



ANKARA YILDIRIM BEYAZIT UNIVERSITY
CORRECTIVE ACTION PROCEDURE

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1. PURPOSE (AMAÇ)

The purpose of this procedure is to determine the methods for identifying and correcting the causes of nonconformities identified or likely to arise within the AYBU Quality Management System and to prevent their recurrence.

2. SCOPE (KAPSAM)

This procedure covers all corrective actions taken to eliminate existing or potential nonconformities and their causes at AYBU.

3. DEFINITIONS (TANIMLAR)

- **Corrective Action (Düzeltici Faaliyet):** Activities carried out to eliminate nonconformities identified during the performance of activities.
- **Nonconformity (Uygunsuzluk):** Failure to comply with the specified requirements regarding the services performed.
- **Major Nonconformity (Majör Uygunsuzluk):** Deficiencies where TS EN ISO 9001:2015 Quality Management System standard requirements are not applied or compliance with quality standards is seriously affected.
- **Minor Nonconformity (Minör Uygunsuzluk):** Deficiencies identified in the application of TS EN ISO 9001:2015 Quality Management System standard requirements despite their general implementation.
- **External Audit (Dış Tetkik):** Auditing the compliance of the Quality Management System implemented at AYBU with the TS EN ISO 9001:2015 standard by an independent organization auditor.
- **Internal Audit (İç Tetkik):** Auditing the compliance of the Quality Management System implemented at AYBU with the TS EN ISO 9001:2015 standard by an internal auditor at planned intervals.

4. RESPONSIBILITIES (SORUMLULAR)

The Quality Coordinatorship is responsible for the preparation, revision, cancellation, distribution, archiving, follow-up, and closure of this procedure. Unit supervisors are responsible for its implementation.

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Member of the Unit Quality Commission

Approved By
Prof. Dr. Ali Cengiz Köseoğlu

Rector



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5. RELATED DOCUMENTS (İLGİLİ DOKÜMANLAR)

- Corrective Action (CAR) Request Form
- Corrective Action (CAR) Tracking Form

6. IMPLEMENTATION (UYGULAMA)

- **6.1.** Corrective actions are carried out regarding nonconformities arising during the fulfillment of services at AYBU.
- **6.2.** Academic and/or administrative staff fill out the CAR Request Form via the Academic Information System (ABS).
- **6.3.** Requests evaluated and deemed appropriate for initiating a CAR by the relevant unit management or Quality Coordinatorship are initiated and tracked by assigning a number to the form via ABS.
- **6.4.** Internal auditors note and report nonconformities during audits. CAR Request Forms filled out by auditors via ABS are immediately approved by the Quality Coordinatorship.
- **6.5.** The relevant Unit Supervisor investigates the causes of the nonconformity and completes the necessary work by the given deadline.
- **6.6.** All corrective actions are recorded in the CAR Request Form via ABS by the relevant Unit Supervisors.
- **6.7 - 6.8.** Corrective actions are reviewed and closed by the auditor (if opened by one) or the Quality Coordinatorship when no further deficiencies are found.
- **6.9.** The Quality Coordinatorship monitors whether corrective actions are completed on time and tracks the effectiveness of the results via the CAR Tracking Form.
- **6.10.** All results are reported and presented by the Quality Coordinatorship at Management Review (MR) meetings.

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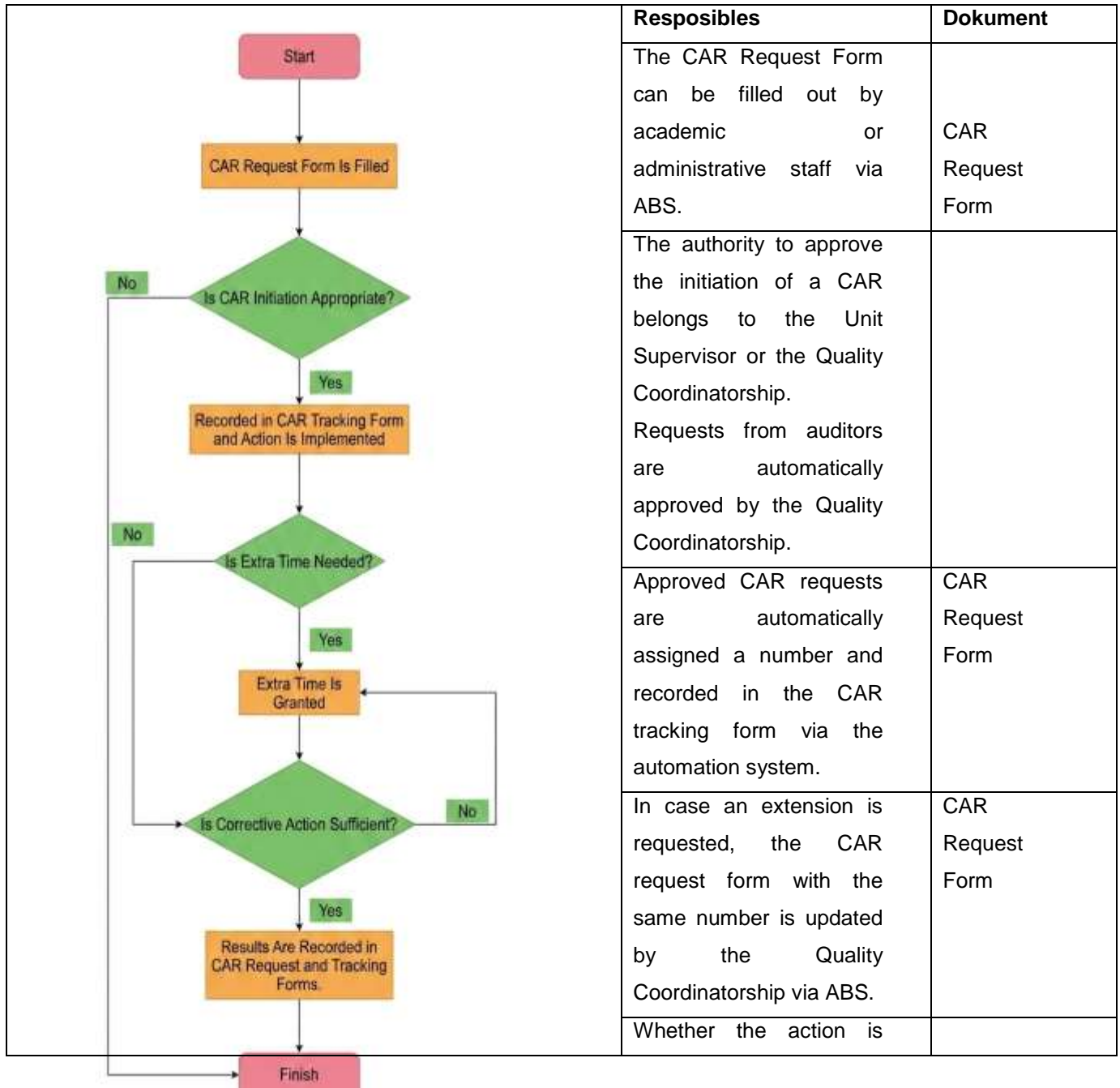
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7. WORK FLOW CHART



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	sufficient is decided by the auditor if the corrective action was initiated by auditors; in other cases, it is decided by the Quality Coordinatorship.	
	The results of the corrective action are recorded in the CAR Request Form by the Quality Coordinatorship. Through the automation system, the result is automatically transferred to the CAR Tracking Form. The CAR Tracking Form is presented as a report by the Quality Coordinatorship at the MR meeting.	CAR Request Form CAR Follow Form

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