**MANAGEMENT SYSTEMS CERTIFICATION**

**9001 – Quality Management System**

The world nowadays has become smaller, and major developments in information, technology and communications fields have diverted societies towards a fierce competition and an economic race with everchanging developments.Under the current global order, survival requires provision of products and services in line with customer needs and expectations, which can be achieved by implementing a Quality Management System that targets continual improvement and encompasses all stages, starting by design, and then to production/ provision, marketing and after sale services.Since its first introduction in 1987, TS EN ISO 9001 Quality Management System Standard has now become the most sought after International Standard with the broadest field of implementation.

**TS EN ISO 9001 facilitates;**

* Development of quality concept within organisations,
* Improvement of profit, efficiency and market share,
* Efficient management,
* Reduced costs,
* Employee satisfaction,
* Improvement of internal communication,
* Broad monitoring and control of all activities,
* Reduced returned goods/services,
* Reduced customer complaint, increased customer satisfaction,
* Applicability at national and international level.

**14001 – Environmental Management System**

It is now accepted throughout the world that our globe that keeps getting smaller and smaller everyday has limited resources, and that the impact of products and activities is no more bound by local or regional domains but extend beyond, to the global domain. This understanding has introduced the need for control of environmental impacts through market forces rather than legal administration. Today’s consumers not only demand to have their expectations and needs met at the highest level but also to have respect and value shown to their living environments and the world, and seeks after these at the market. These developments have introduced organizations’ need for a management system that would allow them to keep their interactions with the environment under control and to continually improve their environmental performance and achievements.

Throughout the world, Environmental Management System is recognized by the ISO 14001 standard. Subsequent to ISO 9001 Quality Management System Standard, Environmental Management System has also been rapidly recognized and adopted by international organizations.

**TS EN ISO 14001 facilitates;**

* Improved conformance to national and/or international regulations,
* Improved environmental performance,
* Increased advantage at internation competitiveness,
* Improved reputability and market share for organisations,
* Reduced costs and increased effectiveness through developing cost control,
* Reduced accidents with liabilities and similar through preparedness for emergencies (earthquake, fire, flood etc.) and accidents
* Control and reduction of pollution starting at the source of origin,
* Savings on raw materials and energy,
* Ease of obtaining permit and license documents,
* Acceptance by the global market.

**22000 – Food Safety Management System**

The crucial factors that changes power dynamics and determines international competitiveness are efficient use of resources and ensuring access to reliable products by customers.

Global developments indicate that the most important sector in future will be agriculture and the most important product food. The most important driving factor in regards to agricultural production providing the food supply on the other hand is the customer demand. Customers seek evidence for reliability of products offered.

ISO 22000 Food Safety management system standard is an international standard that has been developed in order to establish a global safe food production chain.

**Implementing this standard facilitates;**

* Ensuring product traceability at every stage of production by means of establishing efficient communication inbetween all relevant parties including consumers and legal bodies,
* Control, complete removal or mitigation to acceptable levels of hazards with a potential to harm human health,
* Management of risks,
* Conformance to legal authorities,
* Resource optimization by means of reduced need for post-production validation
* Improved competitiveness and brand credibility in international market
* Development of proactive system of thinking instead of reactive.

**FSSC 22000 Food Safety System**

FSSC 22000 is an internationally recognized, ISO-based certification scheme developed by Foundation for Food Safety Certification (FFSC), used for the purposes of auditing and certification of food safety systems of food producers within the entire food supply chain. FSSC 22000 has been developed with participation of several related organizations and agencies, with global standing on food safety topic, and is completely recognized by Global Food Safety Initiative (GFSI).

The scheme is also recognized by EA (European Cooperation for Accreditation).

This scheme demonstrates that organizations operate a sound and effective food safety management system that can satisfy requirements of legal entities, customers in food sector and consumers.

FSSC 22000, which has been developed in response to the needs of international food sector, offers an ISO-based, independent food safety management scheme for the purpose of third-party auditing and certification.

FSSC 22000 is entirely based on independent international standards (ISO 22000, ISO 22003 accompanied by sector-specific techinal specifications for Pre-requisite programmes (PRPs) and additional scheme requirements), and aims to implement sector-specific pre-requisites to deliver safe food products to consumers.

FSSC 22002-1 certifies food safety for production of food, whereas FSSC 22002-4 certifies food safety for food packaging and packaging materials.

**FSSC 22000;**

It is crucial in terms of product safety to ensure effective conformance to and tracking of regulations, fulfil customer requirements, manage risks to consumers and control hazards, and avoid non-conforming production, loss of labor and recalls thru a proactive approach.

This scheme allows for integration of food safety and food quality management with other management systems such as environmental management, sustainability, health and safety.

**45001 - Occupational Health And Safety Management System**

This standard is a valid standard at all international platforms that has been prepared by ISO in a high-level structure, regardless of any geographical, political, economic, commercial and social boundaries with an aim to increase compliance with legal and regulatory requirements, to ensure a sustainable, safe and healthy working environment for all employees, to prevent occupational diseases, to minimize occupational accidents, to identify risks by defining hazards, to provide continuous improvement with proactive measures and to strengthen organizational structure.

**TS ISO 45001 provides;**

* Increasing compliance with legal and regulatory requirements,
* Creating a corporate culture and developing a sense of belonging through creation of a safe and sustainable working environment,
* Pprevention of injury, disability and, in particular, occupational diseases,
* Prevention of labor loss
* Creating a positive image and increasing the brand value,
* Take an active role in the establishment of public health through proactive measures

**13485 – Medical Devices Quality Management System**

Within the context of EU harmonization process, all producers of medical devices seek to establish and have certified a quality management system to satify existing legal requirements and customer demands, improve efficiency and establish legal assurance. Quality system certification as per TS EN ISO 13485 standard is a necessary step for medical device producers to be able to use CE marking on their products.

TS EN ISO 13485 standard sets out quality system requirements for organizations operating in the medical sector.

This standard is based on the process model of ISO 9001 standard. However, in introduces additional requirement such as conformance to GMP (Good Manufacturing Practices) rules, risk management (TS EN ISO 14971), validation and if applicable strelization process validation, stability studies, applications in relation to clinical and biological assessments. TS EN ISO 13485 is compatible with other management systems such as ISO 14001 and OHSAS 18001.

**TS EN ISO 13485 facilitates;**

* Establishing quality awareness within the organization by means of implementing a quality system,
* Conformance to existing legal regulations,
* Satisfying customer need and expectations,
* Improved customer satisfaction,
* Potential for improvement in the system by means of system’s deficiencies,
* Prevention of recalls,
* Improved profit, efficiency and market share,
* Removal of risks related to finished product,
* Sustained effectiveness of the system,
* Following an effective path towards achieving CE marking on products,
* Establishing a management system applicable at national and international level.

**10002 – Customer Satisfaction Management System**

Expansion of global trade and proliferation of similar organizations nowadays have resulted in a much fiercer competitive environment, which in turn underlined even more the importance of concept of customer, the foremost raison d’être of every organization. Organizations can no longer afford to stand indifferent to customers’ expectation and complaints. Variability of customer expectations at the individual level hinders controlling this situation and therefore necessitates a systematic approach. Today, striving to meet customer expectations thru traditional methods is not sufficient anymore. Increased customer expectations and decreased market share have resulted in organizations’ experiencing difficulties in establishing and managing customer satisfaction processes.

Effort towards systematic handling of customer complaints started in early 1990s with Customer Relations Management (CRM) studies. In 2004, (International Organization for Standardization) launched ISO 10002 standard, which became available in Turkey in 2006, under the title, TS ISO 10002:2006.

Gaining new customers is at least 4 times more costly then retaining existing customers. Therefore, organizations losing customers need to bear great effort and costs to recover such losses and regain credibility. To avoid such situations, it is necessary to operate the management system thru a preventive approach, common to all management systems.

**TS ISO 10002;**

* Provides guidance to organizations as to the course of action when a customer complaint is encountered,
* Upon a dispute with customers, provides guidance to organizations as to whether an apology is sufficient or a more comprehensive action is required for compensation including payment for damages,
* Ensures that disputes with customers are addressed in the most fair manner,
* Enables identifying room for improvement based on complaints received.

 **50001 – Energy Management System**

In today’s world where energy is gradually becoming more important, TS EN ISO 50001Energy Management System (EMS), focusing on efficient use of energy, can be applied by all businesses regardless of size in every sector either as standalone or as integrated to other management systems. EMS is based on identifying organization’s energy policies, managing by organizations energy consumption by means of energy management programmes they developed in accordance with their goals and objectives, and implanting improvements thru evaluating performance of environmental management system.

**TS EN ISO 50001 facilitates;**

* Formalizing energy policy,
* Reduced energy costs by means of managing energy consumption thru a systematic approach,
* Protecting environment,
* Effective use of resources,
* Reduced greenhouse emissions,
* Conformance to legislation.

**TSE K 118 – Precast Concrete Structural Elements - Quality Management System**

Construction sector is a strong and leading sector that, thru worldwide range of operations, enables formation of living environments for people, engages in economically significant activities, and provides employment even at times of crisis. Furthermore, given that it utilizes inputs from both the product and service sector, it never loses importance in terms of its impact on all other sectors, and deserve to be monitored and supported consistently.

Foremost components of ever-expanding construction sector are quality, efficiency, design, utilizing modern technology, control and safety. In the global world, standardization and obtaining certification in this sector is gradually becoming more and more crucial.

About 90% of industrial structures in Turkey are constructed thru precast construction methodology; therefore, the need for this system has arisen to achieve improved means of self-control in the sector, thereby developing a new system for this sector.

This standard is based on TS EN ISO 9001 standard’s process model and certain clauses of the standard have been elaborated further for the sector.  In certification of Precast Concrete Structural Elements, as per cooperation agreement signed with Turkey Precast Union, project design, production and assembly phases for all precast structures are co-audited and co-certificated by both TSE and the Union, based on roles allocated to each party in the agreement. This management system developed in Turkey is the first of its kind in the world

**TSE K 118 aims to;**

* Enable development and dissemination of quality awareness, quality infrastructure and sustainable competitiveness in Precast Concrete sector,
* By means of conformance to requirements of the Standard, improve product/ service quality as well as reliability and take customer satisfaction to the highest level possible,

**22301 – Societal Security – Business Continuity Management System**

This standard is a risk-based management system standard for establishing, implementing, monitoring, reviewing, ensuring sustainability, and improving business continuity.

This standard, by means of establishing processes, procedures, decisions and actions aimed towards ensuring that the organization maintains product or service providing capacity at a previously-decided acceptable level in case of an event disrupting operations and that the organization remains operational in case an activity is disrupted; in other words, by means of reactive and proactive planning to facilitate organizations to avoid crises and disasters; assists organizations in quickly achieving normalcy upon occurrence of such events.

**TS EN ISO 22301;**

* Enables identification and management of existing and potential threats to operations,
* Follows a proactive approach to minimize impact of events,
* Supports maintaining critical functions in times of crisis,
* Enables improving post-crisis recovery period, and minimizing operation stops at the time or as a consequence of such events,
* Enables showing flexibility required to meet customer and supplier’s demands/ requests,
* Provides a systematic approach for organizations to be able to ensure business continuity,
* Provides ease of management by means of requirements it incorporates regarding organizational structure, employees, policies, planning actions, procedures, processes and resources,
* Improves customer level of satisfaction and confidence by means of supporting all good business continuity practices,

**15224 – Healthcare Services Quality  Management System**

This standard is a sector-specific quality management standard for healthcare service providing organizations. It can be implemented in a stand-alone manner by healthcare service providers. Its requirements include TS EN ISO 9001:2008 requirements as well as additional specific definitions. This is; a quality management system standard that can be implemented in the entire healthcare sector including basic healthcare, prehospital care and hospital services, tertiary healthcare services, nursing homes, flophouses, preventive healthcare services, care services for mentally challenged, dental care, physiotherapy, occupational disease care services, rehabilitation centers and drugstores.

**TS EN 15224 facilitates;**

* Planning and control of activities for healthcare providers,
* Support for process management in regards to healthcare services,
* Reduced process errors and services costs thru effective process management,
* Control and risk management, thru its risk-based structure, for clinical services,
* Provision of a prerequisite (and requirements) to access new corporate clients,
* Domestic healthcare tourism sector and increased confidence by foreign clients,
* Maintaining dynamic structure of organizations thru annual surveillance process common to all management system certification schemes,
* TS EN 15224 management system can be integrated with other management systems such as ISO 14001, OHSAS, ISO 27001

**28000 – Supply Chain Security Management System**

This is an international standard that specifies the requirements of Supply Chain Security Management System and provides a management system model to organizations wishing to implement the system.

The term security in Supply Chain Security Management System implies counteracting activities that may harm the supply chain intentionally or thru unauthorized action. In this context, it enables organizations to control potential risks to supply chain by means of an effective risk assessment by organizations in certain fields.

**TS ISO 28000 facilitates;**

* Effective management of supply chain risks thru including organizations’ supply chain-related activities under the umbrella of other management systems,
* Identification of security risks in all sectors of industry and implementing required measures and minimizing potential damages,
* By means of submitting related activites to top management’s attention, ensuring support of the system by top management,
* By means of demonstrating capability to identify and control security risks to customs authorities, ease of business and operations,
* For organisations active in European market, increased confidence by legal authorities to organisations in context of AEO (Authorised Economic Operator) applications, given that most requirements thereof are in line with that of the standard,
* Increased confidence by insurance agencies, reduced insurance costs,
* Incrased international competitiveness by means of implementation of an effective Security Management System.

**29993 – Learning Services For Non-Formal Education Management System**

TS ISO 29993 standard aims to improve quality of global-scale organisations in regards to non-formal education. In addition to increased profitability thru improved quality, this standard also provides ease in terms of administration and control, and plays a role in increasing transparency and allowing global benchmarking in regards to educational services.

Purposes of TS ISO 29993 standard include providing a general model for a high-quality vocational practive and performance, and providing a common reference in regards to design, development and implementation of non-formal education, training and development for learning service providers (LSPs) and clients thereof.

Given that this standard focuses on competence of LSPs, it enables client organisations and persons to choose an LSP that can meet their needs and expectations towards improving their competence and capabilities, and it can be used in certifying LSPs.

**TS ISO 29993;**

* Provides a verifiable, certifiable education model,
* Enables transparency and comparability of education services,
* Provides addressing education models within a framework of risk management,
* Enables improvement in operational processes by means of increasing organizational effectiveness.

**22716 Gmp – Good Manufacturing Practices**

Good Manufacturing Practices (GMP), are a series of protective measures aimed towards manufacturing, under reliable conditions and systems, of products that directly affect human health, such as food, medicine, cosmetics and medical devices; and towards preventing potential contamination throughout the entire manufacturing process, from preparation to distribution, and increasing reliability. As per the Cosmetics Regulation enacted by EU in 2010, all cosmetics producers are required to conform to good manufacturing practices for cosmetics. In accordance with the practice that is about to be put in effect in Turkey, GMP certificate will be required for products imported to Turkey as well as products exported.

**TSE and Gmp Certification**

Turkish Standards Institution (TSE) provides certification for GMP of firms operating in cosmetics sector in Turkey and in international arena, based on “TS EN ISO 22716/February 2013 Cosmetics – Good Manufacturing Practices (GMP) – Guidance on Good Manufacturing Practices“ standard. Criteria to be used for certification of GMPs on other topics are developed by TSE’s Chemicals Sector Certification Directorate, based on guidance standards, and certification is carried out based on these developed criteria. By means of organizing workshops on GMP cases and firms’ needs, TSE allows informing of manufacturers before certification.

**Product Groups Certified Under TS EN ISO 22716**

* Infant Products,
* Personal Hygiene and Bath Products,
* Eye Care and Make-up Products,
* Odorizers and Anti-perspirants,
* Shaving Products,
* Skincare Products,
* Depilatories,
* Nailcare Products,
* Mouthcare Products,
* Haircare and Cleaning Products,
* Hair coloring Products.

**31000 - Risk Management System**

Several of an organisation’s activies incorporate risks. Organizations identify, analyze, grade potential risks and manage them by evaluating whether they can be adjusted. In this process, organizations control the changes in their activities, communicate and consult with their stakeholders, ensure whether there are additional issues to be taken into consideration in addressing the risks, monitor the risk by controlling the factors that modify existing risks and review them. The standard delineates in detail this systematic and logical process. While all organizations manage risks to a degree, this standard establishes several principles to enable effectiveness of risk management. It recommends developing, implementing and continual improvement of a framework aimed at unifying the risk management process in regards to general management, strategy and planning, management, reporting processes, policies, values and culture. The general approach defined in this standard provides principles and general criteria to manage any kind of risk in a systematic, transparent and reliable manner in regards to scope and content.

**TS ISO 31000 facilitates;**

* Foreseing potential future obstacles,
* Implementing proactive measures against risks,
* Minimizing surprises and losses,
* Rapid and effective decision making,
* Saving time,
* Preventing wasting resources,
* Keeping risks at a reasonable level,
* Ensuring business continuity,
* Improved odds of achieving objectives,
* Encouring proactive management,
* Awareness within organizations in regards to the need to identify and address risks,
* Analyzing threats and opportunities,
* Conformance to relevant legal and legislative requirements as well as international norms,
* Confidence and credibility in the eyes of Stakeholders,
* Providing a reliable basis for decision making and planning,
* Allocating and utilizing resources in an effective manner to address risks,
* Increased operational effectiveness and efficiency.

**13811 - Hygiene and Sanitation Management System**

Hygiene, starting from the individual dimension, comes out as an important factor affecting the health of the community by spreading to every area of life. Hygiene and sanitation practices in public life areas are important for public health, and constitute the first building block in preventive healthcare. Hygiene and sanitation practices are representative of countries’ development levels on an international platform.

This standard ensures that hygiene and sanitation applications are handled within the framework of a high-level management system.

**TS 13811 ensures;**

* Delivery of products and services that are compatible with legal requirements,
* Increased hygiene and sanitation performance,
* Increased market share and competitive power in the related sector by means of improved product and service reliability,
* Managing and controlling the risks associated with operations,
* Taking active role in establishing community health.

**18295-1 / 18295-2 Customer Contact Centres System**

TS EN ISO 18295-1 and TS EN ISO 18295-2 Customer Contact Centers standards are management system standards designed to meet customer expectations, provide accurate, fast, reliable, customer-focused service to customers, improve customer communication quality.

These standards provide a framework for managing customer contacts while defining the technical requirements that customer contact centers must possess within the framework of the management system rationale.

**TS EN ISO 18295-1 and TS EN ISO 18295-2 ensures:**

* Improved quality in customer contact
* Increased competitiveness at national and international level
* Mitigating delays experienced in communication
* Reduced need to resort to external means of resolution like applying to legal authorities
* Reduction of overall level of dissatisfaction
* Increased effectiveness in communication
* Establishing a loyal customer base

**39001 – Road Traffic Safety Management System**

TS ISO 39001 Road Traffic Safety Management System Standard specifies requirements for a road traffic safety system aimed at reducing fatalities and serious injuries related to road collisions that can be influenced by government and private organizations interacting with road traffic system, and managing and thereby reducing or completely removing risks. This standard focuses on managing societal safety risks in relation to accidents that can cause emotional as well as physical injury. It therefore enables organizations to establish, implement, improve, determine policies and strategies for a road traffic safety management system as well as fulfil commitments, create awareness by increasing sensitivity in public, enhance culture of traffic, support audit process, improve system performance, conform to international requirements, and targets government and private organizations related to road traffic system.

* Organizations engaged in road construction and maintenance,
* Road design organizations,
* Organizations utilizing road network (such as road travel agencies, carrier and courier agencies, fuel transport and distribution companies, shuttle services, sale and marketing companies, other organizations with personnel traveling on road)
* Government agencies (law enforcement, local administrations) can benefit from this standard.

**Implementing this standard can facilitate:**

* Reduced fatalities and injuries due to accidents,
* Reduced loss of business and workforce,
* Reduced delays in operations,
* Preventing loss of service and product due to accidents,
* Reduced insurance and damages costs,
* Providing vehicle efficiency,
* Increased employee satisfaction thru reduced stress,
* Refreshed and improved image for organizations.

It is imperative that organizations of any scale, grass roots bodies as well as individual road users demonstrate engagement in the system to support the state apparatus in managing socioeconomical, physical and emotional impacts arising from any hindrances in ensuring road traffic safety, which underlines the importance of implementing this standard

**Green Port / Eco Port Project Sectoral Criteria**

Green Port/Eco Port project was initiated within the framework of December 16th, 2014 dated protocol signed between General Directorate of Maritime Affairs under the Ministry of Transport and Infrastructure and Turkish Standards Institution (TSE). Participation in the project is on voluntary- basis.

Its purpose is to utilize, for certification, TS EN ISO 9001 “Quality Management System” to enhance effectiveness of quality management system; TS EN ISO 14001 “Environmental Management System” to reduce environmental risks due to port and ship operations; TS ISO 45001 “Occupational Health and Safety Management System” to be able to prevent occupational accidents within port premises.

**“Green Port/Eco Port” protocol aims to:**

* Establish an integrated quality management system approach for port facilities,
* Preserve and improve sea water quality around port facilities,
* Reduce environmental pollution due to port and ship operations,
* Maximize energy savings and maintain maximum level of energy efficiency in port operations,
* Reduce greenhouse gases and harmful emissions due to activities inside port boundaries,
* Develop and implement renewable energy projects,
* Reduce amount of waste due to port operations, by means of enabling waste recycling,
* Implementing and maintaining required measures for port operations in regards to occupational health and safety,

Thru the Green Port/Eco Port cooperation protocol, this certification based on sector-specific criteria offers for Port Operators a combined certification package including TS EN ISO 9001 QMS certification, TS EN ISO 14001 EMS certification and TS ISO 45001 OHSAS certification.

**IQ Net SR 10 – Social Responsibility Management System**

Economical, technological and political developments in today’s world increases interdependence between all elements comprising the society. In addition   to roles of individuals, organizations also have crucial roles in improving and maintaining welfare levels. Society expects social responsibility not only from its individual members but also small and large-scale enterprises as well as private and government organizations. Therefore, it is no more sufficient for organizations to just provide food and good quality products but also protect and ensure sustainability of all resources, for desirability. Success of organizations is no longer measured by commercial crieteria but also by social responsibility concept, in other words, their contribution to society.

Social Responsibility is not only beneficial in terms of increasing competetiveness of private sector in international market, more effective engagement of employees in operational processes, protecting environment and developing cooperation between private sector and grassroots organizations but also a crucial factor towards achieving sustainable development.

**IQ Net SR 10**;

* Increases organizations’ reputability and society’s confidence in the organization. It reinforces organizations’ image before customers and consumers.
* Facilitates access to market thru increased competitive power by means of increased label reputability and loyalty; It improves relations with investors and partners. It facilitates desirability as a business partner.
* Enables understanding of all stakeholders’ needs and expectations including customers, consumers, employees, society, suppliers, local administrations; increases communiation with all stakeholders.
* Establishes a global social responsibility management system. Furthermore, it can easily be integrated with all ISO standards-based management systems (9001, 14001 etc.) and excellence models (EFQM etc.).
* Enables savings by means of increased productivity, efficient use of resources, decreased energy and water consumption, reduced waste and recycling of valuable by-products.
* Enables organizations to develop risk management activities.
* Minimizes adverse affects on society and environment. It supports organizations in undertaking activities and initiatives with positive affect on ecosystem and biodiversity.
* Improves and maintains long-term profitability of organizations.

# 56002 - Innovation Management - Innovatıon Management System

This standard provides guidance for the establishment, implementation, maintenance and continuous improvement of an innovation management system for use in all established organisations.

TS EN ISO 56002 Innovation Management System – Innovation Management System; It provides a common framework for promoting innovation, evaluating the organization's current innovation performance, ensuring business continuity, and supporting corporate change programs. It is easily integrated into other management systems.

**Benefits of implementing an innovation management system in accordance with this standard:**

**• Increased ability to manage uncertainty;**

Markets are changing faster than they were a few years ago. In addition, there is increasing uncertainty about future market developments, the impact of new technologies, and customers' needs. Implementing an innovation management system according to TS EN ISO 56002 helps companies better manage this increasing uncertainty.

**• Increased growth, revenues, profitability and competitiveness;**

Numerous scientific studies have clearly shown that companies with a clear innovation strategy, effective innovation management and high innovation ability have advantages over their competitors. They grow faster than average and earn higher profits than others. They are more competitive than others by constantly improving their products, services and processes.

**• Less cost, increased productivity and resource efficiency;**

Successful innovation management is equally focused on innovation of internal structures as well as implementing innovation in the market. The internal approach, defined in many companies as process optimization, continuous improvement, process innovation or organizational innovation, enables companies to achieve the same or even better results permanently at lower costs. Methods for this are idea management or the continuous improvement process.

**• Improved sustainability and resilience;**

Companies with effective innovation management can innovate more sustainably than others that do not define their innovation strategy but are instead driven primarily by the commitment of individuals.

The basic idea of TS EN ISO 56002 is to establish a system that ensures the sustainable development of innovations. This requires increased flexibility of the company: It supports the ability to restart and overcome failures.

**• Increased satisfaction of users, customers, citizens and other interested parties;**

Companies that continually adapt their services to the current or future needs of external parties (customers, citizens, shareholders, etc.) achieve a higher level of customer focus in these target groups than those whose development outstrips their needs. According to TS EN ISO 56002, the innovation management system cooperates with customers and external parties.

**• Continuous renewal of the offer portfolio;**

In rapidly changing markets, companies must constantly rethink and revise what they bring to market. This can be done through the ideas of individuals on a random basis or through a sustainable system.

The introduction of an innovation management system according to TS EN ISO 56002 ensures a sustainable renewal of the offer portfolio and thus secures its competitiveness in the market.

**• Persons involved and authorized by the organization;**

Developing an innovation culture is particularly important when implementing an innovation management system for a determined and proactive workforce, according to TS EN ISO 56002. Employees who see opportunities, develop ideas and implement them are a resource that should not be underestimated for the company. The TS EN ISO 56002 standard proposes the development of an innovation culture with very concrete measures.

• Increased ability to attract partners, collaborators and finance;

• Increased reputation and value of the organization;

• Facilitated compliance with regulations and other relevant requirements.

# Sustainable Safe Production Management System

The world is going through a period of great structural transformation. The global pandemic we are living in has changed the daily life practices of each of us. The concept of being hygienic has been added to the sustainability, which has started to become a basic concept in institutions and organizations operating at all stages of production and service, with the experience of the global epidemic. In public opinion surveys on consumption behaviors, it is seen that consumers mostly prefer products and services with 'sustainable' and 'hygienic' qualities.

Turkish Standards Institute (TSE) took a proactive approach during the pandemic process and prepared TSE Covid 19 Hygiene Infection Prevention and Control Guidelines and started conformity assessment (certification) activities to ensure safe working conditions in our country, to eliminate disruptions in product and service delivery, and to maintain sustainability in supply chains.

TSE, which presents a perspective that can compete with the world in its activities to Turkey's institutions and organizations by exhibiting pioneering approaches within its field of duty, in order to validate the sustainability of safe production in organizations; It prepared the "Hygiene, Infection Prevention and Control Guide for Sustainable Safe Production" and started conformity assessment activities with the aim of providing a framework for risk management and continuous improvement against crises such as pandemics, and for organizations to respond to epidemics and communicable disease situations.

On the one hand, the guide provides guidance to organizations on how to prevent exposure to infectious agents and how to manage the risks associated with infectious diseases. The guide, on the other hand, manages and controls the general capabilities of organizations to continue working during interruptions due to communicable diseases, thus aiming at the sustainability of safe production.

As communicable diseases are increasingly recognized as major challenges to health and safety with the coronavirus epidemic, the Hygiene, Infection Prevention and Control Guidelines for Sustainably Safe Production provides guidance in the management of risks to prevent exposure to infectious agents and protect all other interested parties.

Organizations that implement the TS 13811 Hygiene and Sanitation Management System and TS ISO 45001 Occupational Health and Safety Management Systems can use and integrate the items of the Hygiene, Infection Prevention and Control Guidelines for Sustainable Safe Production by associating them with the PUKO cycle.

“Sustainable Safe Production Conformity Assessment activities were also implemented in accordance with the Hygiene, Infection Prevention and Control Guidelines for Sustainable Safe Production prepared by TSE in order to implement them in all institutions and organizations regardless of the sectoral difference and to contribute to the sustainable safe production of Türkiye.