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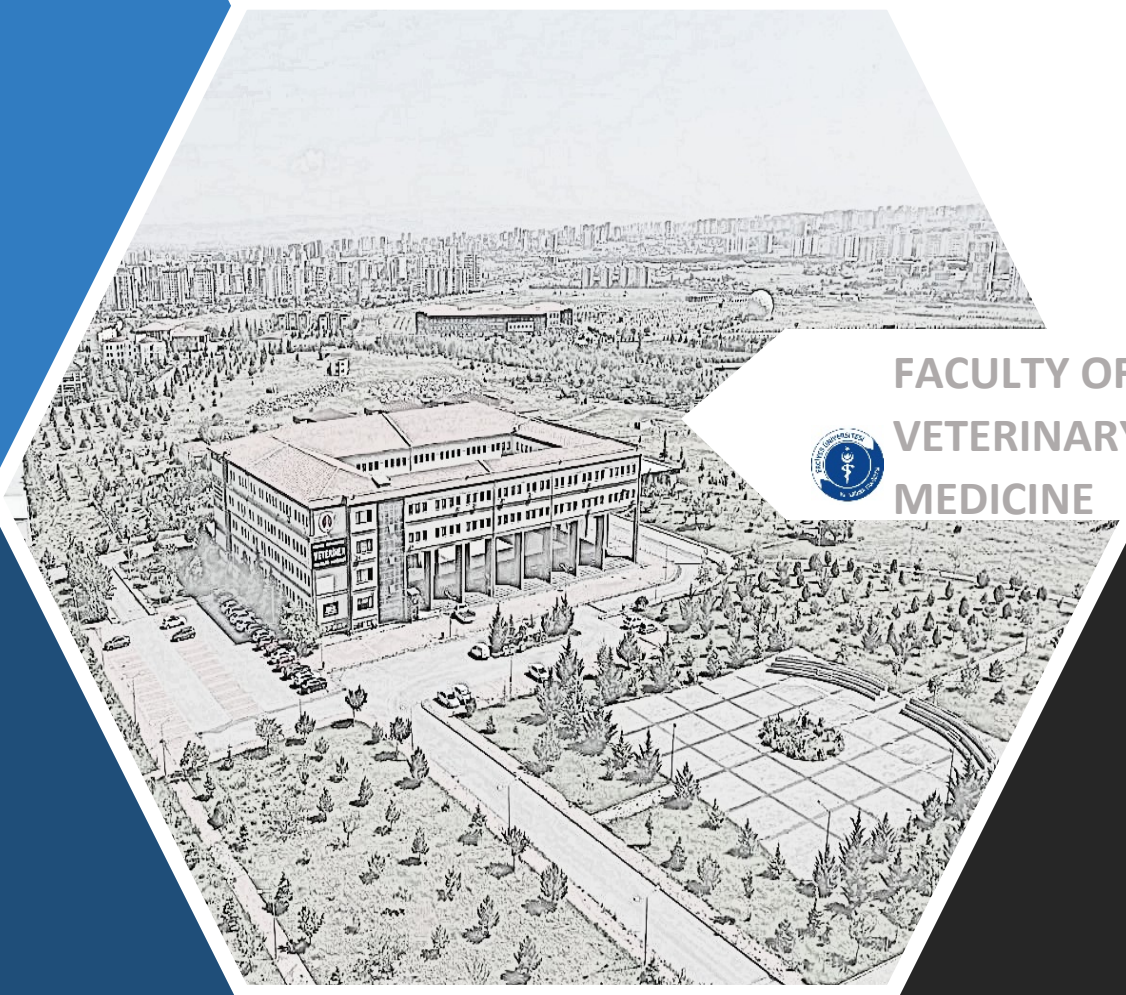
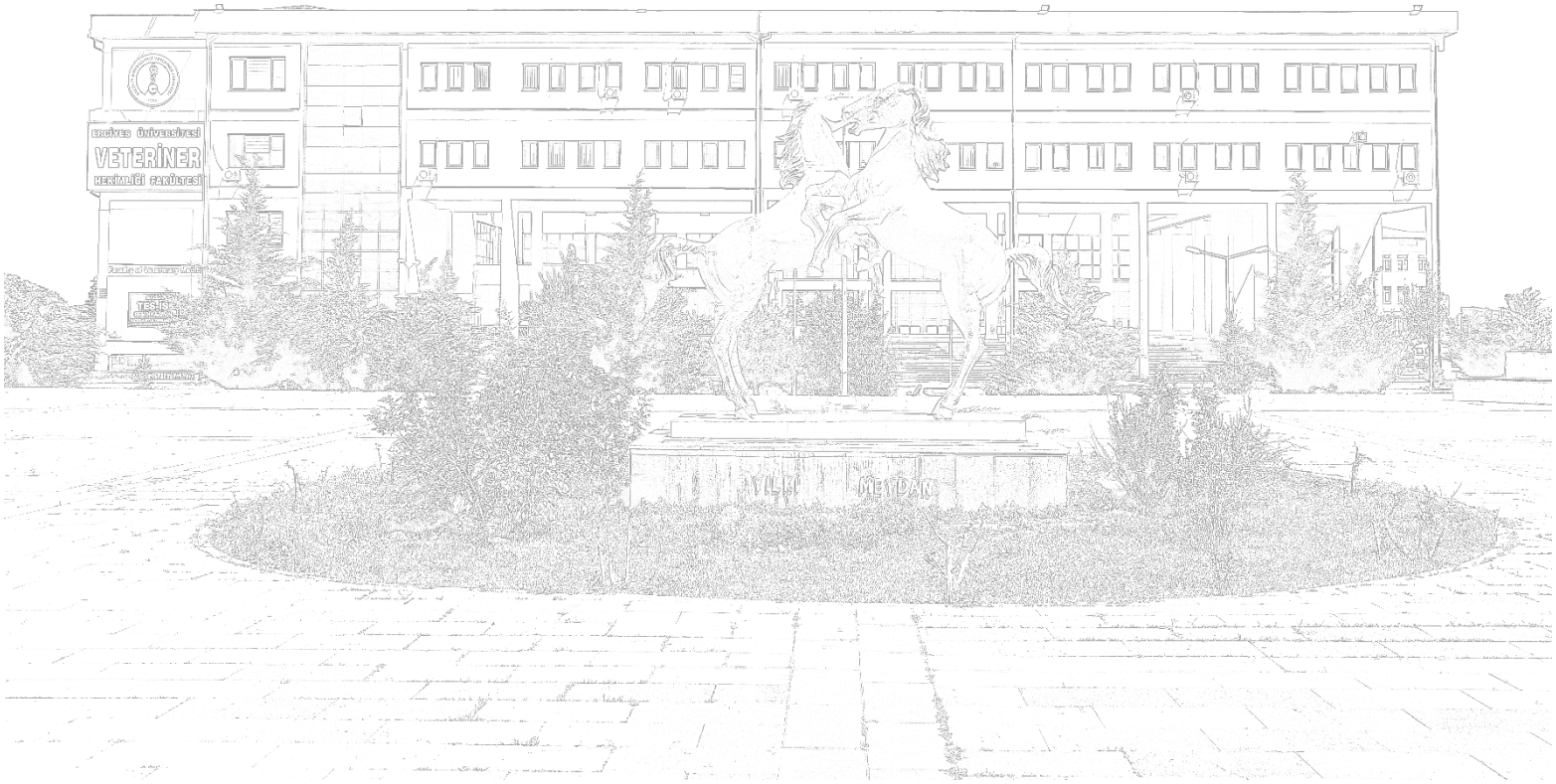


FACULTY OF
VETERINARY
MEDICINE

QUALITY HANDBOOK

ERCİYES UNIVERSITY FACULTY OF VETERINARY MEDICINE QUALITY HANDBOOK



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ERCIYES UNIVERSITY FACULTY OF VETERINARY MEDICINE

1.1 History of Erciyes University Faculty of Veterinary Medicine

Erciyes University Faculty of Veterinary Medicine was established on 3rd July 1992 with Law No. 3837. Professor Dr. Nejat Aydın, a faculty member of the Microbiology Department of the Faculty of Veterinary Medicine at Ankara University, was appointed as the founding dean and started his duties on 30th May 1995. Since there were no other faculty members at the time, the Faculty of Veterinary Medicine's Board of Directors was formed by the following faculty members, proposed by the Dean to the Rectorate of ERU: Professor Dr. Şir Ahmet Fazlı, a faculty member of the Microbiology Department of ERU Faculty of Medicine; Professor Dr. Osman Günay, a faculty member of the Public Health Department of ERU Faculty of Medicine; Assistant Professor Dr. Güner Bayram, a faculty member of the Animal Husbandry and Health Department of ERU Kocasinan Vocational School; and Associate Professor Dr. Kenan Aycan, a faculty member of the Anatomy Department of ERU Faculty of Medicine. The first meeting of the Board of Directors was held on 11th September 1995, and it was decided to appoint Specialist Veterinarian Dr. Nedret Aydın as a faculty member in the Microbiology Department. Initially, the faculty continued its establishment activities in only one room of the Rectorate building within the university campus. However, within the framework of the 1996 investment program, the need to prioritize the project for the Veterinary Faculty building was conveyed to the Rectorate. Since no suitable space was available within the university, education began in a classroom and an office in the same building. During this period, the lack of practical anatomy lessons was addressed through short-term practices at Ankara University Faculty of Veterinary Medicine. The faculty moved to the old building of the Faculty of Architecture and Engineering in the Sümer Campus, which had a closed area of 5,384 m², starting from the 1997-1998 academic year. After continuing its educational activities here for a long period, the Faculty of Veterinary Medicine moved to its new building in the ERU Central Campus in 2011, which has an area of 13,947 m² and was constructed by the TES-İş Union, with the foundation being laid in 2007. In the 2013-2014 period, an Education Research and Practice Hospital was constructed right behind the faculty. In the following years, renovations and improvements were carried out in hospital

buildings with an area of 2,067 m² and in the faculty and dean's office with an area of 3,905 m², totaling 5,972 m². The faculty continues its education with all its units.
University development in Turkey took on a separate dimension after the establishment of the modern Republic of Turkey. The founder of our state, Gazi Mustafa Kemal Atatürk, clearly stated the importance of this matter by saying, "University development is my greatest project." Today, the establishment of more than two hundred universities across Turkey, which produce knowledge and train new scientists, is a sign of great development. In Turkey's new development period, the Higher Education Council (YÖK) has placed special emphasis on international cooperation and categorized universities according to their characteristics, such as Research Universities, Specialized Universities, etc.
Erciyes University is a Research University that has succeeded in being among the top ten research universities in Turkey, with its 42-year history, 19 faculties, 7 institutes, 1 vocational school, 2 associate degree programs, 42 research centers, 2,250 well-trained academicians, 4,795 experienced administrative personnel, and 52,534 students. The Faculty of Veterinary Medicine at Erciyes University began education in the 1995-1996 academic year and graduated its first students in 2000. In the 20 years since its establishment, the faculty has graduated nearly 900 students. In the quarter-century since its foundation, the faculty has passed through several development phases and now has all the necessary laboratory and animal hospital infrastructure required for advanced education. The faculty provides complete education and research with nearly 100 highly trained academic staff and about 40 experienced administrative personnel.
One of the most fundamental characteristics of universities is "branding." Universities that create their own brand are the fundamental determiners in every aspect, including student profile and academic staff. In this regard, Erciyes University has created its own brand and is steadily advancing on the path to branding with high discipline and belief, successfully completing national and international accreditation processes.
There are measurable parameters for branding in education, the most important of which is reaching international standards. At this point, our efforts focus on ensuring that the standards of the European Association of Veterinary Education (EAEVE) and the Veterinary Education and Accreditation Association (VEDEK) are dominant at our faculty. Additionally, all of our

diagnostic and analytical research laboratories have been licensed and authorized by the Ministry of Agriculture and are included in the accreditation process of the Turkish Accreditation Agency (TÜRKAK), with the process being followed with high discipline. The faculty is currently accredited by VEDEK and is in the process of full accreditation by EAEVE, becoming one of the two veterinary faculties in Turkey to achieve this status.

As one of Turkey's leading veterinary faculties, our faculty is on the path of quality-driven branding in university education. The measurable parameters for branding in education are international standards. Our efforts continue to ensure that our faculty is in compliance with the EAEVE and VEDEK standards.

In veterinary faculties accredited by EAEVE and VEDEK:

• For the public and private sectors, the quality of education of graduates and the services they provide can be trusted.

• For veterinary students, it ensures that their education meets international standards.

• For academic staff, it ensures that their curricula and school infrastructures meet basic criteria, are measurable, and reach comparable levels.

Veterinarians graduating from an EAEVE-accredited faculty have their diplomas recognized in Europe and many other countries, which gives them an important advantage in pursuing careers, working in research centers, and taking positions in universities in Europe and many other countries.

Our faculty, accredited by both EAEVE and VEDEK, continues its work.

In addition to our VEDEK and EAEVE accreditations, we aim to provide:

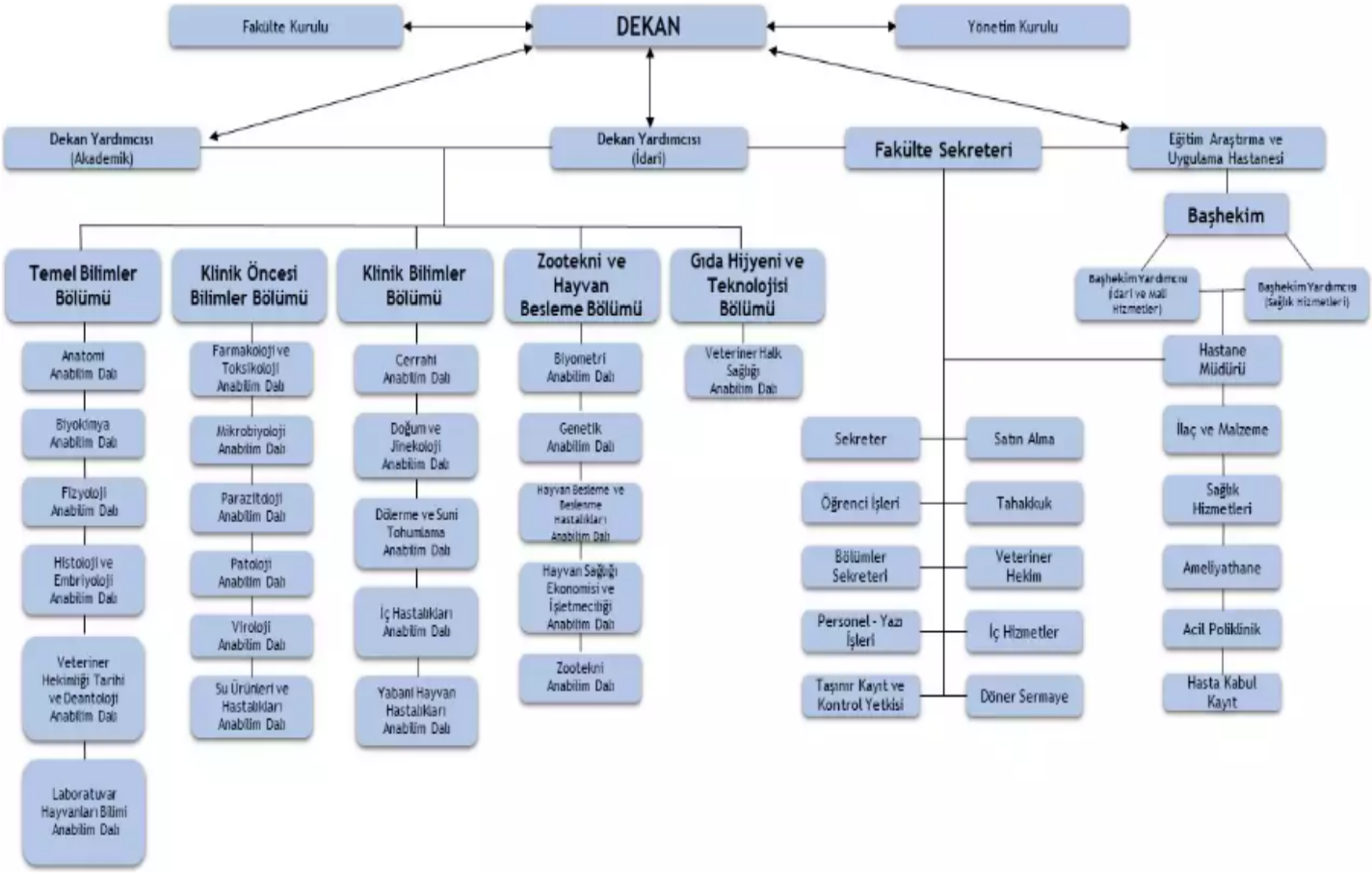
- A fully equipped, licensed laboratory with TÜRKAK accreditation, capable of providing the services requested by breeders and producers, and capable of reporting results.
- Increasing the patient profile, variety, and case numbers in our Research and Practice Hospital.
- Providing a high level of education with advanced technological equipment, simulation facilities, and evidence-based learning, focusing on first-day skills, to produce competent, intellectual, and prestigious graduates with field experience.
- Continuously improving our student profile, strengthening cooperation with other veterinary faculties through national and international accreditation, and participating in discussion

platforms to exchange knowledge, facilitate academic personnel and student exchanges, and share teaching materials.

The deans who have served since the establishment of the faculty are as follows:

- Prof. Dr. Nejat AYDIN (1995-2001)
- Prof. Dr. Tayfur BEKYÜREK (2001-2004 and 2007-2010)
- Prof. Dr. İsmail Hakkı NUR (2004-2007)
- Prof. Dr. Halit CANATAN (2011-2013)
- Prof. Dr. İhsan KELEŞ (2013-2017)
- Prof. Dr. Abdullah İNCİ (2017-2024)
- Prof. Dr. Murat KANBUR (2024-Present)

1.2. Erciyes University Faculty of Veterinary Medicine Organizational Chart



1.3. Mission, Vision, Values and Goals

1.3.1.Mission

The mission of Erciyes University Faculty of Veterinary Medicine is;
i) To provide continuously updated, scientifically based and evidence-based education; to graduate competent, lifelong learning-aware, ethically sensitive, intellectual and prestigious professionals who protect animal, human and environmental health,
ii) To conduct research using advanced technology and share knowledge and experiences through various educational and professional consultancy activities,
iii) To serve as a national and international specialized knowledge resource and a center of professional and continuous education in line with the continuously changing needs and expectations of society.

1.3.2.Vision

As one of Turkey's leading Faculties of Veterinary Medicine, our core vision is to guide veterinary education and research with a broad and holistic perspective by collaborating with national and international centers, ensuring the rational use of resources, offering alternative solutions to global problems, achieving teamwork, and developing a tradition of quality and democracy.

1.3.3.Values

To train veterinary scientists who are sensitive to the livestock policies of our country, adhere to the Ethics and Traditions of the Veterinary Profession, prioritize academic merit and success, comprehend the integrity of human, animal, and environmental health in accordance with the "One Health" concept, uphold Atatürk's principles and the universal principles of science, protect animal health and welfare, and are leaders, innovative, rational, and principled.

1.3.4. Core Principles

- To conduct education and research at an international level and produce knowledge
- To respect universal values and human rights
- To attach importance to academic success
- To respond to the expectations of stakeholders and provide solutions to their problems
- To protect animal health and welfare and to increase productivity
- To achieve international standards in education
- To contribute to the solution of public health problems through the concepts of healthy animals, healthy

food, and healthy people.

1.3.5.Goals

To train internationally qualified Veterinarians who, during their education, have gained the ability to apply their professional knowledge in public and private sector health institutions and other fields in our country, value international collaborations, constantly follow innovations, provide services to animals at world standards, emphasize food and feed safety, and contribute to the national economy by producing services in line with the "One Health" concept.

1.4 Quality Policy

As Erciyes University Faculty of Veterinary Medicine, we aim to achieve international quality standards in the fields of education, training, research, and societal contribution. Quality must be integrated into every aspect of our faculty and be continuously improved. In this direction, we adopt a quality management approach based on the following fundamental principles:

Excellence in Education: To provide qualified education to our students and to train well-equipped professionals with high ethical standards who will contribute to society in the field of veterinary medicine. **Research and Innovation:** To conduct scientific research at national and international levels, develop innovative solutions in veterinary and related fields, and contribute to scientific knowledge. **Social Responsibility:** To develop projects aimed at animal health, environmental, and public health, thereby contributing to society and raising public awareness. **Quality Assurance Systems:** To effectively implement a quality assurance system for the continuous review and improvement of educational processes, research activities, and administrative practices. **Stakeholder Participation:** To establish effective communication and collaboration with internal and external stakeholders and ensure their contribution to quality processes.

1.5 Purpose and Scope

The Erciyes University Faculty of Veterinary Medicine Quality Manual has been prepared to ensure the effective implementation of the quality management system and to guarantee that processes are transparent

and traceable. This manual provides a roadmap to enable the faculty to adopt a continuous improvement approach to quality in all academic, administrative, and research processes.

The scope of the Quality Manual includes,

• To define and guide the Quality Management System: To define the quality policy, objectives, and processes of our faculty and establish a sustainable quality management system by increasing quality awareness among all stakeholders.

• To achieve excellence goals by making continuous improvements in educational, training, research, and administrative processes in accordance with national and international standards.

• To ensure that our faculty establishes a quality management system compatible with national and international quality standards (such as ISO 9001, EAEVE, VEDEK).

• To ensure that all documents related to quality processes are regularly maintained, updated, and made accessible to all stakeholders.

• To monitor the effectiveness of the quality management system through internal and external audits, continuously evaluate the quality level, and take corrective actions.

• To define the necessary processes for the efficient and effective use of faculty resources (human, physical, and financial) and to utilize these resources in the best possible way.

• To encourage the active participation of students, academic staff, and other stakeholders in quality management processes, thus making the quality system stronger and more effective.

This manual enables the continuous improvement of all processes of the faculty by explaining all procedures, responsibilities, practices, and methods related to the quality management system.

1.6 Communication

Title: Erciyes University Faculty of Veterinary Medicine
Address: Yenidoğan, Fakülte İçi Küme Evleri, 38280 Talas/Kayseri, Türkiye
Web Address: https://veteriner.erciyes.edu.tr/
E-mail: veteriner@erciyes.edu.tr

2. REFERENCED STANDARDS AND/OR DOCUMENTS

• Regulation on Higher Education Quality Assurance and the Higher Education Quality Council

- ISO 9001: 2015 Quality Management System Standards
- All internal and external documents created within the scope of our Faculty's QMS

3. TERMS AND DEFINITIONS

Document: Written or visual tools that define or record an activity and its requirements.
Form: Documents arranged to systematically record information related to activities described in procedures and instructions.
Workflow: Documents that explain the steps of the work to be performed in a top-down sequence.
Traceability: The ability to trace information, application, and location related to a product and/or service in question.
Quality Manual: A document that defines the quality policy, objectives, organization, authority, and responsibilities of Erciyes University Faculty of Veterinary Medicine, and describes activities according to the quality standard.
Quality Policy: All objectives and directives related to quality that are accepted by the senior management of an organization and written as binding declarations.
QAS: Quality Assurance System
QMS: Quality Management System
IQMS: Integrated Quality Management System
Plan: Documents that show activities to be applied for a process, objectives, methods and elements to achieve these objectives, process sequences, control methods of these activities, characteristics, resource and equipment needs, and actions to be taken in case of encountering nonconforming results.
Procedure: Documents that define processes and show under which main rules the activities will be carried out. A procedure may cover more than one process.
Process: Documents developed to show the inputs, outputs, resources, personnel, internal documentation, and performance targets of defined processes in a single structure.
Guide: Documents created for guiding and informing activities.
Process (Süreç): A series of activities that use resources and are managed to transform inputs into outputs, directly affecting quality.
Continuous Improvement: Ongoing activities carried out to increase competence.
Instruction: Documents that explain in detail how activities are to be performed, aimed at practical application.
Audit: A systematic evaluation carried out independently and objectively to obtain evidence on whether the requirements and regulations defined within the scope of the QMS are fulfilled and to what extent they are fulfilled.
Supporting Document: Documents that are outside of or supportive of Procedure, Instruction, Guide, Form, Plan, List, Consent Form, and External Source Documents.

4. CONTEXT OF THE ORGANIZATION

4.1 Understanding the Context of the Organization

There are internal and external factors affecting the performance of the Quality Management System (QMS) of Erciyes University Faculty of Veterinary Medicine.

INTERNAL FACTORS	EXTERNAL FACTORS
Management Style	Government Decisions and Infrastructure
Institutional Values	Technological Change
Institutional Culture	Economic Conditions
Institutional Memory	Financial Resources
University Infrastructure	Legal Issues
Personnel Competence	Social and Cultural Environment
Personnel Motivation	Competition
Organizational Structure and Performance	Regional Characteristics
	Relevant Institutions and Organizations

One of the most important tools for identifying threats and opportunities posed by internal and external factors affecting the quality of our faculty's services is the Strategic Plan prepared every five years within Erciyes University. Within the framework of this plan, Quality Management System practices, defined goals, and performance indicators are regularly monitored, analyzed, and evaluated through digital platforms. The mission, vision, and goals of our faculty have been created by the Strategic Plan Preparation Team with a participatory approach and an analytical perspective. This process has been developed by considering both the internal targets of the faculty and the dynamics of the external environment.

4.2 Understanding the Needs and Expectations of Stakeholders

The success of our faculty is directly related not only to the quality of its academic programs but also to the correct understanding of the needs and expectations of its stakeholders and the production of appropriate solutions to meet these demands.

Our stakeholders consist of different groups such as students, academic staff, administrative staff, alumni, the business world, government institutions, and society. Each of these stakeholders has various expectations ranging from the services provided by our faculty, to the quality of education, research outputs, and social contributions.

Understanding the needs and expectations of stakeholders is a fundamental step in determining the strategic objectives of our faculty and is a critical factor for sustainable success. In this context, stakeholder feedback is regularly monitored, and through surveys (Academic Staff Satisfaction Survey, Administrative Staff Satisfaction Survey, Student Satisfaction Survey, External Stakeholder Satisfaction Survey), meetings, and interviews, these expectations are actively listened to and appropriate strategic steps are taken.

4.3 Determination of the Scope of the Quality Management System

Within the scope of the QMS; education and training, research and development, community contribution, entrepreneurship, internationalization, management systems, and leadership activities are defined. The scope of the QMS is not limited only to educational processes but also covers support services, administrative operations, and internal audit mechanisms, aiming to improve the overall operation of our faculty.

4.4 Quality Management System and Processes

Within the scope of Erciyes University Quality Management System, the "Quality Assurance System" is continuously applied by using the PDCA cycle, serving as a model where the Quality Management System is planned, implemented, measured, and continuously improved.

In the faculty, quality assurance, quality control, and performance evaluations in the fields of education and

training, research and development, and community contribution are carried out and developed based on the Strategic Plan, Activity Report, BIDR, EAEVE and VEDEK indicators, TQF and VUÇEP qualifications. The effective execution, continuity, monitoring, documentation, and continuous improvement of the established system are ensured through the IQMS software.
The Quality Commission carries out internal preparation for accreditation and Internal Unit Evaluation activities to improve quality processes and advance the culture of accreditation.
The Faculty Quality Assurance System is continuously developed through the works of the ERU Quality Assurance Commission in line with national (VEDEK) and international (EAEVE) accreditation studies, and under the regulations and criteria of TÜRKAK and the Ministry of Agriculture and Forestry.
In decision-making and other processes, the decisions from VEDEK, EAEVE, VUÇEP, the Turkish Qualifications Framework, the Ministry of Agriculture, TÜRKAK, the Faculty Internal Control Commission, Internal Stakeholder (academic and support staff, students) and External Stakeholder (veterinarians, employers, municipalities, etc.) meetings and surveys, Unit Advisory Board opinions, Quality and Strategy Development Commission reviews and meetings, as well as Department, Section, and Faculty Academic Board Decisions have been utilized.

The meetings and activities of committees closely related to quality processes (education and training, measurement and evaluation, biosafety, stakeholders, alumni, etc.) along with the Academic Board Meetings of Departments and Department Heads also guide performance management.
In addition, focus group discussions with internal and external stakeholders, surveys, committee meetings attended by stakeholder representatives, petitions and applications via the Presidential Communication Center (CİMER), and social media comments are also analyzed and used for managing and improving performance. The Quality Board conducts surveys among students, academic, and administrative staff and presents the results to the administration.

All necessary information/documents for managing the Quality Management System (Regulations, Directives, Plans, Mission-Vision Statements, Organization Charts, Guides, Instructions, Processes, Workflow Charts, Procedures, Lists, Forms, etc.) have been defined on our faculty's website and are accessible to everyone.

5. LEADERSHIP

5.1 Leadership and Commitment

5.1.1 General

Various activities are organized within Erciyes University to develop the leadership and management skills of administrators. Within our Faculty, activities such as seminars and in-service training programs are implemented for the training of academic and administrative staff. In addition, online academic, administrative, and student satisfaction surveys, exit reports obtained from internal and external evaluation processes, feedback reports, and focus group interviews are the main methods used to measure and monitor the leadership qualities of unit managers.

The faculty administration makes the following commitments regarding the effective implementation of the Quality Management System:

- The mission, vision, quality policy, and strategic plan of the faculty are clearly defined,
- Provision of the necessary resources for the Quality Management System is ensured,
- Achieving the targeted results of the Quality Management System is guaranteed,
- Continuous improvement activities are supported,
- Management review activities are organized,
- Surveys are conducted annually to determine the needs and expectations of stakeholders, and corrective and preventive actions are implemented based on the results,
- The Internal Evaluation Report is prepared annually, and mentoring is provided,
- Workshops on trainer training are organized to enhance the competence and motivation of academic staff,
- The quality culture is widely promoted through courses, seminars, and in-service training programs organized for the staff.

5.1.2 Student Orientation

Our Faculty is a higher education institution that adopts a student-centered education model. The primary goal of the senior management of the Faculty of Veterinary Medicine and the Quality Commission is to establish a systematic institutional structure that will meet student needs and expectations at the highest level. In this context, the education and training process has been organized to provide students with a rich learning experience. Assignments, exams, presentations, projects, and group work are conducted to support active student participation.

The measurement and evaluation methods of the courses are announced to the students at the beginning of the course and are published on the website. Students can learn their exam results via ÖBİSİS and track course registrations, tuition payments, internships, and adjustment processes through the same system. Graduation processes can also be monitored through the student portal.

Courses and instructors are evaluated by students through surveys. The Faculty Quality Commission conducts process improvement studies with the participation of student representatives. Students are

provided with counseling support throughout their education, and active participation is encouraged. The learning-teaching processes are managed according to the PDCA cycle for continuous improvement.

5.2 Policy

Our Faculty has determined its Quality Policy in line with its mission, vision, and core values, and this policy is explained in the Quality Handbook.
Within the scope of our Quality Policy:
• We aim to implement sustainable quality management processes in all our departments in the fields of education, training, research and development, internationalization, entrepreneurship, institutional capacity development, and community contribution, through effective leadership and teamwork,
• We aim to monitor and continuously improve all processes in line with strategic goals and objectives, and in compliance with national and international obligations,
• We aim to train competent and preferred graduates in their fields,
• We aim to increase stakeholder participation in quality processes and maintain their high satisfaction,
• Within the framework of the research university mission, we aim to continuously develop our research capacity and contribute to the R&D and innovation ecosystem with high value-added projects in line with regional, national, and international development goals.
This Quality Policy is announced to all academic and administrative staff, and training sessions are organized to increase quality awareness. In addition, the quality policy is displayed in written form in areas accessible to all stakeholders and announced via the website.

5.3 Institutional Duties, Authorities, and Responsibilities

The duties, authorities, and responsibilities of our academic and administrative staff are defined based on the Higher Education Law No. 2547, Decree Law No. 124, and the Civil Servants Law No. 657. In addition, the duties, authorities, and responsibilities of all positions within the process are described on our website.
A Quality Commission consisting of academic and administrative staff has been established within our Faculty. This commission is authorized and responsible for identifying, implementing, and maintaining the processes necessary for the quality management system, reporting the performance of the Quality Management System and improvement needs to the Dean's Office, promoting the concept of student-centeredness within the faculty, and managing relations with external organizations concerning the Quality Management System.

5.3.1. Relevant Document(s)

https://veteriner.erciyes.edu.tr/tr/is-akis-semalari-is-akis-semalari

https://veteriner.erciyes.edu.tr/tr/talimatlar-talimatlar

https://veteriner.erciyes.edu.tr/tr/prosedurler-prosedurler

https://veteriner.erciyes.edu.tr/tr/gorev-tanimlari-idari

https://veteriner.erciyes.edu.tr/tr/gorev-tanimlari-komisyonlar

6. PLANNING

6.1 Activities for Identifying Risks and Opportunities

Threats and weaknesses identified through SWOT analysis are considered as risks, evaluated using risk analysis methods, and necessary actions are taken. The Strategy Development Department established within our university regularly monitors the results of the SWOT analysis and the achievement levels of performance indicators. The aim is to eliminate the possible impacts of risks by identifying, evaluating, prioritizing, managing risks and key risks that may arise in the management of the objectives, targets, and processes included in our faculty's strategic plan, as well as in other activities, determining responses to risks, and monitoring the risk management process.

6.2 Quality Objectives and Planning to Achieve Them

The quality objectives of our faculty are determined in alignment with the objectives included in our university's strategic plan. Taking this strategic plan as a reference, our faculty plans its targets and the activities to achieve these targets, and ensures their management. In this context, the extent to which the objectives and targets have been achieved, the level of adherence to the strategic plan, the areas of success or failure, the reasons for any failures, and the corrective measures required are reviewed. The determined targets are monitored annually through reports such as the Activity Report and the Strategic Plan Monitoring and Evaluation Report.

6.3 Planning Changes

All changes that may affect the Quality Management System are evaluated by considering their impacts on the processes. These changes are implemented in a planned manner, and necessary updates in the system are carried out meticulously.

7. SUPPORT

7.1 Resources

7.1.1 General

Erciyes University Faculty of Veterinary Medicine determines and provides the necessary resources for the

effective implementation, sustainability, and continuous improvement of the Quality Management System (QMS) in line with its Strategic Plan. Additionally, efforts are made to meet the needs and expectations of stakeholders and to enhance their satisfaction. Apart from this, any sudden and urgent resource demands arising from different platforms are managed in accordance with the established procurement processes. Needs that can be met internally are not outsourced and are fulfilled through internal resources.

7.1.2 Personnel

Personnel recruitment at our faculty is conducted in accordance with Laws No. 657 and No. 2547, based on human resources planning. In this context, the faculty submits its requests to the Personnel Department regarding the quantity and qualifications (education, skills, experience, etc.) of the needed personnel. Once the necessary personnel are recruited, various means and methods are employed to support the effective operation of processes and to ensure continuous development.

7.1.3 Infrastructure and Software Used

Our faculty works in coordination with the Rectorate's Administrative and Financial Affairs Department, the Information Processing Department, and the Construction and Technical Works Department to meet infrastructure needs. Infrastructure includes buildings and their related connections, machinery and equipment including hardware and software, and information and communication technologies. The administration ensures that the infrastructure meets the needs of academic and administrative staff for management and education and ensures its continuity. When identifying infrastructure needs, the opinions and suggestions of all staff are considered, and requests that support improvement efforts are evaluated.

A wide-ranging computer automation system is used in our faculty, covering areas from student affairs to personnel information, from archiving board decisions to calculating additional course fees for teaching staff. The Electronic Document Management System (EDMS) is a web-based software that enables the creation, approval, and signing of official correspondence electronically over a network.

The Student Affairs Automation System manages the processes related to course registrations, grade entries, and student information. Additionally, our faculty uses the Student Application Tracking (Logbook) System (VETOPRATIK).

7.1.4 Environment for Operating Processes

Faculty management takes necessary precautions regarding physical, environmental, social, psychological, and other factors of the service environment to sustain the faculty's success, productivity, entrepreneurship, creativity, research capacity, and to enhance its competitiveness. In addition, Student Surveys are conducted

to evaluate the suitability of service environments, and improvement efforts are guided based on the results of these analyses.

7.1.5 Monitoring and Measurement Resources

The recording, safeguarding, efficient, economical, and effective use of movable assets belonging to our faculty, as well as reporting for management purposes, are carried out in accordance with the "Movable Property Registration and Control Regulation." Additionally, an Immovable Property Tracking System is used within our university.

The testing, calibration, quality control, or verification of devices are performed by the relevant units under the consultancy of the Biomedical Testing and Calibration Application and Research Center and the Central Research Laboratories Application and Research Center. Appropriate tests, calibrations, quality controls, or verifications are carried out at necessary points following the established procedures.

7.1.6 Organizational Knowledge

Organizational knowledge is one of the most crucial factors in forming institutional memory within Erciyes University Faculty of Veterinary Medicine. Within the scope of QMS activities, our faculty has launched the website https://veteriner.erciyes.edu.tr/ to facilitate the access of internal and external stakeholders to all kinds of documents and information. Through this website, stakeholders can access various documents prepared regarding the faculty, including the Quality Manual, forms, procedures, processes, regulations, and guidelines developed during the QMS establishment phase.

The website is also used for general information sharing related to QMS within the faculty. To increase personnel productivity and experience in service processes, all resources, databases, and knowledge gained from trainings, congresses, conferences, and seminars are evaluated by the Quality and Strategy Development Commission to meet improvement needs. All scientific outputs produced by the academic staff, such as publications, projects, presentations, posters, talks, patents, etc., can be monitored through YÖKSİS/AVESİS records.

Information categorized as organizational knowledge includes:

- Knowledge gained from experiences
- Positive and negative outcomes from projects
- Information subject to intellectual property rights
- Results from improvement activities
- Knowledge obtained during operations and services

- Information compiled from external sources
- Annual Activity Reports prepared at the end of each year

7.2 Competence

Senior management takes necessary measures to meet the training and competence needs of employees and ensures that training is provided based on training needs analyses. Training needs analyses and programs for faculty personnel are organized by the relevant Vice Dean and announced at https://veteriner.erciyes.edu.tr/tr/duyuru/tum-duyurular.

For the tracking and storage of training records, a record of each training received by personnel is kept in their personnel files within the Human Resources Unit. Personnel files are created for all employees, storing employment documents, certificates, and resumes. An orientation program is conducted for newly hired personnel. Quality-related training is included when preparing annual training plans for each unit. Personnel whose work activities may have or potentially have significant impacts on service quality receive training related to legislation and activities in their areas of responsibility. The purpose of training and information activities is to enhance employees' quality awareness and understanding.

Participation in various training programs organized by the Turkish Standards Institute (TSE) has been ensured to obtain the ISO 9001:2015 Quality Management System certification, including:

- TS EN ISO 9001:2015 Risk-Based Process Management Training
- Quality Management System Documentation Training
- Basic Training on Quality Management System
- Internal Auditor Training for Quality Management System

7.3 Awareness

The Erciyes University Faculty of Veterinary Medicine uses communication channels specified in the Quality Manual to make announcements and create awareness necessary for the proper implementation of the QMS. In-service trainings are organized for all staff concerning the quality policy, related quality objectives, contributions to the effectiveness of the QMS, and awareness of the potential consequences of non-compliance with QMS requirements. Employees are informed via email, and training and events are organized when deemed necessary. The QMS documents are shared with all personnel through https://veteriner.erciyes.edu.tr/.

7.4 Communication

Senior management uses various communication methods between different functions and levels according to the nature of the work in order to provide complete internal and external communication necessary for the execution of services and the QMS;

- Internal and external correspondence,
- Electronic mail,
- Telephone and fax,
- SMS services,
- In-service trainings,
- Management Review meetings,
- Face-to-face meetings,
- Electronic Document Management System,
- Faculty website,
- Wet-signed documents,
- Social networks.

7.5 Documented Information

7.5.1 General

In order to ensure the effective and efficient execution of faculty processes, the basic Documents included in the QMS have been utilized.

- Procedures have been written to describe managerial and comprehensive operations. A procedure explains who, what, how, where, why, and when an activity is performed.
- Process cards have been created to determine the inputs, outputs, resources, control criteria, performance criteria, risks, and opportunities of operations.
- Forms have been prepared to standardize the forms used within the processes.
- Job descriptions have been created to clearly define authorities and responsibilities within the university.
- Additionally, instructions, guides, lists, vision, mission, Strategic Plan, Quality Policy, Quality Manual, and other Documents and records required by the Standard are included. All Documents within the QMS have been prepared by experts in the field and have been made accessible to all personnel through the communication channels.

7.5.2 Creation and Update

The faculty documentation process is carried out in accordance with Procedure PR.01 “Control of Documents and Records.” All formats used in document creation must include the basic document information specified below. This information includes the Erciyes University Faculty of Veterinary Medicine Emblem, Document Title, Document No, Initial Publication Date, Revision Date, Revision No, and Page No.

The need for a document is determined by the Quality and Strategy Development Commission and/or the relevant units by taking into account the relevant legislation and

standard requirements as well as our faculty's QMS conditions. In addition, all stakeholders may propose the preparation of a needed Document to the Quality and Strategy Development Commission.
Responsibilities regarding the preparation and approval of the Document are determined by the Quality and Strategy Development Commission by considering the relevant legislation, the opinion of senior management, the institutional structure of the faculty, and the relevant standard requirements. In general, it is essential that the Documentation is prepared by the process owner(s) or by the Management Representative on behalf of the Quality and Strategy Development Commission.
All prepared Documents are reviewed for adequacy and suitability by the Quality and Strategy Development Commission before publication and are "Approved" by the Faculty Dean.

7.5.3 Control of Documented Information

7.5.3.1 Control

Access to all documents within the institution is provided through communication channels. Printed copies of documents and records that must be in hard copy are available in their latest revision in the relevant operational area.

7.5.3.2 Control Activities

All personnel continually review the documents they use for suitability concerning the work performed. If differences between the Document and the application emerge over time due to changes and developments, a revision process is initiated.
Unit Quality Representatives, at the end of each year, review the Documents they implement, evaluate whether revisions are necessary, and for Documents requiring revision, the revision process is initiated by the Unit Responsible.
In the case of major changes that may affect the QMS of the Faculty of Veterinary Medicine (for example, revision of the standard, major changes in the institutional structure, etc.), all related Documents are reviewed by the Quality and Strategy Development Commission, and if necessary, the revision process is initiated.
Printed copies of revised or cancelled Documents and the electronic copies published on the website are removed from the QMS system by the Quality and Strategy Development Commission, thereby preventing personnel from accessing the outdated Document. These outdated Documents are archived by the Quality and Strategy Development Commission.

8.OPERATION

8.1 Operational Planning and Control

At the beginning of each academic year, the academic calendar is planned, and within the specified periods, processes such as workflow, procedures, etc., are carried out as indicated in the documents. Our faculty plans the processes necessary for service delivery and ensures their development. In this context, process cards, procedures, instructions, and guides have been prepared to meet the requirements for each activity area related to the service delivery. The determining factors of the processes identified by our faculty include the quality policy, quality objectives, needs, and expectations of the service areas, and the conditions specified by laws for the service. If there is a document that specifies the required conditions for the determined processes (e.g., law, regulation, etc.), references are made to these documents.

8.2 Conditions for Services

8.2.1 Communication with the Customer

Our faculty announces all information related to its activities through the communication channels specified in clause 7.4. Additionally, necessary information is provided through posters, brochures, and advertisements. Customer complaints, suggestions, and feedback are evaluated through social media, the website, and suggestion and complaint boxes, and appropriate requests are forwarded to the relevant units.

8.2.2 Determination of Conditions for Services

The program conditions of ERÜ Veterinary Faculty are determined by YÖK, and student registration processes are carried out in accordance with the relevant legislation. All related documents are defined and are available on the faculty's website and in the List of Internal and External Documents.

8.2.3 Review of Conditions for Products and Services

The service conditions are determined in the ÖSYM guide published by YÖK. Before each preference period, the provisions in this guide are reviewed by our faculty. ERÜ Veterinary Faculty has the necessary resources to meet all the conditions it has defined for the services it provides, and its ability to meet these conditions is transparently monitored. Before services are delivered, compliance with the relevant laws and regulations is checked. If there are any discrepancies from the defined criteria, corrective actions are taken.

8.2.4 Changes in Conditions for Products and Services

In case of changes in service conditions, notifications about the changes are made to students and relevant individuals through the communication channels mentioned in clause 7.4. When any condition changes within ERÜ Veterinary Faculty, the change is tracked by the responsible unit and reported to the Quality and Strategy Development Commission. If this

information alters a documented piece of information, the PR.01 Document and Record Control Procedure is followed, and all staff is informed of the changes.

8.3 Design and Development of Products and Services

The introduction of new programs and courses, changes in them, and the determination of program qualifications at ERÜ Veterinary Faculty are not solely at the discretion of our faculty but are conducted according to the regulations set by the Higher Education Council (YÖK) and the Bologna Process. Therefore, when designing and developing these processes, we act in accordance with the relevant regulations. The procedures for the opening of new programs and courses and changes made in them are defined in the relevant processes, which can be considered as product and service design development.

8.4 Control of External Procurement Processes and Services

8.4.1 General

After identifying the needs for activities to be carried out in the faculty units, procurement activities are conducted in accordance with prepared processes. The goods and services procured by the faculty units are related to human resources, infrastructure, and the working environment, which directly affect quality. Procurement activities are carried out in accordance with the Public Procurement Law and the State Procurement Law No. 2886, based on the approval of the expenditure authority.

8.4.2 Type and Extent of Control

The control of materials that directly affect the final service is carried out by the selected Procurement and Inspection Acceptance Board, and a report is prepared on the results. Accepted products are forwarded to the relevant users, while rejected products are returned to the supplier company.

8.4.3 Information for External Suppliers

Supplier performances (for direct procurement processes) are evaluated at least once a year by the units receiving services from the supplier, using the Supplier Evaluation Form. The Supplier List/Approved Supplier List forms are updated at least once a year. Non-compliance identified during the supplier performance evaluation results in the removal of the supplier from the Approved Supplier List, and procurement is made from more suitable companies. For purchases made through tender, processes are carried out according to the provisions in the Public Procurement Law. The responsibilities of the supplier company are clearly defined in the Public Procurement Contracts Law No. 4735.

8.5 Service Delivery

8.5.1 Control of Service Delivery

To ensure that educational and administrative services are provided in accordance with the

required conditions, processes, procedures, forms, and QMS Documentation have been established. These processes and other documents are prepared in accordance with legal regulations. The control of the services provided in our faculty is carried out manually or as software outputs by the responsible unit or manager. All services provided are defined in the relevant legislation. The compliance with legislation is examined during the control process. Experts and qualified personnel are involved in each process. All risks related to service delivery have been identified, and actions are taken to eliminate these risks. The necessary infrastructure and work environment for service delivery have been provided. Process cards that define all details of the services provided are prepared and are available on the University Quality Management System website.

8.5.2 Identification and Traceability

To ensure identification and traceability at ERÜ Veterinary Faculty, educational programs, units, courses, students, tools, materials, and equipment are identified and traced through numbering systems. All correspondence within ERÜ Veterinary Faculty is carried out through the EBYS system. The EBYS system assigns an identification and traceability number to each correspondence based on the relevant correspondence codes. Each student is assigned a student number according to their entry year, and their progress is tracked using this number. Each staff member (academic and administrative) has a registration number. Diplomas are traceable through their diploma numbers.

8.5.3 Customer or Supplier Property

ERÜ Veterinary Faculty has taken necessary measures to protect and ensure the security of personal information related to students. This information is created and protected in electronic form. The environments where this information is created and stored, along with the related rules, are defined in the relevant QMS Documentation.
The property of students and suppliers defined by regulations at ERÜ Veterinary Faculty includes:

- Diploma
- Previous diplomas
- ID card information
- Registration forms
- Transcript
- Internship information form
- Internship evaluation form
- Internship logbook
- Project/thesis work
- Course assignments
- Exam papers
- Supplier-owned moveable materials (water dispensers, food and beverage vending machines, etc.)
- Supplier-owned vehicles and transportation vehicles on campus
- Supplier-owned intellectual property

Information such as previous diplomas, ID card details, and registration forms collected during registration is stored in the student affairs archive. The grades for each student are entered into the programs through the instructor's input and delivered to the student upon their request. Project and thesis works are delivered to the departments as per the departmental requirements. In case deemed necessary, patent applications may be made for works carried out.
Both customer and supplier properties are protected. In case of damage to them, if the damage is found to have been caused by ERÜ Veterinary Faculty, the necessary compensation is provided. This situation is reported to the student or supplier. Documented information related to customer or supplier property is maintained.

8.5.4 Storage

The products used and procured through purchasing activities for the services provided at ERÜ Veterinary Faculty are stored under appropriate conditions until use. Storage areas have been designated for stored products, and they are protected by responsible units. Products and materials brought into the faculty from outside are processed according to the Transferable Goods Regulation. Stock records of products are kept up-to-date, and entries and exits are registered by the responsible staff member in the Transferable Goods Record Control. When stock levels of materials are low, procurement is initiated again.
The units responsible for purchasing materials and ensuring their storage are as follows:
• Supplies Unit: Office supplies, desks, chairs, bookshelves, etc.
• Personnel Affairs Unit: Personnel files that must be stored
• Student Affairs Unit: Personnel files, exam questions, and exam papers
• Financial Affairs Unit: Invoices and other documents
• Other units store their respective documents in areas designated by themselves.

8.5.5 Post-Delivery Activities

In case of any discrepancies after the delivery of services at ERÜ Veterinary Faculty, necessary corrective actions are taken to resolve the issues (e.g., diploma errors). Additionally, graduate student follow-up is conducted by the student affairs units of the university and faculty.

8.5.6 Control of Changes

Changes in ERÜ Veterinary Faculty are monitored through routine checks and internal audits. If any issues are found, corrective actions are taken and further changes are implemented as necessary.

8.6 Market Introduction of the Service

In educational activities, students' compliance with the conditions is measured through exams. Control points are established in the processes to ensure and verify that the educational service meets the required conditions. Exams, course passing, and graduation methods are defined in the relevant documents (regulations, guidelines, and legislation). The final approval of every operation at ERÜ Veterinary Faculty is provided through either EBYS or signed documents.

8.7 Control of Non-Conforming Outputs

In ERÜ Veterinary Faculty, non-conformities that may arise in the services provided or in the products and infrastructure used for these services are identified and corrective actions are taken in accordance with the relevant QMS Documentation. Non-conformities that occur during or after the educational service are controlled by identifying the root cause and taking corrective actions. The effectiveness of corrective actions is evaluated and discussed in Quality and Strategy Development meetings.
The managers of all academic, administrative, and support units are responsible for controlling non-conforming services that may directly affect the quality of the service and taking appropriate corrective actions at each stage.

9. PERFORMANCE EVALUATION

9.1 Monitoring, Measurement, Analysis, and Evaluation

9.1.1 General

The Faculty's Quality and Strategy Development Committee has defined which processes and activities should be measured and controlled, and in what way, within the scope of its job description. This committee, through the defined methods, evaluates the results obtained and can initiate appropriate improvement efforts and corrective actions. The Quality and Strategy Development Committee measures the applied processes and, when necessary, implements corrective actions for continuous improvement.

9.1.2 Customer Satisfaction

In our Faculty, satisfaction analyses are periodically conducted for students to measure the satisfaction and expectations of students, internal and external stakeholders. Additionally, surveys and suggestion-complaint boxes are provided for students' satisfaction and complaints, and the results are also evaluated within the scope of improvement activities.
The upper management of our Faculty follows whether the conditions requested by students, internal/external stakeholders are met within the service delivery. The QMS (Quality Management System) includes the evaluation of written and oral complaints that affect the educational services, generating appropriate solutions, and responding to customers.
Improvement suggestions from students and internal/external stakeholders can be directly sent to the Quality and Strategy Development Committee or through the responsible unit or unit manager.
Internal Customer: Defined as the personnel working within the institution. Their satisfaction levels regarding the system and practices are measured at least once a year and the results are presented to the management. Based on the decisions of the upper management, corrective and preventive actions are initiated, monitored, and concluded for areas of

dissatisfaction.

External Customer: Defined as students who receive educational and consultancy services at ERU Faculty of Veterinary Medicine, their parents, and the institutions where our graduates work after graduation.

ERU Faculty of Veterinary Medicine applies various methods to measure and monitor QMS processes. These methods demonstrate the suitability of the processes aimed at achieving planned results. When planned results are not achieved, necessary corrections and corrective actions are made to ensure the appropriateness of the service provided. For this purpose, the measurable quality targets of the processes are monitored at appropriate intervals and by appropriate methods to check whether they are achieved within the specified time frame.

9.1.3 Analysis and Evaluation

The satisfaction analysis of students, administrative and academic staff, and external stakeholder survey analyses conducted by the Faculty units are used to analyze the improvements to be made and the needs of stakeholders. The results of the data analysis are used to evaluate and improve the following:

- The suitability of services
- Student satisfaction
- Staff satisfaction
- The performance of the QMS and improvement needs
- The effectiveness of processes
- Performance of external suppliers
- External stakeholder satisfaction

9.2 Internal Audit

9.2.1 Planning

The internal audit plan is prepared at the beginning of each academic year by the Quality and Strategy Development Committee using the Internal Audit Plan Form. The QMS Internal Audit Plan is prepared in such a way that every unit is audited at least once per academic term. The frequency of audits is determined by considering previous audit results and the importance and status of the unit to be audited. More frequent audits may be conducted for units in need.

9.2.2 Requirements

Planned internal audit activities are carried out in our Faculty to verify that the QMS meets the relevant standards and legal regulations and is being effectively maintained.

9.3 Management Review

9.3.1 General

The upper management of our Faculty reviews the compliance, adequacy, activities, improvement, and sustainability of the quality management system at least once a year. In this context, decisions made in the past and decisions taken in the management board meetings, student satisfaction analyses, target achievement analyses, service activities, improvement activities, and audit results form the agenda and inputs of the management review meeting. As a result of the management review meeting, opportunities for improvement are created, change needs are identified, and strategies for the future are developed.

9.3.2 Inputs for Management Review

- Process performances
- PDCA (Plan-Do-Check-Act) data
- Previous management review follow-up activities
- Performance indicators
- Quality policy
- Supplier performance
- Employee/Student/External stakeholder satisfactions
- Risk and opportunity monitoring table, etc.
- Internal and external audit results
- Student feedback (suggestions, requests, complaints, etc.)

9.3.3 Outputs of Management Review

The output of the review is the evaluation of the effectiveness of the QMS and processes, improvement of services related to customer requirements, and identification of needs. Decisions and actions are recorded in the Meeting Minutes Form and distributed to the meeting members.

10. IMPROVEMENT

10. 1. General

Our Faculty conducts improvement activities to bring the quality of service to the highest level, improve and enhance the service level, detect and prevent potential undesirable situations and non-conformities in advance, and increase service quality performance. These activities are carried out through the implementation of management review decisions, quality meetings, evaluation of results obtained from data analysis, SWOT analysis, and the implementation of corrective action outcomes.

10. 2. Non-Conformity Management, Corrective and Preventive Actions

In our Faculty, undesirable situations are identified and improvement activities are created by considering the data from the suggestion-complaint box, requests and complaints from stakeholders, and satisfaction survey results.
In addition, the analyzed data can sometimes trigger new activities and projects. These data allow for a different perspective, forming the foundation for new projects. The projects, activities, and innovations carried out are documented.

10. 3. Continuous Improvement

Our Faculty has adopted and accepted the philosophy of continuous improvement. In this scope, new projects and activities are carried out, and efforts are made to increase the number of such projects and activities. Continuous improvement activities are carried out based on the results of the analysis and evaluations, and the outputs of the management review.
For continuous improvement, the PDCA cycle is used within the Quality Module in the QMS. Improvement planning and monitoring are carried out on the online system created by the ERU Quality Coordination. Improvement projects are followed by the ERU Quality Coordination.

11. RELATED DOCUMENTS

All information and documents prepared and used within the scope of the QMS:

- ISO 9001:2015 Standard
- Procedures
- Forms
- Lists
- Organizational Charts
- Job Descriptions
- Internal Documents
- External Documents, etc.

12. FINAL PROVISIONS

All information and documents prepared within the scope of ISO 9001:2015 have been prepared under the leadership of the Dean, and all ERU Faculty of Veterinary Medicine staff are responsible for their implementation, updating, and improvement.

13. ANNEXES

Some of the QMS standard documents are as follows:

- Process Charts
- Forms
- Job Descriptions
- Process Performance and Risk Monitoring Cards
- Procedures

ENFORCEMENT AND EXECUTION

This Book and the changes made to it come into force within 3 working days after the approval of the top manager.
The execution of the Book's provisions is the responsibility of the Quality and Strategy Development Committee.

SOURCES

1. Law No. 2547
2. Law No. 5018
3. Law No. 657
4. Higher Education Quality Assurance and Higher Education Quality Board Regulation
5. Public Internal Control Standards
6. TS EN ISO 9001:2015 QMS Standard
7. TS EN ISO 19011 Management Systems Auditing