



INTERNAL AUDIT QUESTIONNAIRE

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STANDARD MATERIAL INFORMATION	QUESTIONS TO BE ASKED REGARDING THE ITEMS	TO BE EXAMINED UNIT / PROCESS
<p>4.2 Understanding the Needs and Expectations of Relevant Stakeholders</p> <p>4.3 Determining the Scope of the Quality Management System</p> <p>4.4 QMS and Processes</p>	1. Have the internal and external factors that will affect strategic management been identified, and have strategies been formulated accordingly?	Senior Management / Unit Management
	2. Have the stakeholders (parties) been identified?	Senior Management / Unit Management
	3. Are stakeholder expectations being gathered? By what method?	Senior Management / Unit Management
	4. Are stakeholder expectations being monitored by Senior Management/Unit Management?	Senior Management / Unit Management
	5. Are senior management/department management taking any actions to improve stakeholder satisfaction?	Senior Management / Unit Management
	6. Are the excluded items documented with their justifications?	Senior Management
	7. Has the scope of the Quality Management System been defined and documented?	Quality
	8. Are the processes (processes) designed and documented to meet the QMS requirements?	Kalite / SGDB
	9. Are the resources correctly identified and available?	Kalite / SGDB
	10. Are the inputs and outputs available?	Kalite / SGDB
	11. Have the process managers been identified?	Kalite / SGDB
	12. Have the resources involved in the processes been listed?	Kalite / SGDB
	13. Have performance targets been set?	Kalite / SGDB
	14. Have procedures and other documents been created to meet the QMS requirements?	Quality



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5. Leadership	5.1 Leadership and commitment	15. Does senior management ensure that the legal requirements and legislation (laws, regulations, directives, implementation guidelines, etc.) for which they are responsible are fully implemented?	Senior Management
		16. Is Senior Management / Unit Management demonstrating leadership to maintain the effectiveness of the QMS (Do they have minutes of Unit Quality Committee meetings, Board of Directors meetings, Academic Board meetings, Advisory Board meetings)?	Senior Management / Unit Management
		17. Is senior management following the Strategic Plan?	Senior Management
	5.2 Quality Policy	18. Is there a quality policy in place?	Senior Management
		19. Does the Quality Policy include a commitment to continuous improvement?	Senior Management
5. Leadership	5.3 Organizational roles, responsibilities, and authorities	20. Is the organizational chart available and up-to-date?	SGDB / GDP
		21. Are the employees' job descriptions current and up-to-date?	SGDB / GDP
		22. Do the employees know their job descriptions and understand the scope of their duties?	SGDB / GDP
		23. Are the delegated duties defined and up-to-date?	SGDB / GDP
		24. Has senior management ensured that responsibilities and authorities for the relevant roles are defined and communicated within the organization?	Senior Management
6. Planning the Quality Management System	6.1 Risk and Opportunity Identification Activities	25. Has a method been established for assessing risks and opportunities?	Senior Management / SGDB
		26. Have the risks and opportunities been identified in relation to domestic and foreign issues, taking into account the needs and expectations of the relevant parties?	All Units
		27. Have activities been identified to mitigate risks and seize opportunities?	All Units
		28. Are these activities integrated into the QMS process?	Quality
	6.2 Quality objectives and planning to achieve these objectives.	29. Have the QMS objectives been established?	Senior Management / Quality
		30. Have quality objectives been established in line with the QMS goals?	Quality / Units
		31. Have activities been planned to achieve the objectives? (quality activity plan)	Quality / Units



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6.3 Planning Changes	32. Are the quality action plans being followed?	Quality / Units
	33. Are the necessary measures being taken regarding the activities that could not be carried out?	Quality / Units
	34. Are these goals known by the employees?	Quality / Units
	35. Is there a defined process for QMS changes?	Quality
	36. Are there plans and procedures in place for reviewing and tracking changes needed in QMS (Quality Management System) applications?	Quality
	37. How are change requests (to procedures, forms, instructions, etc.) for QMS application modifications implemented?	Units
7.1 Sources	38. Have the resources (human resources, surveys, automation, etc.) necessary for the creation, implementation, maintenance, and continuous improvement of the Quality Management System been identified and made available?	Senior Management / Quality
	39. Have the necessary personnel (Quality Managers, Unit Quality Committee Members including students, and sub-unit Quality Committee Members, if any) been identified to ensure the effective implementation, operation, and control of the QMS processes?	Quality / Units
	40. Has the necessary infrastructure (software/hardware/transportation system/information and communication technologies) been identified, provided, and maintained?	Senior Management / Unit Management
	41. Have the processes and activities been budgeted in accordance with legislation and strategic objectives?	Senior Management / SGDB
	42. Has the necessary environment been provided to ensure the smooth functioning of processes and the suitability of services?	Units
	43. When determining the suitability of the environment, were environmental, human, and physical conditions taken into account?	Units
	44. Has the organization created and is using corporate information (official documents, lecture notes, intellectual property and lessons learned; standards, articles, reports, conferences, information obtained from customers or suppliers, etc.)?	Units
	45. Is relevant stakeholders provided with access to corporate information?	Units
7.2 Competencies	46. Has orientation training been provided for the newly hired staff?	Units / PDB
	47. Have end-of-orientation assessments been conducted?	Units / PDB
7. Support		



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	48. Are newly hired personnel assigned and appointed based on their personal skills and competencies?	Senior Management / PDB	
	49. Is the personal competence of the staff in relation to the work they do being assessed?	Units / PDB	
	50. Are the training needs of the staff being identified?	Units / PDB	
	51. Has an in-service training plan been created?	PDB	
	52. Are satisfaction surveys conducted at the end of the training sessions?	PDB	
	53. Are improvements being made for training programs that received low satisfaction rates?	PDB	
	7.3 Awareness	54. Is the quality policy known by the employees?	Units
		55. Have employees been informed about the positive impact of their contributions to the quality management system?	Units
		56. Have employees been informed about the consequences of failing to meet the requirements of the quality management system?	Units
	7.4 Communication	57. Does the organization define and implement internal communication methods? (meetings, email, etc.)	Units
		58. Does the organization have defined and implemented external communication methods? (student requests, employer advisory board meetings, other external stakeholder meetings, etc.)	Units
	7.5 Documented Information	59. Is the Quality Policy documented?	Quality
		60. Are the processes documented?	Quality
		61. Are the document lists available and up-to-date?	Quality
		62. Is the Quality Records list available and up-to-date?	Quality
		63. Are the forms on the Quality Coordination page being used?	Quality
		64. Are all documents accessible via the website/designated platforms?	Quality
		65. Are the documents backed up electronically? Are they secure and accessible?	Quality
		66. Has an archiving method been determined?	KDDB
67. Are the archives organized and compliant with regulations?		Units	
68. Are the storage conditions for archived documents and records in the office environment appropriate?		Units	
69. Are the externally sourced documents defined in a list?		Quality	



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	70. Are the external documents up-to-date? Is there a method for updating them?	Quality
	71. Are the processes documented and defined?	Quality
8. Product and Service Realization	8.1 Operational planning and control	
	72. Are there service acceptance standards for education, R&D, and community service contributions produced within the university, as well as for services/products purchased from outside the university?	Senior Management
	73. Is planning and monitoring carried out regarding the education, R&D, and community service activities produced at the university, as well as services/products purchased from outside the university? Is the necessary documented information being preserved?	Senior Management
	8.2 Defining the Terms and Conditions for Products and Services	
	74. Education, research and development, and social contribution produced at the university. Are the services being carried out in accordance with the relevant legislation?	Units
	75. Are specific communication channels established and regularly maintained with students/employees (customers)? Are students/staff being informed about the changing circumstances?	Units
	76. Are the requirements that the services provided must meet (e.g., unit service standards, course information packages, Bologna system effectiveness, unit/department accreditation information, etc.) defined?	Units
	77. If service standards or regulations change, are services adapted to those changes?	Units
	78. Are employees informed/made aware of changes related to the services they provide?	Units
	79. Do these changes also occur in the documents stored digitally?	Units
80. Based on graduate feedback, is the curriculum reviewed and necessary improvements made? Is documented information being maintained?	Units	
81. In line with industry feedback, are the course curricula reviewed and necessary improvements made? Is documented information being maintained?	Units	
8. Product and Service Realization	8.4 Control of Externally Sourced Products and Services	
	82. Are there defined and monitored procedures for evaluating students' internships and workplace practices?	Units
	83. Are the processes for purchasing products/services defined?	Units
	84. Are the technical and administrative specifications available for the product/service purchased?	Units



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8.5 Production and provision of services.	85. Are the inspection and acceptance of the received products and services carried out in accordance with the regulations?	Units
	86. Are the products and services purchased subject to performance evaluation?	Units
	87. Are the warranty processes for the purchased products and services carried out in accordance with the relevant contracts and terms?	Units
	88. Are the steps on the process card up-to-date?	Quality
	89. Do the activities/steps listed in the relevant process card match the actual implementation?	Quality
	90. How is the security of any information, files, documents, or equipment belonging to the student/employee ensured?	PDB, ÖİDB, BİDB, Units
	91. Are student/employee personnel files archived completely and accurately?	PDB, ÖİDB, BİDB, Units
	92. Are interim checks/measurements being carried out based on the expected final performance indicator from the process steps?	Quality
	93. Do the resources used (personnel, infrastructure, environmental conditions, etc.) match the work being done? Are the resources sufficient to get the work done?	Units
	94. Are measures being taken to ensure the security of information and documents stored in automation systems and on computers?	BİDB
	95. Are employee awareness activities being conducted regarding information security, and are existing non-conformities being identified and rectified?	BİDB
	96. Is any information, files, documents, or equipment belonging to the suppliers being used?	Units
	97. Are measures taken to ensure the security of information, files, documents, and equipment belonging to and used by suppliers, so that they are not damaged?	Units
	98. Are all the fixed assets in all areas of use identified? Is there a systematic numbering system to ensure traceability?	Units
	99. Are there inventory records for products entering and leaving the warehouse? Are the relevant forms prepared for fixed assets assigned to individuals?	Units
	100. Are the physical conditions of the storage areas suitable for storage?	Units
	101. Are all the offices, common areas, work zones, and file spines in the department defined?	Units
102. Is it possible to trace the work done in the department backward from the creation of the resulting service or product? (student number, employee's institutional registration number, etc.)	Units	
103. Is there a formal structure in place to coordinate between departments and alumni?	Senior Management	
104. Are graduates able to register in the alumni information system?	Units	
105. Is a feedback system used to address the requests and needs of graduates regarding the services and products produced?	Units	



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8.6 Launching Products and Services to the Market	106. Have the changes to the planned services been implemented and recorded?	Units	
	107. What planned arrangements are in place to verify that the educational service provided meets the requirements? What records are kept?	Educational Units	
	108. What planned arrangements are in place to verify that the requirements of the provided R&D service are met? What records are kept?	Faculties	
	109. What planned arrangements are in place to verify that the requirements of the community service provided are being met? What records are kept?	Units	
	110. What planned arrangements are in place to verify that the requirements of the leadership and management services provided are met? What records are kept?	Units	
	8.7 Control of Non-Conforming Process Outputs, Products and Services	111. Have any inappropriate services (erroneous official documents, incorrectly printed diplomas/certificates, incorrect grade/data entry into automation systems, etc.) been identified and documented?	Units
112. Are records kept of non-compliant services? Are the necessary measures being taken to prevent non-compliance?		Units	
9. Performance Evaluation	9.1 Monitoring, measuring, analyzing and evaluating.	113. Are the performance indicators to be monitored defined?	Kalite / SGDB
		114. Are the collection procedures, timing, platform, and evaluation methods for performance indicators clearly defined?	Kalite / SGDB
		115. Has a method been established to ensure the accuracy of the data collection?	Kalite / SGDB
		116. Are the monitoring and measurement activities compliant with the necessary requirements?	Kalite / SGDB
		117. Is the effectiveness and performance of the quality management system being evaluated?	Quality
		118. Is customer satisfaction measured regularly? (Student, employee, interdepartmental relations...)	Quality / Units
		119. Are improvements being planned to address the issues arising from customer dissatisfaction?	Senior Management / Departments
	9.2 Internal audit	120. Are the performances of the processes being determined?	Quality
		121. Is the performance of external process providers (internship workplace, etc.) being evaluated?	Units
		122. Is there an annual internal audit plan in place?	Quality
		123. Is the internal audit questionnaire available?	Quality
		124. Has the necessary, up-to-date documentation for the internal audit been provided?	Quality
		125. Are past internal audit reports available? Have they been sent to the relevant managers?	Quality
126. Are there enough trained and competent staff available for internal auditing?		Quality	
127. Are corrective actions being planned without delay for the irregularities revealed as a result of the internal audit?	Quality / Units		



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9.3 Management Review		128. Is the Management Review (MR) meeting scheduled and held regularly?	Quality
		129. Have the YGG Meeting presentations been given yet?	Quality
		130. Is the YGG meeting minutes available?	Quality
		131. Are the topics discussed at the YGG meetings in line with the standard's requirements?	Quality
		132. Have the decisions made at the previous YGG (Youth Development Group) been implemented?	Quality
		133. Have the responsible parties and deadlines for the decisions made at the YGG (Youth and Sports General Assembly) been determined?	Quality
		134. Do the YGG outputs include opportunities for continuous improvement/new potential opportunities?	Quality
		135. Do the YGG outputs include changes in the QMS, including resource requirements?	Quality
10. Improvement	10.1 General	136. Is a continuous improvement procedure in place?	Quality
		137. Are improvements planned to address the irregularities that have emerged in the processes?	Units
		138. Have the reasons for the continuous improvement activities launched over the past year been identified and the problems resolved?	Units
		139. Are the goals set with a continuous improvement mindset?	Kalite / SGDB
		140. Are the necessary activities being carried out to improve products and services in order to increase satisfaction and meet known and expected standards?	Units
		141. Are the necessary actions being taken to improve the QMS results?	Quality / Units
	10.2 Nonconformities and corrective actions	142. When irregularities arise due to complaints, is a swift response possible to bring the situation under control?	Units
		143. Are the consequences of the nonconformities stemming from the complaints being addressed, and are the root causes of the nonconformities being eliminated to prevent their recurrence?	Units
		144. Are the effectiveness of the remediation activities carried out in response to the irregularities stemming from complaints being reviewed?	Units
		145. When irregularities arise due to complaints, are changes made to the Quality Management System (QMS) as needed?	Quality
		146. In cases where it is not possible to eliminate the cause of the nonconformity, is a remediation activity planned that could reduce the likelihood of the nonconformity recurring to an acceptable level?	Units



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		147. Are documents detailing the results of non-conformity detection and improvement activities maintained?	Units
	10.3 Continuous improvement	148. Are continuous improvement activities planned and monitored in line with the analysis and evaluation results?	Units
		149. Are continuous improvement activities planned and implemented to address low performance outcomes in processes and activities, and is this being monitored?	Units