

1.0 OBJECTIVE

- 1.1 To define the method to be followed in changes to be made in customer management systems.
- 1.2 To define the system used to keep the documentation of YBM up to date according to the conditions determined by ISO and UAF.

2.0 SCOPE

- 2.0 It is applied to all customers documented by YBM.
- 2.1 It is applied to changes in management systems in certified customers. These changes may be in the form of increasing or decreasing top management, key personnel, production, workforce, facility location, process capability and control.
- 2.2 In case of changes in documentation standards and rules, it is applied to all documentation that causes a change in the customer's management system.

3.0 RESPONSIBILITIES

- 3.1. The Certification Manager is responsible for reviewing and evaluating changes made to the customer management system.
- 3.2. The Certification Manager is responsible for deciding whether special audits are required for changes to the customer management system.
- 3.3. **The Accreditation Manager** is responsible for reviewing the changes made in the certification system and making the necessary document preparation and revisions.
- 3.4. The Application Evaluation Manager and **the Planning Manager** are responsible for informing customers about changes made to the certification system and managing the transition processes.
- 3.5. The customer is responsible for reporting changes in the form of increases or decreases in senior management, key personnel, production, workforce, facility location, process capability and control.

4.0 APPLICATION

4.1 Changes Made to the Customer Management System

- 4.1.1 If there are any changes that may affect the fulfillment of the certification requirements, the client organization shall immediately communicate the change status to YBM. These changes may include the following;
 - a. Changes in products or production processes that may require expansion or reduction of the scope of certification,
 - b. Change in management and ownership of the client organization,
 - c. Change of address at the customer facility,
 - d. The customer will inform YBM when a field, branch or production facility is added later.
- 4.1.2 The certification process will be limited to matters specifically related to the scope of certification and the specific locations of the client organization. In the event of changes in certification standards and certification requirements, the client organization will be given a reasonable period of time to transition to the changed requirements.
- 4.1.3 Re-evaluation may be required in the event of changes that significantly affect the client's operations and functioning (such as change of ownership, personnel or equipment changes), or if analysis of a complaint or any other information indicates that the documented client is no longer in compliance.
- 4.1.4 The customer notifies YBM of the change request using the F-034 Company Change Request Form. The Certification Manager reviews this change request and forwards it to the Application Evaluation and Planning Directorate if the review process requires it.
- 4.1.5 If a special audit is not required, the (F-034) form YBM section is filled in and added to the customer file. The certification process continues by adhering to the interim audit program.
- 4.1.6 If a special audit is required, the customer is informed, an audit plan is prepared and an audit program (P-06) is obtained. An audit is conducted to verify the appropriateness of the change made in the customer management system.
- 4.1.7 The certification process continues by adhering to the interim audit program.
- 4.1.8 In line with the change request, the following processes are applied in line with YBM's review and action decision.

- a. Depending on the change request, the process is initiated by associating it with a special audit or a recently planned audit.
- b. In line with the change, the planned audit determines whether the requirements are met with customer management system revisions. The audit process is carried out in line with the above-mentioned practices.
- c. The document is reprinted when the requirements are met as a result of the examination after the requested change.
- d. The process is completed by updating the changes in the customer in the YBM program.

4.2 Changes to the Certification System Rules

- 4.2.1 YBM regularly monitors changes in certification standards and rules.
- 4.2.2 After the information regarding the change made in the documentation system reaches YBM; the relevant change is reviewed and the necessary revisions are made to the affected documentation or new draft documentation is prepared.
- 4.2.3 The necessary training and competency criteria for YBM human resources are determined and implemented.
- 4.2.4 The documents are finalized and the effective date, any anticipated special audit needs, and other information regarding the transition process are sent to the customers.
- 4.2.5 If the client approves, the changes are implemented and the audit is scheduled. If the client does not approve, the document cancellation process is initiated.
- 4.2.6 Changes, announcements and news are announced to customers via the YBM WEB page, and in addition, documented organizations are informed in writing using one of the methods (e-mail, fax, mail, etc.).

5.0 RECORDS

- 5.1. Company Change Request Form F-034

6.0 REVISIONS

Rev.1 Made 4.2.5 added.

Rev.2 Operations Manager was revised as Documentation Manager.

Rev.3 Articles 3.4, 4.1.1, 4.1.2, 4.2.1-4.2.4 added. 4.2.5 content changed.

Rev.4 Quality Management Manager-Changed to Accreditation Manager. Planning Officer-Changed to Planning Manager.