
14	18.05.2022	General	General	Rev. 13 16.07.2021	As a result of the organizational change, revisions were made to the Titles. Indicated in red color.	Rev. 14 18.5.2022



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S/N	History	Section No	Page No	Publication No	Amendment	Revised Publication No
15	22.12.2022	General	General	Rev. 14 18.05.2022	As a result of the organizational change, revisions were made to the Titles. Indicated in red color.	Rev. 15 22.12.2022
16	24.04.2024	Deployment of competence in the standards for which YBM is accredited	8 9 11 12 13 16-17	Rev. 15 22.12.2022	Accreditation Manager Certification Manager Application Evaluation. And Planning Md. Certification Manager Planning Manager Chief Auditor and Auditor	Rev. 16 24.04.2024