



REPORT

INITIAL

ISO 9001:2008

BURDA BEBEK ANNE İTRİYAT VE PLASTİK ÜRÜNLERİ SAN. VE TİC. A. Ş.

BEYLİKDÜZÜ OSB, MERMERCİLER SAN. SİT. 9. CAD. NO:12, BODRUM
1-2-3, YAKUPLU, BEYLİKDÜZÜ
İSTANBUL TURKEY

AUDIT DATE

FROM: 25 APRIL 2011 TO 26 APRIL 2011

REF NO. 488817

UL DQS INC.

1130 W. Lake Cook Rd, Suite 340, Buffalo Grove, IL 60089, USA

1 Certification recommendation

Thank you for your trustful cooperation during our recent audit of your organization. This report details the assessment results including strengths, opportunities, and weaknesses. These results were presented to your management at the closing meeting of the audit. You can use these results to improve the effectiveness of your management system. We look forward to continuing our partnership towards sustainable business success.

In reference to ISO 9001:2008, the audit team recommends to UL DQS:

- Issuance of the certificate
- Issuance of the certificate as soon as implementation of corrective actions has been demonstrated
- Maintenance of the certificate
- Maintenance of the certificate as soon as implementation of corrective actions has been demonstrated
- Not applicable, due to extraordinary type of report

Please remember to notify UL DQS about any significant change to your management system at your earliest convenience. Together we will then coordinate appropriate measures to maintain your current certification.

2 The Management System

2.1 Evaluation

UL DQS assessments apply the Plan – Do – Check – Act, or the PDCA cycle approach. It can be applied to individual processes, a system or a managed organization.



Plan: Activities are planned objectives, processes and resources

Do: The plan is implemented.

Check: Results are compared with objectives and expectations.

Act: Necessary improvements and change are defined and planned (see Step 1. “Plan”).

In summary we have evaluated your management system as follows:

2.2 PLAN: The management system and objectives

Burda Bebek is established in 1986 to manufacture mother & baby products like baby cup and teether. Burda Bebek ISO 9001:2008 management system was developed in Jan 2011. Since it is a new system there is no planned or implemented change with regard to management system. There is a structured documentation system that describes the processes in detail. All processes within QMS and how to implement them throughout the organization has defined with procedures and instructions. A dedicated employee is responsible for the management of QMS. Top management of the company established quality objectives which are measurable and consistent with the quality policy. Currently there are 120 employees in this site.

2.3 DO: Processes in operation

Interaction of processes and all process owners are well defined. There is a continuous and on-going link between the processes. Processes are monitored and analyzed by quality control, internal audit and process measurements. Internally and externally communication is well established. There is a quality plan for production and its well implemented. Work instructions have been prepared in relation to production and always ready for use. Data analyses are done regarding customer satisfaction, conformity to product requirements and suppliers. Preventive actions are defined and performed.

2.4 CHECK: Results and analysis

The organisation management system is reviewed at planned time. Management review includes following items: internal audits, corrective and preventive actions, quality policy, quality objectives, trainings etc. Management System manual and related management system documentation were reviewed and found to conform with ISO 9001:2008 requirements for documentation. Internal audits are performed as planned. Quality objectives are defined and achievement of objectives will be evaluated during next management review meeting. There is no customer complaint since quality management system in implementation. Burda Bebek has an effective customer satisfaction process. All job definitions are done. The organisational chart is created and according to result of management review, no need for any change.

2.5 ACT: Improvements

The company is performing very effective management system. So far, there is no customer complaint. Preventive actions for actual & potential nonconformities are defined.

2.6 Additional strengths and improvement potential

Listing of strengths, as presented in the closing meeting

Well-known brand

Experienced and competent personnel

Listing of improvement potential, as presented in the closing meeting

Recruitment of new personnel for sales might be helpful to achieve company goals

3 Assessment results

ISO 9001:2008

Current scope of registration:	Manufacture and sales of mother & baby healthcare equipments and cigarette filters
The top level Management System manual and related management system documentation were reviewed and found to conform with all applicable standard requirements for documentation.	Current revision of manual: 0/00 <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Remarks:
The management system is effective and fulfils the requirements:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> Only partly – see corrective action plans <input type="checkbox"/> No – see corrective action plans
Number of findings:	Major nonconformities: 0 Minor nonconformities: 0
On site verification of nonconformities needed via follow-up / special assessment:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

4 Order and assessment process data

4.1 Order data

Name of the company: BURDA BEBEK ANNE İTRİYAT VE PLASTİK ÜRÜNLERİ
SAN. VE TİC. A. Ş.

Main address: Beylikdüzü OSB, Mermerciler San. Sit. 9. Cad. No:12,
Bodrum 1-2-3, Yakuplu, Beylikdüzü
İstanbul Turkey

Ref. No.: 488817

Order number:

Date of audit: 25 APRIL 2011 to 26 APRIL 2011

Total number of person-days (PD): 4,0

Date of system analysis: (if applicable) 21 April 2011 to 22 April 2011

SIC / IAF / EA / NACE Code: (Primary) 3085/ANAB/14

SIC / IAF / EA / NACE: (Secondary, as applicable) 3089/ANAB/14

SIC / IAF / EA / NACE: (Secondary, as applicable)

Exclusions, if applicable None -7.5.4 There is no customer property using in Burda Bebek. 7.5.2 There is no validation activity for production and service provision. *(please specify)*

Number of employees currently covered by registration at main site: 120

4.2 Management and contact persons

Top Manager at site: Cevdet Usta

Telephone: +90 212 8763400

E-mail: info@burdabebek.com

Management Representative: Hatice Usta

Telephone: +90 212 8763400

E-mail: hatice.usta@burdabebek.com

Audit Team Leader: Mesut Gülcan

Telephone: +90 216 4818171

E-mail: mesut@dqsultrkey.com

Additional Auditor: Seçil Eylem Öztürk

Telephone: +90 216 4818171

E-mail: secil@dqsultrkey.com

Customer Service of UL DQS: Kenan Işık

Telephone: +90 216 4818171

E-mail: kenan@dqsultrkey.com

4.3 Audit data

Audited sites and sampling basis

Site: Beylikdüzü, İstanbul

Ref.No.: 488817

Shifts:

Main business/processes at location, please specify :purchasing, production, sale, storage, transportation

	Actual	Number interviewed	In %
Executive managers	6	2	33
Other employees	114	2	2
Total	120	4	3

Remote Locations and Additional Sites:

No additional sites or remote locations are currently covered by this certification.

Date Agenda sent to Client: 22 April 2011

Audit sequence: The audit schedule was maintained
 The audit schedule was altered as follows:

Closing meeting:

A closing meeting was performed with the organization's management. Audit results were presented, explained and, where necessary, discussed. Findings and corrective action plans were agreed upon with the respective managers, as necessary.

5 Next steps

5.1 Activities of the customer

Corrective actions:

- Corrective actions not necessary
- Corrective actions will be implemented and reviewed for effectiveness as agreed by

Opportunities for Improvement:

Identified improvement potential will be evaluated internally and incorporated into the continual improvement process if deemed beneficial.

Nonconformities, identified during an audit, shall be closed with evidence of effectiveness within defined time lines. Otherwise, certificates may be put on hold or be withdrawn.

5.2 Activities of UL DQS

Type of next assessment:

- Surveillance assessment
- Recertification assessment
- Other assessment

Next assessment data:
(non-binding estimate of person days)

Planned date for next assessment: March 2012
(week or month, if appropriate)

For 2 person-day(s)

By 1 auditor(s)

Main emphasis will be on the following subjects:

Customer requests:

- Information on
- Quotation for
- Telephone call from Customer Service Representative

Additional remarks:

5.3 Identified need for change

Basic data changed ?

- Yes
- No

6 Additional documents

Findings with corrective action plan Number:

For internal use only:

Basic data Number:

Basic data –standards [if appropriate] Number:

Auditor notes / Audit record

Further specific documents for standards
[if appropriate for Medical, Automotive]

List(s) of participants - closing meeting

Reviewed draft certificate(s) [if appropriate] Number:

Others

Report prepared on 28 April 2011

Lead Auditor Mesut Gülcan
Standard ISO 9001:2008

For integrated audits

Auditor Seçil Eylem Öztürk
Standard

03.05.2011

Date



(Markus Neumann)

Technical review on behalf of UL DQS

Confidentiality

The contents of this report and all information received in association with the audit of the subject company will be maintained in the strictest confidence by the members of the audit team and by UL DQS, in accordance with prior agreements.

Distribution

UL DQS

BURDA BEBEK ANNE İTRİYAT VE PLASTİK ÜRÜNLERİ SAN. VE TİC. A. Ş.