

TÜRKAK

TURKISH ACCREDITATION AGENCY

ACTIVITY REPORT
2002- 2003

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1. ACTIVITIES OF THE GENERAL SECRETARIAT

1.1 Institutional Structuring Activities

- The Procedure for the Establishment and Operational Rules and Principles of the Sector Committees has been prepared and the establishment of “Sector Committees” has started. The “Measurement Technique and Calibration Sector Committee” consisting of 12 members was established on 05 November 2002.
- Activities for the establishment of the Analytical Chemistry Sector Committee and the Food and Microbiology Sector Committee are underway.
- The composition of the “Complaint and Objection Evaluation Board,” which must be established as per the Law numbered 4457, has been arranged, and its operational rules and principles have been formulated.
- The “Regulation on the Accreditation Consultation Board” in which all sectors affected from accreditation services would be represented was prepared and entered into force on 01 July 2002.
- The Institutional Quality policy has been made operational.

1.1 Cooperation with Other Institutions and Organizations:

- From the beginning of 2002 to the end of March 2003, the Agency and its activities were introduced in about 50 activities organized by various professional organizations and chambers; visits to the officials were made; and the representatives of various organizations visiting the Agency were informed of the accreditation services.
- Within the scope of the target of ensuring cooperation with international accreditation agencies, the Agency was represented in the Conference on the Cooperation of Accreditation Agencies of Balkan Countries” held in Bulgaria on 9-10 May 2002.
- TÜRKAK was represented in the 9th General Assembly of the European Co-operation for Accreditation held in Romania on 12-13 June 2002.
- The Agency attended the ILAC/IAF General Assemblies and Conference held in Germany on 23-25 September 2002.
- A “Quality Manual” was prepared to be submitted to the General Assembly of the European Co-operation for Accreditation (EA) convening in Copenhagen, Denmark, on 27-28 November 2002.
- **In the General Assembly of the European Co-operation for Accreditation convening on 27-28 November 2002, TÜRKAK’s full membership was accepted following the evaluations and the voting.**
- **On 19 December 2002, the General Assembly of the International Laboratory Accreditation Cooperation (ILAC) admitted TÜRKAK as an “Observer Member.”**

- The activities to be conducted within the scope of the Technical Assistance provided by the German Government were planned; expert and training personnel were obtained; and two visits were made for investigation into the operation of the German Accreditation System.
- An agreement was reached concerning the extension of the support provided to TÜRKAK through the German Technical Assistance Project until the end of 2005.
- With a view to acting in interaction with the National Accreditation System, a group consisting of the officials from the calibration and test laboratories in our country convened at Istanbul Chamber of Industry on 07 November 2002, established a commission of 4 people for formulating a structure under the name of Turkish Laboratories Union (TÜRKLAB) and invited TÜRKAK officials to this meeting.
- **The regulations prepared in connection with CE marking within the scope of the New Approach Directives of the European Union were promulgated by the relevant public authorities in the Official Gazette. In this context, the “Protocol on the Assessment and Auditing of the Conformity Assessment Bodies” was signed on 18 April 2003 by and between our Agency and the Ministry of Industry and Commerce with a view to determining the qualifications of the conformity assessment bodies applying for becoming notified bodies, and this protocol is now being implemented.**

2. ACTIVITIES OF THE ACCREDITATION DEPARTMENTS

2.1 LABORATORY ACCREDITATION DEPARTMENT

2.1.1 Structuring Activities:

- Until the end of April 2003, 23 accreditation applications (17 test laboratories, and 6 calibration laboratories) have been made to the Laboratory Accreditation Department.
- Of 17 applicant test laboratories, the first accreditation audits for five have been performed.
- Of 6 calibration laboratories applying for accreditation, the audits have been completed for two laboratories and accreditation decision has been made for one laboratory.
- Of 23 accreditation applications, the accreditation audits of 2 test laboratories and 1 calibration laboratory have been completed, and they were issued accreditation certificates.
- The accreditation processes for other applications are in progress. The preliminary examinations for the applications are regularly performed, and the applicants are provided with necessary feedback.
- The Measurement Technique and Calibration Committee was established on 5 November 2002 and held two meetings.
- Meetings were held for the establishment of a workgroup for the formation of a sector committee in the field of food and microbiology.

2.1.2 Cooperation with Other Institutions and Organizations:

- In cooperation with the National Metrology Institute (NMI), activities were started in accordance with the provisions of the protocol which entered into force on 15 February 2002 concerning the establishment of the traceability of measurements, laboratory accreditation criteria, auditors to be employed in laboratory accreditation, comparison measurements, qualification tests, sector committees on accreditation and cooperation in international relations.
- Our department coordinated the inter-laboratory comparison program IMEP-17 “Trace and Minor Components in Human Serum”. The first section of the report on the results of the program was conveyed to the relevant parties.
- The inter-laboratory comparison program IMEP-19 “Trace Elements in Rice” was coordinated, and its results were communicated to the relevant parties.
- The Laboratory Accreditation Department coordinated the inter-laboratory comparison program “Chemical and Microbiological Analyses of Chocolate Drink Powder,” and its results were communicated to the relevant parties.

- In the accreditation audits performed in our country by the DAP (German Test Laboratories Accreditation Agency), the staff members from the Laboratory Accreditation Department acted as observers.

2.2 SYSTEM ACCREDITATION DEPARTMENT

2.2.1. Structuring Activities:

- The activities for the preparation of the quality documentation of the Department, included in the TÜRKAK Quality System were completed.
- Since 15 June 2001 on which the accreditation applications to the System Accreditation Department were started to be accepted, the Department has received 8 accreditation applications (6 as system certification bodies and 2 as environmental management systems).
- The audits for two of the system certification bodies were completed, and they were given accreditation certificates. The accreditation process for other applications is in progress.
- The accreditation process of two bodies applying for Environmental Management System certification is underway.
- As a result of the negotiations with the officials from three companies conducting system certification activities on TÜRKAK accreditation procedure, its rules, the interpretation of EN 45012 and ISO/IEC Guide 66 articles, accreditation period, audit process and fees, insights into the sector's perceptions of TÜRKAK and their expectations were obtained.
- Cooperation with the French Accreditation Agency (COFRAC) was made for the audit of an application for which the accreditation process as in progress.
- Starting from mid-2002, studies on such new accreditation areas as HACCP and OHSAS 18001 have been conducted, and the activities for establishing the required infrastructure are underway.
- Approximately 4000 ISO 9001/9002 certificates submitted by the bidders in public tenders were examined to determine whether they were given by an accredited certification body, and the "Accredited Certificate Examination Forms" were issued for approximately 2500 of them to be used in public tenders.
- At the end of 2002, the duties the Department would assume in connection with "Notified Body" and "CE Marking" issues were reviewed, and necessary infrastructure preparations were initiated.

2.2.2 Cooperation with Other Institutions and Organizations:

- On 8-12 June 2002, the Department participated in "ISWA International Environmental Fair and Congress in Istanbul."
- On 3-5 June 2002, the Department participated in "ISWA Training Seminar on Industrial Hazardous Waste Management."

2.3 PRODUCT/SERVICE ACCREDITATION DEPARTMENT

2.3.1 Structuring Activities:

- The activities for the preparation of the quality documentation of the Department, included in the TÜRKAK Quality System were completed.
- The requests from various people and institutions concerning the issues relevant to the Department were answered.
- Since 15 June 2001 on which the accreditation applications were started to be accepted, the Product/Service Accreditation Department received 8 applications in total.
- 2 of the applications were from the product certification bodies and 6 were from the examination bodies.
- The accreditation of one of the applicant examination bodies was completed, and the accreditation certificate was issued.
- The first audit of one of the other applications was performed, and the accreditation process of others is in progress.

2.3.2 Cooperation with Other Institutions and Organizations:

- The questions on the issues relevant to the Department conveyed via phone and e-mail were answered.
- At the end of 2002, the duties the Department would assume in connection with “Notified Body” and “CE Marking” issues were reviewed, and necessary infrastructure preparations were initiated.

2.4 THE PERSONNEL ACCREDITATION DEPARTMENT

2.4.1 Activities Concerning the Establishment and Operation of TÜRKAK Quality

Management System:

- The international standards and the existing Turkish Standards corresponding to them which are required for the services defined in the Law on the Establishment and Duties of Turkish Accreditation Agency numbered 4457 were provided.
- In order to establish a Quality Management System in compliance with ISO/IEC 17011 Standard, the documents prepared by each unit were combined, and published in accordance with ISO/IEC 17011 standard on 25 March 2002. Starting from this date, TÜRKAK Quality Management System become effective and started to be implemented and the records were kept.
- On 25-26 February 2003, the “TÜRKAK Internal Audit” was performed with the participation of external local and foreign auditors.
- The report prepared following the internal audit was sent to our Agency in March 2003, and necessary evaluations were made, and the determination of the corrective actions for the nonconformities detected was initiated.
- Following the meeting held on 13 March 2003 for the establishment of a database of auditors, it was planned that this study should be transformed into the “Management Information System” project within the whole structure of TÜRKAK and a project group was established on this issue.
- For the establishment of TÜRKAK Quality Management System, 20 procedures, 22 instructions, 25 guides, 107 forms and 11 lists were prepared in 2002.

2.4.2 Structuring Activities of the Personnel Accreditation Department:

- 1 (one) application was filed to the Personnel Accreditation Department and the accreditation process was completed.

3. ACTIVITIES OF AUXILIARY SERVICE UNITS

3.1 INTERNATIONAL RELATIONS DIRECTORATE

3.1.1 Structuring Activities

- For the establishment and operation of the national accreditation system, technical and financial support was obtained under several projects. For ensuring the criteria required for membership to international accreditation bodies such as EA, ILAC, IAF, and for multilateral agreements (MLA-MRA), exchange of technical information and experiences with other national and international accreditation bodies is maintained.
- The cooperation and coordination with other national and international accreditation bodies, the representation of the Agency in international activities, the transfer of information and experience, the monitoring of the activities concerning accreditation, and the distribution and archiving of the information obtained are maintained.
- The coordination concerning the consultancy services obtained within the framework of the technical assistance from the German Government continues.
- On 3 April 2002, the accreditation bodies such as UKAS (UK), DAP (Germany), RvA (Netherlands) were requested to cooperate with TÜRKAK.
- Within the scope of the German Technical Assistance, a training and study visit was made between 22 April and 02 May 2002 in which certain members of TÜRKAK personnel participated within the framework of the “German Technical Assistance Project” with a view to establishing and supporting the accreditation system.
- In order to assess the regional cooperation facilities, the General Secretariat of TÜRKAK attended the Conference on Cooperation of Accreditation Bodies in Balkan Countries convening in Bulgaria on 09-10 May 2002.
- Participation to the 9th General Assembly of the European Co-operation for Accreditation (EA) convening in Romania was ensured.
- Participation to General Assemblies and Conference of the International Accreditation Community/International Accreditation Forum (ILAC/IAF) convening in Germany on 23-25 September 2002 was ensured.
- **Having applied to the ILAC on 4 October 2002 for becoming an “Observer Member,” TÜRKAK filed its application for “Full Membership” on 12 December 2002. The ILAC accepted TÜRKAK’s application for becoming an “Observer Member” on 19 December 2002.**
- **TÜRKAK’s application for “Full Membership” filed to the European Co-operation for Accreditation (EA) on 17 October 2002 was negotiated in the 10th General Assembly of the EA convening in Denmark on 27-28 November 2002, and TÜRKAK was accepted as a full member of the European Co-operation for Accreditation following the evaluations and voting.**

- Two members of the staff attended the seminar “Measurement Uncertainty and Traceability of Measurements” organized by the European Union of Laboratory (EUROLAB) in Berlin on 30-31 January 2003.
- For the applications aimed at determining the notified bodies, a training and study visit was made within the framework of the German Technical Assistance Project with the participation of two staff members from the relevant Ministries on 23-30 April 2003.

3.2 TRAINING AND PROMOTION DIRECTORATE

3.2.1 Structuring Activities

- In accordance with TÜRKAK Quality management policy, 6 procedures (4 for training services, and 1 for promotion services) and relevant instructions, guides, lists and forms were prepared and entered into force following their approval.
- The number of the applications received from 15 June 2001 on which applications for positions of “Auditor and Technical Expert” started to be received to 30 April 2003 was 185. A filing system was established for these applications.
- Of 185 applications for auditor and technical expert positions, 70 people were classified as “Candidate Auditors” to be taken to their first auditor training.
- Of 70 people designated as candidate auditors, 29 people were invited to training as TS EN ISO/IEC 17025 Standard auditor candidates, 28 people as TS EN 45012 Standard auditor candidates, 9 people as TS EN 45011 Standard auditor candidates and 3 people as both TS EN 45011 and TS EN 45012 Standard auditor candidates.

3.2.2 Promotion Activities

- On various dates, promotion meetings with different organizations were held in order to pave the way for cooperation in accreditation.
- By participating in seminars, conferences, and other activities organized by various public and private sector organizations, the activities of the Agency were introduced, thereby raising the awareness of the relevant parties concerning accreditation. Between May 2002 and April 2003, officials of the Agency attended approximately 50 meetings as speakers.
- A booklet titled “Success Key in Trade: “ACCREDITATION” was published in 2000 copies in 2002. This booklet was distributed in fairs in which TÜRKAK attended, was given to the people attending our training programs, the applicants requesting information about our Agency and the private and public bodies and organizations on demand.
- A book titled The Law on Establishment of Turkish Accreditation Agency, Regulations and Communiqués on Accreditation was published in 1000 copies, and distributed to the people on demand.
- A book entitled Turkish Accreditation Agency Guides for Accreditation of Conformity Assessment Bodies was published in 2000 copies.
- The Accreditation of Certification Bodies Brochure was published in 2000 copies, the Laboratory Accreditation Brochure in 5000 copies and Turkish Accreditation Agency Special Bulletin in 2000 copies and distributed to the people concerned.
- The Turkish Accreditation Agency Guides for Accreditation of Conformity Assessment Bodies Book, Accreditation of Certification Bodies and Laboratory Accreditation Brochures and TÜRKAK Bulletin were sent as a 4-book set to 160 addresses including Chambers of Industry and Commerce, Laboratories, Public Bodies and Organizations,

Ministries, Non-Governmental Organizations, Universities and Private Sector Organizations.

- Participation to the 11th Quality Congress organized by the Quality Association in Istanbul on 23-24 October 2002 was ensured and a stand was opened in the 7th Quality and Management Systems Fair.
- TÜRKAK's participation to the Lift Fair organized by the Association of Lift Industrialists on 11-12 April 2003 was ensured by opening a stand in the fair.
- On 15 November 2002, the Undersecretariat of Foreign Trade and TÜRKAK ensured that the officials from the relevant Ministries and Public Bodies which would appoint notified bodies met with the conformity assessment bodies established in our country which might apply for appointment as Notified Bodies in order to exchange ideas. In the meeting, TÜRKAK's consultant German Expert Mr. Manfred Kindler explained the organization in Europe and their experiences, and answered the questions about what should be done in Turkey; 70 people from the relevant parties attended the meeting.
- On 30 January 2003, the "Notified Body Seminar" was organized with the participation of the officials from the relevant Ministries and Public Bodies which would appoint notified bodies and the conformity assessment bodies established in our country which might apply for appointment as Notified Bodies. In the meeting, German Expert Mr. Michael SCHRACK explained the organization in Europe and their experiences, and answered the questions about what should be done in Turkey; 30 people from the relevant parties attended the meeting.
- In addition to responses to verbal and written requests for information, the questions on TÜRKAK and accreditation asked via phone and e-mail were answered.

3.2.3 Training Activities

- The "Training Plan" and the "Training Fee Table" for 2003 were prepared and announced in our web site.
- An annual contract was concluded with Best Otel for the training to be given by the Agency in 2003.
- Between May 2002 and April 2003, the Measurement Traceability and Measurement Uncertainty Training was given for 6 times and total 100 people attended this training.
- In the same period, TS EN ISO/IEC 17025 Internal Auditor Training was organized for 5 times in which 90 people attended.
- Training was provided on TS EN ISO/IEC 17025 General Requirements for Test and Calibration Laboratories and Quality Manual Preparation on 8 different occasions and total 198 people attended these trainings.
- The training on Documentation and Laboratory Quality Manual Preparation concerning TS EN ISO/IEC 17025 was organized for 5 times with the attendance of 88 people.
- The training on TS EN 45004 General Criteria on the Operation of Various Types of Examination Bodies was organized for 2 times with the attendance of 36 people.

- In the same period, the training on TS EN 45011 General Requirements for the Product Certification Bodies Standard was organized for 2 times with the attendance of 43 people.
- TÜRKAK provides two types of training. The first type consists of the training organized for the applications made for the training activities included in the “Annual Training Program.” The second type comprises the organization of the training programs as requested by public bodies and organizations for groups of 10-15 participants. Both types of training are maintained in line with the requests.
- One of the important issues for TÜRKAK is the completion of the auditor trainings in order to establish a pool of auditors. To this end, the auditor training program consisting of 8 modules is undertaken by the foreign experts.
- TS EN ISO/IEC 17025 Auditor Training program was arranged in several modules, and 22 candidate auditors who completed their training were taken to the “Chief Auditor Training” and given the title of “Practicing Auditor.”
- Practicing Auditors started to be employed in accreditation audits by TÜRKAK. They are expected to be commissioned as “Auditors” in a short time.
- On 27-29 January 2003, TS EN 45011 Auditor Training was organized in A, B, C, and D modules and total 15 candidate auditors were invited to the training.
- On 03-05 March 2003, TS EN 45012 Auditor Training was organized in D, and E modules, and 36 people participated in the training in question.
- There are activities for training auditors from staff members of TÜRKAK by ensuring that they attend the ongoing auditor trainings.
- In-service training programs for the qualification of the TÜRKAK personnel are in progress.
- The activities for preparing a software program with the contribution from the Data Processing Directorate in order to monitor the training status of TÜRKAK candidate auditors and personnel are underway.

3.2.4 Relations with the Press

- The questions from various press organs were answered, thereby informing them of Accreditation and TÜRKAK.
- Between May 2002 and April 2003, about 16 information notes were prepared, and sent to relevant economy and sector journals and magazines for publication in order to promote our services.

3.3 DATA PROCESSING DIRECTORATE

3.3.1 Activities

- For continuity of security of TÜRKAK computer network, necessary scans and updates have been performed throughout the year.
- For keeping the computer system updated, the patches for the operating system and other accessory applications were installed as they are announced by the relevant software providers.
- The TÜRKAK Accreditation mark has been formed, and issued for use by the accredited bodies after multiplication in various sizes.
- An “Accreditation Forum” was prepared as large-scale platform for sharing information and discussions on accreditation and put to use on the web site of TÜRKAK.
- Secure access to the Quality Management System documents over the Agency’s intranet was ensured.
- For the expansion of TÜRKAK information system, the preparations for ensuring information flow over the computer network inside the Agency and the monitoring of accreditation procedures via the information system were completed, and the system was put to use in 2003.
- In order to keep records of training activities conducted by the Training and Promotion Directorate, evaluate the trainees and record the applications for auditor/technical expert positions, the activities for the preparation of a new module within the framework of the information system were initiated.
- In February 2003, the Internet connection rate of the Agency was increased to 512 kbps.

3.4 PERSONNEL AND ADMINISTRATIVE AFFAIRS DIRECTORATE

- The office equipment and materials required by the staff are specified and procured from the market.
- PCs, monitors, color printers, and notebooks required by the staff are purchased.
- In August 2002, the budget for 2003 was discussed with the officials from the Undersecretariat of Foreign Trade and the Ministry of Finance, and the realized budget for 2002 was delivered.
- In January 2003, a car was leased under an annual contract in order to ensure the Agency's services could be performed smoothly.