



## TS EN ISO/IEC 17065 CERTIFICATION PROGRAM

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Approved by  
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## LIST OF SUCCESSIVE VERSIONS:

Version	History	Amendment	Reason for Realization
00	29.03.2023	First Publication	First Publication
01	12.01.2024	<ul style="list-style-type: none"> <li>-Reorganization of Product Certification Program Types</li> <li>-Adding an interim verification certificate section in accordance with UTP GEN D within the scope of UTP Evaluation activities</li> <li>-Application of Annex 1 in accordance with RFU... for the Issued Document and Validity Periods</li> <li>-Conceptual corrections to spelling and terminology</li> </ul>	Ensuring compliance with TS EN ISO IEC 17067 standard
02	20.02.2024	<ul style="list-style-type: none"> <li>-Pricing criteria have been added</li> <li>Items related to -UTP Prm have been removed</li> <li>-On the use of Brand and Logo In Article 6.10, the application and terminology have been harmonized.</li> <li>-Criteria are defined in case the application is rejected as a result of a review.</li> <li>-The issues specified in the Ministry's letter dated 09.01.2024 ECM certification process.</li> </ul>	TURKAK under the supervision Detection nonconformities found

The current version cancels and replaces the previous version(s).

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## 1. Objective

This program has been prepared to carry out DeTIM's national and international certification activities within the scope of certification of railway subsystems and maintenance organizations in accordance with the requirements of TS EN ISO/IEC 17065 standard, and to use the documents issued within the scope of these activities and the trademarks associated with them, if any.

Program, "TS EN ISO / IEC 17067 Conformity assessment - Product certification principles and product certification guidelines for programs".

## 2. Scope

This program covers the procedures and principles related to the operation of DeTIM for the assessment, reporting and certification of railway subsystems as UTP Assessment Body and of the entities responsible for maintenance as ECM Certification Body and for the performance of certification activities of rolling stock including track, construction, maintenance, repair, measuring machines and control vehicles as Designated Body.

## 3. Product Certification Program Types

Conformity assessments of railway vehicles according to UTP Loc&Pas, UTP Wag, UTP Noi are carried out by the Certification Body as UTP Assessment Body. For the modules specified in UTP GEN D, conformity assessment activities are carried out in accordance with the following product certification program types specified in TS EN ISO IEC 17067.

Modules for subsystem	Product Certification Program Type	Modules for Components	Product Certification Program Type
SB	Type 1a	CA1	Type 1a
SD	Tip 6	CA2	Type 1b
SF	Type 1a	CB	Type 1a
SH1	Tip 6	CD	Tip 6
		CF	Type 1a
		CH	Tip 6
		CH1	Tip 6
		CV	Type 1a

Since UTP Assessment Body is not involved in the conformity assessment activity according to \*CA and CC modules, product certification program type is not determined.

Conformity assessment of line, construction, maintenance, repair, measurement machines and control tools to TS EN 14033 series or TS EN 15746 series standards is carried out by the Certification Body as a Designated Body in accordance with the Type 1a product certification program type.

Conformity assessment of the bodies responsible for honey as ECM certification bodies according to the requirements of ATMF Annex A is carried out by the Certification Body in accordance with the Type 6 product certification program type.

### 4. Definitions

In the implementation of this program;

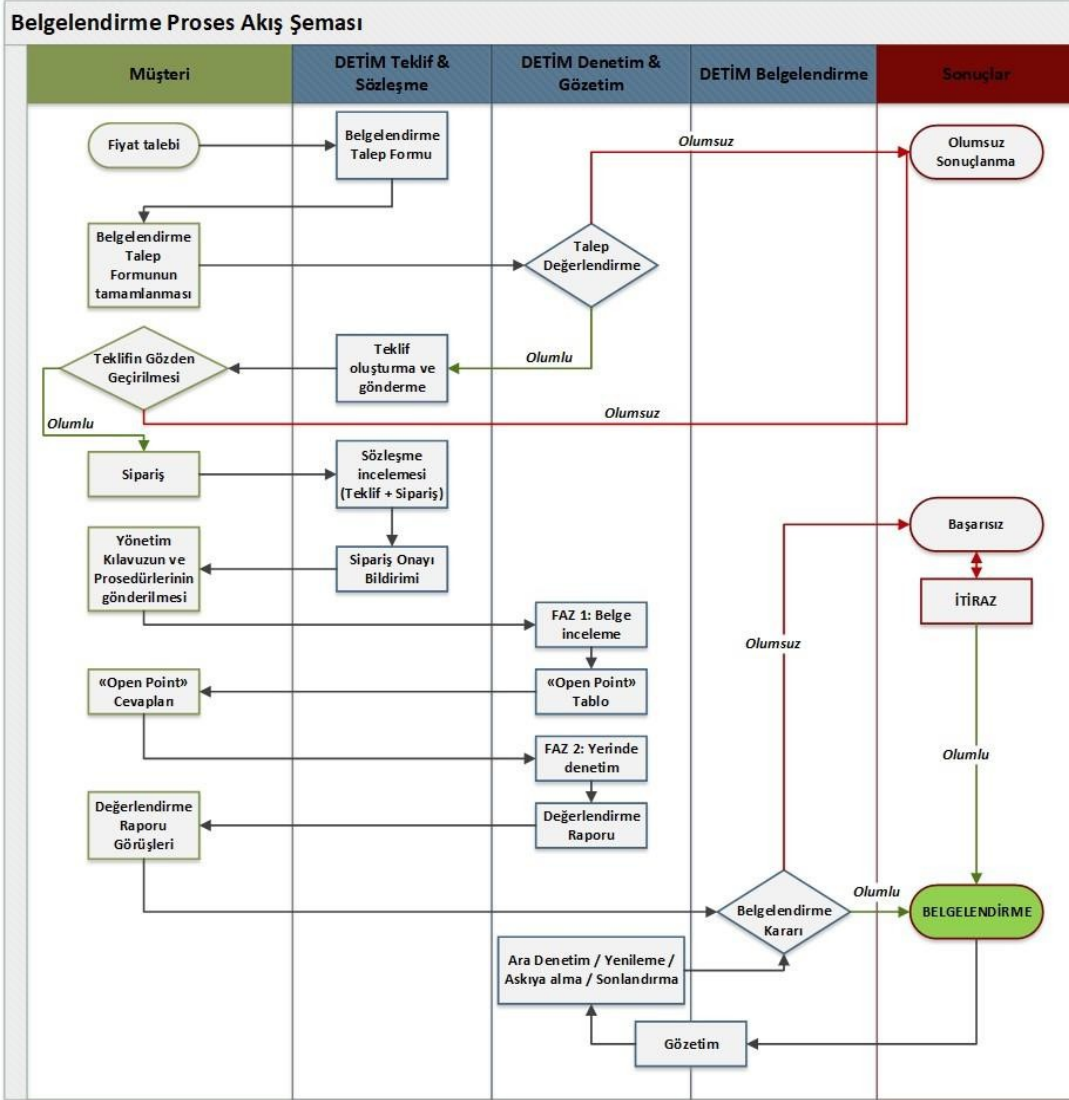
- Subsystem: The systems resulting from the division of the railway system and defined in Annex I of Directive (EU) 2016/797 of the European Parliament and of the Council on Interoperability of the Railway System within the Community,
- ATMF Uniform rules for the technical acceptance of railway equipment used in international traffic,
- Ministry Ministry of Transportation and Infrastructure,
- Applicant The manufacturer, the railway train and/or infrastructure operator, the person or organization having the right to use, the owner of the vehicle, the person or organization applying to DETIM for the inclusion of a railway subsystem in the scope of assessment or certification,
- COTIF Convention on International Transportation by Rail,
- Certification: Product, service, system or personnel certification and similar certification processes,
- Certification Body: The organization defined according to (EU) 2016/797 and Article 5 of the ATMF uniform rules,
- Railway vehicle: All kinds of towed and towed vehicles including track construction, maintenance, repair and control vehicles and train sets,
- EN European standard,
- OTIF The Intergovernmental Organization for International Rail Freight,
- TS EN ISO / IEC 17065: General Requirements for Certification Bodies Performing Product Certification,
- TS EN ISO / IEC 17020: Conformity Assessment - Requirements for the Operation of Inspection Bodies of Various Types,
- TS EN ISO / IEC 17067: Conformity assessment - Guidelines for Product Certification Principles and Product Certification Programs,
- UTP: Uniform Technical Instructions adopted by the OTIF Committee of Technical Experts,

refers to.

### 5. Application

Certification activities are carried out by the Certification Body within the scope of railway subsystems (UTP) and organizations responsible for maintenance (ECM) in accordance with the requirements of TS EN ISO/IEC 17065 standard. Certification activities are described in "DTM.PRS.16 Conformity Assessment, Certification and Surveillance Procedure" in addition to the descriptions below.

The general flow of certification activities is summarized in the table below:



## 5.1 Receipt of Application

The application process starts when the applicant contacts DeTIM. Applications for certification are received in person or electronically. DeTIM records the requirements related to the project, provided that the "DTM.F.31 Client Application Form" is sent to the applicant. The information requested during the application is detailed below:

- Desired scope of certification,
- The name of the applicant organization, the address of its physical location, and the important aspects of its processes and operations general characteristics and relevant legal obligations,
- General information about the applicant organization's activities, human and technical resources, functions and, if applicable, its relationship, if any, with a larger company in relation to the area of certification applied for,
- Information on all external resources used by the organization that may affect compliance with the requirements,
- Standards or requirements to which the customer seeks certification,
- Information on obtaining consultancy services in relation to the management system.

In addition to "DTM.F.31 Customer Application Form" document, "DTM.F.49 ECM Data Collection Form" and

"OTIF Application Form" are filled by the applicant within the scope of Maintenance Responsible Organization (ECM) certification application.

### 5.1.1 Scope Change Application

In response to an application for an extension of the scope of the issued certification, DETIM conducts a feasibility study to determine whether the extension can be carried out and decides on the audit activities required for this. At the organization that accepts the offer for extension, the extension audit is planned and performed. Scope extension may, where appropriate, be performed together with a surveillance audit. If the request is a scope reduction, a new document is issued without an audit.

### 5.1.2 Address Change Application

In case of an organization's application for a change of address, a change of address audit is planned if the organization accepting the offer is a production organization or if an activity that has an impact on the service is carried out at the relevant address for the service provided.

## 5.2 Evaluation of the Application

The application form submitted by the applicant to DeTIM is reviewed by the Director General. The application is reviewed and, if appropriate, approved to ensure that

- The information about the applicant and the certification activity is sufficient to carry out the audit,
- Questioning the adequacy of the documents submitted by the applicant organization with the application form for the scope applied for and resolving the differences in understanding between DeTIM and the applicant organization, if any,
- DeTIM has the competence and capability to provide certification services,
- Consideration of the scope of certification required, the location and number of activities of the applicant organization, the time required to conduct audits and the risk factors affecting certification activities,

The applicant organization and DeTIM meet the above application review criteria and provide at least the following documentation.

- 1) An official document showing the legal status of the applicant organization
- 2) Organization chart
- 3) Competency Matrix
- 4) Quality Management System

documentation In addition to the above documents;

a) Technical File for UTP Assessment activities including the following (UTP as defined in UTP Gen D For evaluation activities)

- A general description of the structural elements or subsystem,
- conceptual design and manufacturing drawings and schematics
- List of national and international standards - codes used in relation to the structural elements or subsystem
- the results of design calculations, investigations, etc., and
- test reports

b) Maintenance management system documentation for Maintenance Responsible Body certification activities

For designated body activities carried out within the scope of TS EN 14033 or TS EN 15746 standards, only The technical file content specified in the table below is requested.



DeBo APPLICATION AL FILE TABLE	ACTIVITY TECHNIC	14033 Conformity Assessment	15746 Compliance Evaluation
Technical File Content	Tip Approval Activity	Registration Activity	Registration Activity
Vehicle License	Not required	Required	Required
ECM Declaration	Required	Required	Required
Description Form	Required	Required	Not required
Vehicle Operation and Maintenance Manual	Required	Required	Required
Technical Drawing	Required	Required	Required
On-Board Equipment Operation and Maintenance Manuals (If applicable)	Required	Required	Required
On-Board Equipment Compliance Reports (If applicable)	Required	Required	Required

Approval decision for the application if the applicant organization and DETIM meet the above application review criteria given

If the Approval Decision is given, the offer stage is initiated and a commercial offer is prepared and sent to the customer within the scope.

If any of the documents requested above are not provided, the application review will be rejected and if the documents requested by the application form are not provided, the missing documents will be requested from the company for one time only. If the missing document is not provided, the application is rejected.

If a Rejection Decision is given;

- The customer will be informed of the rejection of the application, stating the reasons.

The information received from the applicant, the scope of the request, financial risk, suitability of the place to be served, etc. are evaluated and recorded. After the applicant approves the proposal, a "Project Number" is assigned within the scope of the project and the "DTM.F.35 Certification Service Agreement" is prepared and sent to the customer. The contract includes the responsibilities and obligations of the applicant and Detim as the certification body. After the contract is signed and returned by the customer organization official, it is also signed by the DETIM official. A copy of the Agreement signed by the DETIM authorized signatory is sent to the applicant.

### 5.3 Audit Planning and Staff Assignment

Immediately following the signing of the contract, personnel assignments are made within the scope of the project. This assignment is made by selecting the competent personnel in the "DTM.L.05 Competency Matrix" in accordance with the relevant application requirements. The assignment of the personnel suitable for the

project is recorded with the "DTM.F.24 Acceptance of Assignment Form". The task acceptance form also ensures the impartiality and independence of the personnel involved in the project organization.

"DTM.PL.08 UTP Assessment Plan" for UTP assessment activities based on task assignments, "DTM.PL.07 ECM Audit Plan" for ECM certification and national rules

"UTP.PL.10 National Rule Evaluation Plan" and evaluation and audit plans are prepared for designated organization activities. The Audit Plan is a general summary of the studies and methods to be followed in the project and includes the project schedule and the names and duties of the personnel assigned to the project. If there is no negative feedback from the applicant regarding the plan, the activities are started in accordance with the dates in the relevant plan.

## 5.4 Evaluation and Audit Activities

Assessment and inspection activities are carried out in separate steps for the rolling stock subsystem and the organizations responsible for maintenance.

### 5.4.1 UTP Assessment and Audit Activities

Railway subsystems UTP certification activities are carried out under 3 main headings according to the evaluation modules to be selected by the customer. Explanations about the modules are given in the tables below. Table 1 shows the assessment modules of the Building Elements (Interoperability Components). Table 2 shows the evaluation modules at subsystem level. Provided that it is appropriate for the relevant subsystem/structure element, one module can be selected or combinations including more than one module can be made.

Modül Adı	Açıklama	Modül Adı	Açıklama
Modül CA1	Dahili üretim kontrolü artı bireysel inceleme ile ürün doğrulaması	Modül CF	Ürün doğrulamasına dayalı tipe uygunluk
Modül CA2	Rastgele aralıklarla dahili üretim kontrolü artı ürün doğrulaması	Modül CH	Tam kalite yönetim sistemine dayalı uygunluk
Modül CB	Tip doğrulama	Modül CH1	Tam kalite yönetim sistemine ve tasarım incelemesine dayalı uygunluk
Modül CD	Üretim sürecinin kalite yönetim sistemine dayalı tip uygunluğu	Modül CV	Hizmet içi deneyime göre tip doğrulama (kullanıma uygunluk)

**Table 1: Conformity Assessment Modules for Building Elements**

Module Name	Description
Module SB	Type review
Module SD	Quality management system of the production process
Module SF	Verification based on product validation
Module SH1	Verification plus design review based on a full quality management system

**Table 2: Conformity Assessment Modules for Subsystems**

In accordance with the modules determined above, the certification activity is carried out under the following 3 main headings:

- **Design Phase:** Final design evaluations of the relevant product within the scope of the module selected by the applicant are carried out and prototype production approval is given. The design phase is recorded by filling out the checklists within the scope of the relevant product (e.g. DTM.L.25 UTP WAG Checklist) (Note: The design phase is evaluated if it is included in the module requirements to be selected).
- **Type Test Phase:** The Type Test phase covers the tests required by the legislation for the relevant product. Tests can be carried out by test organizations with TS EN ISO/IEC 17025 accreditation, or by non-accredited organizations in cases where there is no accredited organization in the relevant

scope. Testing activities in non-accredited organizations DeTIM team

is carried out under supervision. If supervision is to be carried out during the Type Test phase, "DTM.PL.09 UTP Type Test Supervision Plan" shall be prepared before the tests. After the inspection, "DTM.F.52 UTP Type Test Report" type test activity is recorded.

- **Serial Production Approval:** Applicant's quality management system and the quality management system realized through the prototype produced  
It is a 2-stage audit. As a result of both stages of audit, "DTM.F.53.UTP Audit Report" is prepared and the audit result is recorded.

### 5.4.1.1 Intermediate Validation Certificate

Within the scope of UTP assessment activities, as specified in UTP Gen D, the interim verification certificate is issued only for the process of verifying conformity with the UTP(s) for specific stages of an assessment procedure or for specific parts of a subsystem. The interim verification certificate is only valid for subsystems. It can be applied to modules SB, SD, SF and SH1 as specified in UTP Gen D for UTP Wag and UTP Loc&Pas within the rolling stock subsystem. The modules and certificate types for which intermediate verification certificates can be issued and their validity periods are detailed in Annex 1.

### 5.4.2 ECM Assessment and Audit Activities

ECM certification is carried out in 2 stages in accordance with the functions selected by the applicant.

- **Phase 1 Audit:** The ECM documentation (procedures, instructions, forms, ...) requested from the applicant is assessed in accordance with the modules selected by DeTIM and recorded in the "DTM.L.15 ECM Checklist".
- **Stage 2 Audit:** At this stage, the approval of the company's quality management system according to ATMF Annex-A ECM Regulation is carried out. It is audited how the documents examined in documentation management are reflected on the field. The purpose of the Stage 2 audit is to assess whether the maintenance management system is effectively implemented in the field.

Additional details regarding the certification activity are included in "DTM.PRS.16 Conformity Assessment, Certification and Surveillance Procedure".

### 5.4.3 Assessment and Audit Activities according to National Qualifications

The assessment procedures of the National Qualification are carried out within the scope of the tasks assigned to the designated bodies (DeBo) in the Railway Vehicles Type Approval Regulation and the Railway Vehicles Registration and Registry Regulation published by the Ministry.

The criteria to be applied for these conformity assessment procedures shall be determined by the Ministry according to each conformity assessment activity, including the infrastructure conditions of our country, the technical criteria required in UTPs or a part of them. The criteria applied in the conformity assessment process according to national rules are clearly stated in the reports and documents prepared as a result of the conformity assessment process.

As a result of this activity, Design Review or Quality System Conformity certificates are not issued. If Type Approval will be performed by the Ministry, National Qualification Certificate and/or Verification Certificate will be issued. If, as a result of the aforementioned examination, registration or registration change will be made, the conformity assessment process is completed with the preparation of the result report form within the relevant scope.

National qualification review (DeBo) activities are carried out for

- Conformity assessment procedures carried out in our country for national type approval of railway vehicles with design review and quality system conformity certificate within the scope of UTP. As a result of this process, a national qualification certificate is issued.
- (railway line maintenance and repair measurement vehicles to be used for special purposes, which will operate within the borders of our country

including) and national type approval of vehicles for which all UTPs are not required by the Ministry

conformity assessment procedures. As a result of this process, national qualification certificate and verification certificate are issued.

- Reporting of changes made on registered vehicles. As a result of this conformity assessment activity, the result report form in the relevant scope is issued in accordance with the criteria determined by the Ministry.

#### 5.4.4 Detected Nonconformities

Nonconformities related to certification requirements, including product-related requirements, nonconformities identified within the scope of all assessment and audit activities, including surveillance activities specified in Article 5.8, are classified as critical and non-critical nonconformities. For critical nonconformities, the applicant is expected to close the nonconformity within 8 weeks and non-critical nonconformities within 4 weeks. If the evidence documents regarding the nonconformity are not provided within these periods, the application for the first certification process is terminated. The relevant certificate is suspended within the scope of surveillance audit.

#### 5.5 Reporting

At the end of the UTP Certification activity, the audit team reviews the audit findings and prepares the "DTM.F.58 UTP Certification Report". This report includes a summary of all certification activities, audit dates, compliance with the relevant legislation and details within the scope of the product evaluated.

As a result of the Maintenance Responsible Organization (ECM) certification activity, the audit team prepares "DTM.R.04 ECM Report" and records the audit result. The report is submitted to the General Directorate of Transportation Services Regulation for approval. After the approval of the General Directorate of Transportation Services Regulation, the stage of review and certification decision is started.

As a result of the activities carried out by the audit team as an appointed organization within the scope of international rules, the audit team records the audit result with the final report specified in DTM.PRS.16 Conformity Assessment, Certification and Surveillance Procedure.

#### 5.6 Review and Certification Decision

The assessment of the projects, the review of all relevant information and results and the certification decision are made by the Certification Manager. The following key elements are checked during the review of the assessment.

- Audit Final/Interim Report
- Test/experiment reports if available
- Records related to corrective actions, if any
- Project technical file

If no nonconformity is detected in the project outputs within the scope of the evaluation, the process is transferred to the Certification Committee (the committee may consist of one person). The certification committee tasks are carried out by the certification manager. Accordingly, the certification decision stage is started with "DTM.F.41 Certification Committee Decision Form". The committee declares its opinions as a result of the evaluation and approves the certification decision if it deems sufficient by examining the project file for certification or document renewal decision.

The final dossier submitted to the Certification Committee is found to be negative on various occasions as a result of the following conditions:

- Failure of the applicant to take the actions required for the findings identified in the audit,
- A negative decision at the review and decision stage.

In case of a negative decision, it is sent back to the commission and a second evaluation is made, provided that the right of objection and appeal is reserved. As a result of the evaluation, a positive or negative decision is made again and if the second decision is negative, the file is closed, although there is no right of objection and

appeal.



### 5.7 Issuance of the Document

Following the approval of the final reports submitted to the Certification Commission, the decision to issue the certificate is taken and the relevant certificates/documents are prepared by DeTIM and presented to the client. The issued documents are signed, a photocopy is taken to remain with DeTIM and archived in the file of the relevant organization. The date of certification decision is written on the documents as the date of publication. In cases where the certificate needs to be reissued due to a change of title, scope and address, the validity period of the certificate does not change. The certificate of the organization is sent by cargo or hand delivered against signature after the invoice is paid by the organization. At this stage, the contract signed by the DeTIM authorized person is also sent to the relevant organization. Organizations for which a certificate is issued are recorded in the "Certification Tracking List". Document delivery can also be made by Cargo, Mail, etc. methods.

Within the scope of the activities carried out as UTP assessment body, a certificate is issued in accordance with the module selected by the applicant and according to the application of the assessment to the building element (interoperability component) or subsystem. If the document is issued for structural elements, a conformity assessment or a certificate of conformity for use is issued. Likewise, if it is issued for the subsystem, a verification certificate is issued. The documents issued according to the modular approach are detailed in Annex 1.

As a result of the certification activities of the organization responsible for maintenance, the applicant is issued an ECM certificate or a Maintenance Function Certificate in accordance with the scope of the application. If the organization applying for the ECM Certificate is not capable of performing all of the maintenance, inspection or repair works of any of the vehicle types included in the scope of the certificate within its own organization; the activities that it can and cannot fulfill by outsourcing services are also specified in the Additional Information section of the certificate.

As a result of the activities of the designated body within the scope of national rules, the applicant is issued a Verification Certificate in accordance with the Regulation on Type Approval of Railway Vehicles or the final reports showing that the line maintenance and repair vehicles comply with the standards specified in the regulation in accordance with the Regulation on Registration and Registry of Railway Vehicles.

DeTIM is obliged to maintain a list of certified organizations, revise it when necessary and send it to interested organizations and parties upon request. There is also the possibility to query these organizations on the DeTIM website.

### 5.8 Surveillance

Depending on the scope of the project, the certification program requires a surveillance function. Companies that have been awarded the certificate are subject to surveillance audit to confirm that the requirements of the certification program are continuously met. The documents issued within the scope of the modules specified as Type 6 in the 3rd section titled Product Certification Program Types and within the scope of maintenance responsible organization certification are subject to surveillance activities.

During surveillance audits, auditors also check the conditions for the use of documents and trademarks. Records of observations (including nonconformities) are recorded in the audit report by the audit team. In case a critical nonconformity is detected during the surveillance audit; 8 weeks are given for the elimination of the nonconformity. If there is no evidence that the nonconformity has been eliminated within this period, the product certificate is suspended.

For non-critical non-conformities, a period of 4 weeks is allowed for the closure of the non-conformity.

## 6. Post Certification Processes

### 6.1 Validity Period of Documents

Notifies the customer of the validity periods of the relevant certificates in accordance with the periods specified in the standards and regulations related to the certificates prepared as a result of the studies and evaluations carried out and notifies the customer of the validity periods of the relevant documents and also notifies the customer on the document to be issued.

processed. In UTP Certification activities, the relevant periods vary according to the module selected. The certification process for Maintenance Responsible Organizations (ECM) is carried out in 5-year periods. Document validity periods are detailed in Annex 1.

### 6.2 Recertification Audits

A recertification audit is performed to assess the continued fulfillment of the requirements of the relevant standard or other governing document or changed circumstances, such as changes in scope. The purpose of the recertification audit is to confirm the continued conformity and effectiveness of the management system as a whole and the relevance and applicability for the scope of certification. Recertification audits are organized by presenting the audit plan to the customer within the periods defined in the relevant scopes.

### 6.3 Notification of Revocation, Suspension or Withdrawal

Following the cancellation or suspension of the certificates issued by DeTIM, the relevant organizations and the customer are notified in writing. The relevant organizations notified within the scope of UTP and ECM certifications are as follows:

- UHDGM,
- TURKAK,
- TCDD,
- TCDD Tasimacilik Co.

### 6.4 Suspension of the Certificate

Certification shall be suspended for a period not exceeding (6) six months if the following conditions are met

- The client's certified management system consistently or seriously fails to meet the certification requirements, including the requirements for management system effectiveness,
- The certified client does not allow surveillance or recertification audits to be conducted at the required frequency,
- The certified client voluntarily requests a temporary suspension.
- Failure to eliminate critical nonconformities within the specified periods as a result of the audits performed
- The audits carried out by the Ministry will ensure that the nonconformities identified are corrected within the specified periods.
- failure to remedy
- The result of the evaluation of the complaints regarding the detection of inappropriate products is in favor of the complainant,
- Non-critical nonconformities identified in audits are not remedied within the specified timeframes,
- Failure to comply with certification rules,
- Non-payment of audit fees.

The decision to suspend the certificate is taken by the Certification Committee. The suspension of the certificate is notified in writing to the relevant organization. When DeTIM deems necessary, it may extend the suspension period one more time and for a maximum of (3) three months with the decision of the Certification Committee.

In suspension, the client's management system certificate is temporarily invalid. DeTIM is guaranteed by the Certification Agreement that its customers will not promote/advertise its certification in case of suspension. In cases where the customer is found not to comply with this, a written warning is given and legal measures are taken if necessary. DeTIM may take any other measures it deems appropriate, including publication of the suspension on the web or in the press.

In the event that the client consistently or seriously fails to fulfill the certification requirements for part of the certification scope, DeTIM may narrow the scope of the client's certification to exclude the part of the scope

for which the requirements are not met. Such narrowing shall take into account compliance with the requirements of the standard used for certification. If the issues that led to the suspension cannot be resolved within the time period given by DeTIM, the certification shall be withdrawn or appropriate scope reduction shall be made.

### 6.5 Suspension of the Document

If the organizations whose certificates are suspended notify DeTIM in writing that the grounds for suspension have been removed, DeTIM conducts an audit to the organization to confirm that the grounds for suspension have been removed.

The scope and duration of the audit for lifting the suspension, depending on the grounds for suspending the certificate is determined as

At the end of the audit, the suspension of the certification of the client organization whose conformity is verified by the audit team is lifted after the certification committee meeting. In case the grounds for suspension are not removed, the document shall be withdrawn.

The organization shall be notified in writing of the lifting of the suspension of the certificate.

### 6.6 Withdrawal of the Certificate

The document is withdrawn in the following cases:

- Request from the organization,
- Bankruptcy of the organization or termination of its activities within the scope of the certificate,
- Change of legal entity of the organization,
- Failure of the organization to accept the terms of the suspension,
- Failure of the organization to remove the grounds for suspension,
- The organization fails to provide confirmation for a follow-up audit at the end of the suspension period,
- Failure to close identified nonconformities within the prescribed timeframes during follow-up inspections to lift the suspension,
- Misleading and unfair use of the document by the organization in areas other than the product or service specified in the document,
- The organization cannot be found at the facility address specified in the document,
- As a result of falsification of documents and annexes by the organization,
- As a result of the organization's refusal to accept the surveillance audit.

If the organization has not applied for a follow-up audit within (6) six months after its certificate is suspended, it may be given additional time or its certificate may be withdrawn. In case of withdrawal of the certificate, the organization is required to fulfill its obligations specified below and in the Agreement:

- Suspension of the use of the DeTIM certificate and logo,
- Waiver of any rights under the revoked certificate,
- Payment of outstanding document or audit fees.

Within one month following the withdrawal of the certificate, the organization must remove the logo from all correspondence and promotional materials. Otherwise DETIM;

- Announces to the relevant accreditation body and other certification bodies,
- It announces in various media that the organization is using the document illegally in violation of the contractual rules,
- Therefore, it applies to legal remedies for the compensation of material and moral damages. In addition, in the event that the organization does not request document renewal, the product production / service provision within the scope of the document is stopped or the organization is closed, the document is withdrawn and announced to the public.

### 6.7 Notification of Changes and Implementation

**Notification of Changes Made by DeTIM to the Customer and/or the Relevant Authority:**

DeTIM announces each change in the certification conditions / conformity assessment conditions to its customers who have made certification / conformity assessment on its website within 30 days. DeTIM, certified / conformity

The company verifies the compliance of each of its customers with the new requirements by receiving written information or by visits/audits. All these practices are guaranteed by the contracts made with the customers who have made certification / conformity assessment.

DeTIM notifies TURKAK in writing 15 days in advance of any changes it plans to make in its legal status and the address where it operates. After this notification, DeTIM agrees to have its situation evaluated by TÜRKAK and to take a new decision regarding its accreditation.

DeTIM notifies TURKAK in writing within 15 days of changes in its shareholding and management structure and changes affecting the activities within the scope of accreditation (quality management system, personnel, equipment, etc.). After this notification, TURKAK evaluates DeTIM's situation and depending on the status of the change, it may not make any changes in the accreditation status, may suspend or withdraw the accreditation partially or completely, and may request an on-site audit. In case of partial or full suspension or withdrawal of accreditation, DeTIM is obliged to announce the changes in its accreditation (Suspension / Revocation) to its existing customers, potential customers and the entire public via its website within 3 business days at the latest.

### **Notification of Changes Made by the Client Organization to DETIM:**

Client Organizations are obliged to inform DETIM officially (in writing) within 7 business days at the latest about the following changes.

- The legal, business or organization's status or ownership,
- Organization and management (such as key managers, decision-making and technical staff),
- Contact address and sites,
- Scope of operations under the documented management system,
- Major changes in management systems and processes.

### **Notification of changes in DeTIM's accreditation (Suspension / Revocation) to the Client Organization:**

DeTIM is obliged to announce changes in its accreditation (Suspension / Cancellation) to its existing customers, potential customers and the entire public via its website within 3 business days at the latest.

## **6.8 Situations where changes are not notified**

### **Failure to Notify the Client Organization and/or Relevant Authority of Changes Made by DETIM:**

If DeTIM does not notify its certified customers of each change in the certification conditions on its website within 30 days, the right of the organization to initiate legal proceedings arises when the customers prove that they have been victimized due to this situation.

### **Failure to Notify DETIM of Changes Made by the Client Organization:**

If it is determined that Client Organizations do not inform DeTIM officially (in writing) about the following changes within 7 business days at the latest, the suspension of the organization certificate is applied:

- a) The legal, business or organization's status or ownership,
- b) Organization and management (such as key managers, decision-making and technical staff),
- c) Contact address and sites,
- d) Scope of operations under the documented management system,
- e) Major changes in management systems and processes.

### **Failure to notify the Client Organization of changes in DeTIM's accreditation (Suspension / Revocation):**

If DeTIM does not announce the changes in its accreditation (Suspension / Cancellation) to its existing customers, potential customers and the entire public via its website within 3 business days at the latest, the right to initiate legal proceedings and the right to compensation arises when the customers prove that they have been victimized due to this situation.

Additional audit and/or test decision regarding the change is made by the Certification Manager. The decision on the change is documented in the "Certification Decision Committee Form (DTM.F.41)" and approval/cancellation/suspension decision is made by the Certification Manager.

### 6.9 Complaint and Appeal Process

Appeal and Complaint management is carried out by persons working within DETIM who have knowledge and experience in certification services in order to ensure the principle of impartiality, independence and transparency.

Applications regarding objections, complaints and disputes shall be made to DETIM in writing or officially via the website. Oral applications and applications without name, address and signature, even in writing, as well as objections and complaints with false addresses and signatures will not be processed.

Objections and complaints received by DeTIM are handled by the Technical Coordinator and/or Quality Manager. They are evaluated within the scope of corrective/preventive action within 15 business days after consultation with the relevant personnel(s) and preliminary information is given to the complainant in writing or verbally under the coordination of the Quality Manager.

The person or persons who are the subject of the Appeal and Complaint cannot take part in the evaluation of complaints.

Within 30 (thirty) days at the latest from the date of the Appeal and Complaint, the result of the activities carried out shall be notified in writing to the complaining party.

The objection period for the decisions taken as a result of the applications is 30 (thirty) days from the date of notification of the decision. The appeals are subject to a preliminary examination by the supervisor of the unit conducting the certification in terms of whether the objection is in due time, whether it is based on new information and documents and whether there are clear material errors and the like in the decision made. As a result of the preliminary examination, the objections found to be appropriate by the relevant certification manager are put on the agenda by the objection and complaint committee to be appointed by DETIM for examination. The decision made in this way is final.

Appeals and complaints are evaluated and decided impartially and in accordance with confidentiality requirements.

### 6.10 Brand and Logo Usage

The right to use the TURKAK Accreditation Mark given within the scope of TS EN ISO/IEC 17065 Conformity Assessment accreditation belongs only to DETIM. DETIM's customer, subcontractor or any third party cannot use this trademark. TURKAK Accreditation Mark shall not be placed on a certified material or product and shall not be used in a manner implying product certification or approval. The rules specified under this article must comply with the DTM.PRS.17 License Documents Logo and Conformity Marks Usage Procedure and TURKAK's trademark usage instruction (See: [www.turkak.org.tr](http://www.turkak.org.tr) / R10.06-Terms for the Use of the TURKAK Accreditation Mark by TURKAK Accredited Bodies).

DETIM licensed logo can be enlarged or reduced, provided that the proportions remain constant and are not smaller than 50mm.

The shape of the DETIM certification logo cannot be changed under any circumstances. The certificate and licensed logo cannot be transferred to a third party.

Logo can only be used in areas of activity within the scope of the document. Logo cannot be used in areas of activity such as product / service documents or outside the scope of the document. In all places where the logo is used, the document number is indicated together. Logo cannot be used in printed or electronic media in a way that disparages DETİM or its services and damages DETİM's rights. In case of expiration, suspension or cancellation of the certificate, the certified organization must stop using the logo. The certified organization is obliged to comply with the provisions of this instruction as long as the validity of the document continues. If it fails to fulfill the conditions specified in this instruction, its certificate will be suspended or canceled. Within the scope of these principles, DETIM does not grant any rights to the logo user. DETIM always has the right to unilaterally revoke or change the conditions of the permission it has given for the use of the logo. DETIM reserves the right to take action against any use that does not comply with these principles, violates DETIM's rights or violates other applicable laws.

For situations other than these cases, DeTIM's "DTM.PRS.17 License Documents Logo and Conformity Marks Usage Procedure" applies.

### 6.11 Pricing and Notification

The fees to be applied in certification studies according to the requested scope and certification and audit studies to be



carried out according to the standards are presented to the customer in the offer file. The following criteria are taken into consideration in pricing:

- Module or modules selected by the applicant
- File review time

- Duration of on-site inspections
- Standard Requirements
- The following criteria are taken into account in determining the time spent for evaluation within the scope of the application
  - Quality Management System must be certified
- Maturity of the Quality Management System
- Customer Experience (product, audits, etc.)
- The application is a first certification or renewal application
- Sites where the applicant operates
- Number of employees of the applicant in the activity subject to certification

The applicant/document holder is obliged to pay the accrued invoices within 30 (thirty) days at the latest from the date of notification without any further notice. For receivables not paid within this period, the applicant/document holder shall be deemed to be in default as of the invoice date and the final report/document shall not be issued.

In the event that the applicant renounces his/her request at any stage of the certification service or is suspended by DETIM, the fees for the services initiated and/or provided during the period until the date of notification of the renunciation request to DeTIM or until the suspension decision are accrued in full and collected from the applicant. In this case, the applicant cannot claim any material and moral rights.

Invoices and all other correspondence accrued to the customer with whom the service contract is concluded shall be sent by registered cargo to the contact address notified to DETIM by the customer. The applicant is obliged to notify DETIM of any change of contact address within 30 (thirty) days and in writing.

In the event that the change of address is not notified and / or has not yet reached DeTIM, all shipments mailed by DeTIM shall be deemed as notification.

Except for invoices and similar documents that must be physically delivered to the customer, notifications sent by DeTIM to the official registered e-mail addresses shall also be deemed as notification. The annual increase rates of the fees are determined by DeTIM.

## ANNEX 1

### A- Railway Vehicles Subsystem - Freight Wagon

		Modules				
	Certificates	SB	SD	SF	SH1	National Qualification
Certificates for Subsystem	Type Review Certificate	* (10 years)				
	Design Review Certificate				* (10 years)	
	Quality Management System Approval		* (2 years)		* (2 years)	
	Verification Certificate		* (2 years)	* (Indefinite)	* (2 years)	*(indefinitely)
	Intermediate Validation Certificate (Type Review)	* (10 years)				
	Intermediate Validation Certificate (Design Review)				* (10 years)	
	Intermediate Validation Certificate (Quality Management System Approval)		* (2 years)		* (2 years)	
	Intermediate Validation Certificate		* (2 years)	* (Indefinite)	* (2 years)	
	National Qualification Certificate					* (Indefinite)

		Modules							
	Certificates	CA1	CA2	CB	CD	CF	CH	CH1	CV
Certificates for Component	Type Examination Certificate			* (10 years)					
	Design Review Certificate							* (10 years)	
	Quality Management System Approval				* (2 years)		* (2 years)	* (2 years)	
	Certificate of Conformity	* (Indefinite)	* (Indefinite)			* (Indefinite)			
	Suitability for Use Certificate								* (10 years)

## B-Railroad Vehicles Subsystem - Locomotive, Train Set, Passenger Wagon

		Modules				National Qualification
	Certificates	SB	SD	SF	SH1	
Certificates for Subsystem	Type Review Certificate	* (7 years)				
	Design Review Certificate				* (7 years)	
	Quality Management System Approval		* (2 years)		* (2 years)	
	Verification Certificate		* (2 years)	* (Indefinite)	* (2 years)	
	Intermediate Validation Certificate (Type Review)	* (7 years)				
	Intermediate Validation Certificate (Design Review)				* (7 years)	
	Intermediate Validation Certificate (Quality Management System Approval)		* (2 years)		* (2 years)	
	Intermediate Validation Certificate		* (2 years)	* (Indefinite)	* (2 years)	
	National Qualification Certificate					* (Indefinite)

		Modules							
	Certificates	CA1	CA2	CB	CD	CF	CH	CH1	CV
Certificates for Component	Type Examination Certificate			* (5 years)					
	Design Review Certificate							* (5 years)	
	Quality Management System Approval				* (2 years)		* (2 years)	* (2 years)	
	Certificate of Conformity	* (Indefinite)	* (Indefinite)			* (Indefinite)			
	Certificate of Fitness for Use								* (5 years)