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What is the Contribution of ISO 9001 Quality Management System to Educational Institutions?

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Abstract

In this study, ISO Quality Management System and its benefits to education sector are examined. Solution offers were proposed to many sectorial problems with this article examined the benefits of ISO 9001 applications to educational institutions. The general purpose of the article is to explain the effects and benefits of ISO 9001:2015 Quality Management System standards to all ISO-certified educational institutions around the world through the example of Ronaki Duhok. The use of ISO standards for this purpose and the example of Ronaki Duhok has been taken under a serious examination.

In this article, analysis has been made through sample and the compliance of the standards and the benefits it provides are conveyed to the reader by adhering to the literature. With the results of the analysis, it is proven that ISO 9001:2015 has contributed to the educational institutions in a positive sense.

Keywords: ISO, Quality Management, ISO 9001 Quality Certificate

Introduction

Nowadays, most of the educational institutions aims to receive ISO 9001 quality management system certification. Having this certificate provides various advantages for the institutions in the market. Special efforts have been making to receive ISO 9001 quality certificate. Yet, these certificates obtained after these efforts provide significant advantages to education institutions. We can say that ISO 9001 Standard is the base for quality management systems that have important place in all sectors. When products or services of an institutions is proved to be appropriate for the customers, these standards are

compliance conditions to increase quality and satisfaction. These standards are assigned as certificates. In this article, we will explain the benefits of ISO 9001 quality management system certificate to educational institutions. Also, we will mention various advantages that educational institutions can gain with this certificate.

What is ISO?

ISO is the abbreviation of International Organization for Standardization. Originally, it called as International Organization for Standardization. However, ISO is not the initials of International Organization for Standardization, as it is thought. Because this standard has different abbreviations in different languages. (For this reason, in order to create a common word for all languages, this abbreviation was invented from the Greek word ISOS (equal).)¹ ISO was established in 1947 in Geneva, Switzerland. The ISO organization is known for providing quality certification to the sectors. In general, ISO certificate indicates that businesses in different sectors are offering their services under certain standards and have competence within their sectors. All certificates created according to ISO organisation certification are called ISO certificates. The purpose of establishment of ISO standards was to create a complete set of standards acceptable in all sectors. With these standards, sectors are gathered under a certain standard roof in global sense. ISO standards are accepted by 162 countries and applied in sectors. Sectors are in strong relationship with ISO organisation where this organisation files ISO certificates for these companies. These standards are important indicators to meet global quality standards in different sectors including industry, and commerce.

What is the purpose of establishing the ISO organisation?

The main purpose of ISO organisation was to create globally accepted standards. After these standards were created, these are published to the world, and products and services are circulated between countries. Organisation can set standards for all conditions except electric and electronic.

International standards enable high-quality over sectors. These standards aim to provide first-class properties to products, services, and systems for quality, reliability, and efficiency. These are also effective for easing international trade. ISO prepares and publishes documents for technology, food safety, agriculture, and health sector. ISO International Standards has an effect on everyone at certain point. Therefore, it is extremely important.

What are the main advantages of ISO standards?

ISO was founded to answer one fundamental question: "What is the best way to do this?" First, ISO started with basic steps. Then, standards are visible in each product we use. These include intangible services. Wireless networks can be given as a good example. International Standards cover these and more and provides reliable and quality to consumers for goods. ISO tries to make the world a better place with standards effecting all sectors.

It is possible to list the benefits of ISO certificate as follows:

- ISO standards increased domestic and international competitive advantage. Companies with ISO standards are always one step ahead of their competitors. Because as consumers are aware of certain aspects, they are choosing companies offering products and services with ISO standards.
- Firms complying with ISO standards begin to create their own product and management standards. This is an important element for the firms to become corporations.
- With these documents, firms can identify the needs of customers. They try to speak on the same line. This leads the firm the more customer-oriented. Thus, market share in the sector significantly increases.
- Works of all institutions and brands producing goods and services compliant with ISO quality certificates operate professionally and independently.
- By complying all standards stated in ISO, problematic products and products that will be disliked by customers are prevented. Thus, company can make savings and decrease costs.
- Better relationships with suppliers are formed.
- The company can integrate with other countries. This enables penetration to international market.

Products and services compliant with ISO standards are more reliable for customers. ISO standards is the general name given to quality management system that can be adopted in all businesses.

ISO standards can be defined as;

- Compliance with country-vice standards.
- Common standards approved by institutions.
- Information sharing between production committees.
- Collaborations between institutions in different countries.
- Forming basis for different or new standards.
- It is contributing to global product and service trade and easing the trade. ²

What is ISO 9001 Quality Management System?

ISO 9001 is one of the quality management systems. ISO certificates include general management systems for businesses to execute, organise, and define general activities. These systems such as ISO 9001 are generally mandatory for certain commerce types. Although it is hard to prove there is a direct correlation between ISO 9001 quality system and work performance, works in this matter are still in progress. As in most business processes, no matter how much you do, there will be less costs, but you will need more time. What are the main advantages of using ISO 9001 that is pre-shaped for documentation and education? Purpose of any quality management system is clearly and effectively state all references rather than adding unnecessary documents. ISO 9001 is the most effective quality management standard. If all conditions given in this standard are met by the firm,

the firm can receive ISO 9001 certificate. With ISO 9001 certificates, companies prove that their products and services are compliant with globally accepted standards.

ISO 9001 standard is developed by International Organisation of Standardisation. The reason to form these standards is that unique rules of each country caused problems in international commerce. Therefore, International Organisation of Standardisation provided ISO 9001 Quality Management Standard and found a large working field. Principles in this standard are presented to increase customer satisfaction of brands and firms and help these firms to determine quality standards.

ISO 9001 quality standards set all the rules and conditions to make these systems. When all rules and conditions are ready, firms and brands are audited by auditory institutions for certification. All institutions must be audited for certification. If the results are positive, ISO 9001 quality certificate is given. This proves that products and services of that institution are reliable and have certain quality.

All conditions and rules in ISO 9001 Quality Management Systems are listed as follow:

- Scope
- Information references
- Terms and definitions
- Quality management system,
- Management responsibilities
- Resource management
- Product realisation
- Measurement, analysis, and improvement³

What are the Benefits of Having ISO 9001 Quality Management System in Businesses?

ISO 9001 certificate offers maximum benefit to institutions. This certificate as Quality Management System will improve the work. By adopting an approach that focuses on more efficient working practices and business goals, this system, which will also help the employees, also increases the level of customer satisfaction.

ISO 9001 certification is not only useful for large organizations but also for small companies. These certifications save time and money, increase productivity, and ultimately improve customer relationships.

Benefits of ISO 9001 to organisations:

- Provides senior management with efficient management process
- Identifies areas of responsibility across the organization
- Conveys a positive message to the staff and customers
- Identify and encourage more efficient and time-saving processes
- Eliminates shortcomings in important points
- Reduces costs
- Provides continuous evaluation and improvement
- Offers marketing opportunities

Benefits of ISO 9001 to customers can be listed as follows:

- Improved quality and service
- On-time delivery
- Right service on first time
- Less returned items
- Less complaints
- Independent audit

Perspective of Educational Institutions to ISO 9001 Quality Management System

Quality, efficiency, performance, and effectiveness are indispensable for educational institutions. Therefore, schools are constantly working hard to achieve better results. This enables development of various models. Today, competition between educational institutions are at high level. Each institution needs to work hard to differentiate from the remaining institutions.

Educational institutions must have the following properties to survive in this competitive environment:

- Customer-focused work
- Implementation of participation
- Unity in setting goals and achieving goals
- High morale
- Quality and reliable workforce
- Computer based study system
- Planned and programmed working system
- Responsibility awareness
- A dynamic structure

Works to achieve ISO 9001 standard certificate develops quality of educational institutions.

Accordingly, these certificates provide the following advantages to educational institutions:

- Profit and productivity increases
- Market share increases
- Effective management is provided
- Employees are happier
- Cost is reduced
- Internal communication increases
- Activities are better monitored and controlled
- Customer satisfaction increases
- More efficient students are educated

Today, educational institutions aim to form a good internal organization. This standard system is commonly used to realise these objectives. ISO 9001 quality management system certification is the documents taken by institution owners to increase quality and productivity in service in current educational institutions and to create a much better image in the sector and for the customers.

Educational institutions can use these standards for

- Determination of duties, responsibilities, and authorities

- Internal audit within institution
- Controlling works
- Planning about education and work,
- Improvement that enables increasing efficiency.

At this point, Ronaki Duhok can be given as example. ISO 9001 quality management system has significant contribution to educational institutions. Ronaki Duhok realised these contributions and added various works under ISO 9001 quality management system.

Contribution Of “Do What You Write, Write What You Do” Principle to Educational Institutions

There is an important approach for founders and appliers of quality system. “Do what you write, write what you do” principle is one of the most important approaches of ISO Quality standard. Firms and institutions that grasp this approach can use quality standards more clear and effective. What does this principle mean and what are the benefits for educational institutions?

“Do what you write” part of this principle states responsibilities towards laws, regulations, and legislations. Individuals or institutions should understand the written requirements of work. Requirements should be known, and adequate work should be employed. “Write what you do” explains being planned and programmed. First, planning is carried out and work is applied accordingly. During application, necessary statistical data are collected to understand the effectiveness of application.

Contribution to Educational Institutions

“Do what you write, write what you do” principle increases quality of educational institutions. “Do what you write, write what you do” principle is important requirement for ISO standards. Today, some institutions lack writing, reporting, and documenting. When we are talking about educational institutions, this leads to unsuccessful practices. Missing documents are common problem on information system of educational institutions. Complex processes should be documented.

Education institutions have thousands of students. Each student means responsibility. These responsibilities should be carried out with quality and trust. This is the main component of success. If an institution desires to offer quality services, that institution should have quality infrastructure. This infrastructure can be provided with ISO standards. What advantages do “Do what you write, write what you do” principle provides to educational institutions?

- The physical spaces of educational institutions are made suitable for the students.
- Living habitats in education are in line with quality standards.
- The management system is institutionalized.
- The system can operate on its own without being connected to other people outside the institutions.
- Academic achievement is achieved.
- The documentation system is improved.

- Quality understanding develops.
- Positive cultural change is experienced.
- Productivity increase is observed.
- Internal communication is improved.

Preparation of Quality Policy for Educational Institutions

Quality is the determined level or the level to meet the needs by products or services.⁴ It is necessary to consider various points when preparing quality policy for an educational institution. Educational institutions are aiming to carry out the academic and administrative processes in accordance with the law and rules to contribute the training of qualified labour force in general. While preparing quality policies for education institutions, different ISO standards are adopted.

Quality policies in institutions are prepared based on “service that cannot be measured cannot be managed” principle. Based on this fact, changes are made to measure individual and team performance.

Quality policies of educational institutions are generally organised as follows:

Ensuring that education has the target to increase the satisfaction level of parents, students, teachers, employers, and the whole society as main points of education,

All the individuals and institutions play a key role in education can contribute to the decision-making processes and increase democracy awareness on this issue,

Offering equal opportunity in education for everyone,

Contribution to the education of all individuals in society,

Emphasising human values, educating better and smoother individuals,

To ensure that the necessary authorities can intervene in the solution of the social, economic, and cultural problems that the individual lives and constantly emerges, to inform the authorized institutions for this purpose,

Providing all the knowledge and cultural values that the society and all the individuals need, through training, and to contribute to the peace and security through access to the level of knowledge society needs,

By making all the processes more qualified during education and training, it is possible to provide the opportunity for individuals to receive a higher quality education,

Continuously improve education and training conditions,

Using all resources allocated for education and training more efficiently and effectively,

Not wasting resources,

Raising better individuals for the community,

Keeping up with modernity and requirements of this age,

Ensuring that all grown up individuals are more beneficial in terms of education, career, and human relationships,

Ensuring that the environment becomes more sustainable and more liveable,

Teaching respect to individuals,

Positive contributions to the moral aspects of individuals and society,

Serious improvement of the thinking system,

Eliminating all obstacles that individuals may encounter during education and training,
Creating qualified and efficient work force,
All universal principles in education apply to everyone.

Quality Management System Principles:

- Focus on student - customer.
- Emphasise leadership property of organisation schema.
- Enable effective contribution of employees in work life
- Develop process approach
- Set better targets
- Working hard to achieve constant improvement
- Adopt realistic decision-making processes
- Form relationships with MNE and HEO

Importance of In-House Regulations to Institutions

Educational institutions are required to comply with legislations. It is mandatory to comply with these standards. Complying with legislations has significant effect on long term success of institutions. From financial status to other different sectorial points, institutions must comply with legislations. When legislations are followed, educational institutions experience significant performance increase.

All companies must comply with legislations. A good legislation and compliance program has positive benefits and results in educational institutions. These legislations also protect customers. Legislations protect consumer rights, health, and safety and provides minimum standard for product and services. Also, they protect rights of employees. Generally, they enable educational institutions to realise their objectives in fair and trusting level.

What benefits do in-house legislations provide to institution?

Increasing productivity: Every organisation tries to increase productivity. Completing tasks faster and providing high-quality products and services provides better customer experience. This is advantageous for students in educational institutions. Educational institutions with higher productivity raises individuals that are qualified for the country.

Reputation losses are prevented: An educational institution prevents negative feedback from customers by complying with legislations. More importantly, the institutions will prevent any fines from decision makers. Because fines or negative feedback may harm the reputation of the company.

Performance of employees increase: Businesses must know and comply with personnel regulations and codes. Training may be necessary to increase speed of all employees. Providing training for regulations will a step. Implementing the necessary strategies to comply with regulations will make daily business processes at the educational institutions more comfortable.

Quality increases: Business regulations will make processes easier rather than complex. These will enable everyone to work in safe and high-quality environment. Customers of educational institutions which are students expect certain standards from these

institutions. Educational institutions complying with regulations will significantly increase quality.

Trust and branding: An educational institution that continuously monitors an effective regulation and compliance framework indicates to its customers and stakeholders that they have taken them seriously. The commitment of a company to respect ethical conduct is an important issue for branding. This will help sellers, employees, and customers to trust the firm. Increased trust means better brand loyalty.

It will have positive effect on competition: Regulations help protect the industry by ensuring that competition is fair. The regulation also prohibits a number of tactics that were once used to remove competition from the market. This helps consumers avoid choosing monopolies or monopoly states by making choices about their products and services. Competition will keep businesses alive. Even if educational institutions are struggling to keep up with other institutions with similar proposals, over time, the results of a healthy competition become positive. Healthy competition protected by regulations will provide productivity and innovation.

Identifying Job Description of Personnel in Institution and Its Contribution to Work Flow

To have an effectively working institutions, employers should clearly define their expectations to employees. Clear job description will enable high performance. Job descriptions are determined by employers and the following factors are considered:

Role: Determine who will take the main tasks and responsibilities in the job. Determine the frequency of work done in the direction of these determinations.

Performance Determine whether employees perform their jobs successfully and effectively.

Job requirements: Identification of the basic requirements, training, work experience, certificate programs, panels and areas of expertise needed for the given jobs to be carried out.

Identifying competencies: Determine of the duties and competencies given to the employees. **Planning:** Analysing development of employees and compensating for possible labour force loss.

A good job description is accepted as a multi-layered management tool. Although it still used as traditional employment tool, assigning job description to personnel, planning will show skills, abilities, and knowledge of the personnel to make the job in successful manner. There are beneficial for education and career development of employee. An employer should also use a good job description not only to support the recruitment process, but also for the reporting of relationships and working conditions. A good job description provides the following contributors:

- Measurable performance targets can be determined according to tasks in the job description. Later, this will guide employee career.
- It is also important to keep track of employee job descriptions as well as training, seminars, and other career development activities.
- Job descriptions provide standard methods with minimum and maximum values.

- This job description can be used to show when an employee fails to complete job functions.

What are the Regulations to Be Used in The Institutions and why is It Important to Have These in Written Form?

Instructions in institutions provide effective and task-focused work for employer and employee. Recently, efforts to build an institutional structure have emerged as an important subject in institutions. This can be achieved through workplace regulations. The purpose of the workplace regulations is to ensure communication, authority, internal discipline, and peace within the institution. With these regulations, safe and effective workplace can be provided.

Written regulations are important for institutional authority and making employees comply with these regulations. Generally, unwritten rules are rarely followed, and this may create certain problems.

Recording Internal and External Contracts and Preparation of Them for All Work

According to ISO standards, recording internal and external contracts is vital for operations of institutions. Also, preparing internal contracts in decent way protects the rights of employer and employees. Additionally, customer relationships should be recorded with contracts. This way, work can be operated in transparent and reliable manner. Work contracts are agreements organised to protect rights of employer and employee.

The following articles must be added to the agreement:

- Principles of Agreement
- Date of agreement
- Names of parties or institutions of agreement
- Explanation of the products or services that the institution will buy or sell
- Fee
- Fee payment date
- Interest rates
- Delivery Time
- Agreement end date
- Agreement renewal date
- Violation of agreement
- Termination conditions of agreement
- Signatures

What are the Effects of In-House Scheme to In-House Management?

Institutions are constantly questioning management and organisation structure. A scheme compliant with ISO standard will prevent such questioning.

Internal scheme is a table that shows structure of company, responsibilities of departments, and relationship between other departments according to internal flow. When the scheme is created, objectives of the institutions should be considered rather than current status. All

empty positions should be included in the scheme with necessary details. The scheme must be created with long-term growth strategy and vision. Organisation schemes must be created for objectives, strategies, work processes, institution vision and mission rather than individuals.

The most important benefit of internal scheme is that these schemes show career paths. Employees can see promotion positions on this scheme. This will make them more productive. In addition, with internal scheme, all employees at the workplace learn about their responsibilities, who they are responsible for, and who they should communicate with in a possible situation.

When schemes are being created, a fair and efficient scheme must be established, and efficiency should always be considered. These schemes are intended to eliminate existing weaknesses, lack of communication, inconveniences, and inefficiencies.

Importance of Quality Objectives for Institutions

Quality objectives are plans which companies determine their objectives based on quality programs such as ISO. Quality programs are presented as improvement programs. These programs are generally formed by considering customer requirements. Quality objectives realise internal objectives and explains which plans can be followed for this purpose. Quality objectives are prerequisites for ISO 9001 standard. Specifies quality objectives are transmitted to all departments of the institution to help all planned objective and employees and managers act accordingly.

With quality objectives, institutions gain power in competitive environment. This way, they can increase their customer basis as well as customer loyalty. If an institution prioritises quality objectives that institution will be more successful.

Creation of Daily, Weekly, Monthly and Annual Plans Of Institutions

Today, each institution has unique business plan. Strategic planning is one of the ways to fit competitive sectors and this system must be applied by all managers. ISO 9001 standards require daily, weekly, monthly, and annual plans. Plans are the paths of an institution. This path must be followed to reach objectives easily. Planning is a process that helps institutions to move towards their objectives. Planning function is needed for effective management.

During planning;

- All strategies and policies of institution or firm is determined
- Objectives are identified
- Various planning systems are applied to reach these objectives.

Short Term Planning: Daily, weekly, and monthly plans are defined as short term plans. These plans are often related to everyday operation.

Long Term Planning: Annual plans are considered as long-term planning system. This planning affects the success of institutions.

Evaluating Risks and Advantages in Institution Operations

Risk is an indispensable part of our lives. We are open to risks in our personal and work life. The important thing here is to predict risks and advantages and act accordingly. As world population, we need to take risk, grow, and develop. Effectively managed risks help

societies to grow in energy, infrastructure, supply chain, airport security, hospitals, houses and many more. Therefore, today there is “risk management” concept. ISO 9001 quality standards have various items about risk management. Institutions have various risks to be managed. Managing risks is important to decrease these risks. Risk management involves understanding, analysing, and addressing risks to ensure that organizations are able to regulate their objectives. Corporate Risk Management is considered an integrated and unified approach to managing the risk between an organization and its extended networks. Advantages should also be analysed with risk. Possible advantages in possible events should be analysed in advance and works should be executed accordingly. Institutions with organised schemes will always be successful.

Risk and advantage management provides the following benefits:

- Risks of an organisations is rarely given in textbooks. Comprehensive risk prevention management program will work with expert team to develop deeper understanding.
- Employees or employers may find it difficult to identify risks outside their area of expertise and experience. Providing risk management and consultancy services to the management board and employees will enable them to fulfil their duties better.

Context of Institution and Preparation of Shareholder Analysis

According to ISO 9001:2015 standards, institutions should plan their activities based on risks and effects. During the installation phase of the Quality Management System, the obligation is imposed on the necessity of the structure analysis and the monitoring of the contextual information of the organization which the practitioners are obliged to do but which are not obligatory in the standard.⁵

According to ISO, shareholder analysis is conducted in two parts; internal and external shareholders.

Internal shareholders are employees, managers, and company partners or Board of Directors.

External shareholders are customers, legal authorities, professional chambers, suppliers, and third parties.

Recording All Written Documents of Institution

Under ISO standards, all written documents of institution must be recorded. In our modern world, keeping and accessing information is important in all sectors. All information and documents of institutions can be stored in electronic environment. This makes everything easier. Document record tracking systems should be developed and applied to institution to keep documents in electronic environment. This way, work can be managed in fast and reliable manner.

Importance of Online Forms

With current technological development, various documents can be recorded online. These documents or online forms are important for educational institutions. Additionally, under

ISO 9001 quality standards, online forms must be used within institution. This way, all documents and information can be stored in safe way and work can be conducted faster. Online forms in educational institutions under ISO 9001 are first steps to improve the system. This way, educational institutions using technology can internalise international standards and take the first step towards success.

As seen in Ronaki Duhok example, online forms provide various advantages to educational institutions. Some of these forms are as follow:

Academic Calendar Follow-up Form: It is a form prepared for the formation of the academic calendar and for follow-up of implementation. With this form, academic calendars can be produced more efficiently and compliant with education processes.

Activity Supervision Form: Activities that are integrated into the school year and designed for maximum benefit from the students are continuously audited through this form and checked whether they work or not.

Test Report Form: It is a form that allows the students to practice the knowledge they have learned and to report their experiments for better learning. This form makes it clear how useful the experiments are.

Absence Form: Whether or not the students are following the attendance requirement and how many days they were absent are recorded through these forms.

Personnel Annual Leave Request Form: The number of days annual leave days of staff working at the institution is monitored.

Preparation of Procedures:

First, mandatory procedures for ISO 9001 quality management systems should be prepared. For ISO 9001:2015, there are 6 mandatory procedures and form the core of the system.

- Documented Information (Data Procedure)
- Records Control Procedure
- Internal Control Procedure
- Ineligible Service Control Procedure
- Corrective Action Procedure
- Risk analysis

Procedures

Documented Information (Data Procedure) First, ISO 9001 certificates are prepared. Then, these are revised and updated. After that, documents are send to approval process. Expired documents should be archived or destroyed according to this procedure.

Records Control Procedure Quality records are prepared based on these conditions. They are then stored, archived, and destroyed when necessary.

Internal Control Procedure This procedure is applied once a year. The conformity of the current state of the quality management system is investigated and responsibilities are determined.

Ineligible Service Control Procedure The purpose of this procedure is to ensure that all non-compliant products and services are disabled by the customer.

Corrective Action Procedure The resulting improper system operation is removed / edited through this procedure. Then the results are analysed, and the principles and responsibilities are determined.

Risk Analysis Procedure: It is a procedure that involves taking precautions and planning against any unfavourable situation that may arise.

While the procedure for ISO 9001 is being prepared, the important W-questions should be asked. While the processes are described, they must be able to respond to the questions "What, Where, When, How, Why, Who".

Importance of Annual Audits for Institutions

Responsibility and transparency are extremely important for educational institutions. These institutions where children are the main elements should be subjected to internal and external audit. Since educational institutions directly impacts students, effect of independent (external) audit, internal control and audit are important for the facility.

Annual audits are important for institution managers and employees to analyse themselves and prevent weaknesses and errors if there is any. External audits are important to see any shortcomings.

Ronaki Duhok Example for Application of ISO 9001 Quality Management System

Ronaki Duhok, is the leading educational institutions that applied ISO 9001 quality management system. Quality objectives are an important factor for educational institutions. Ronaki Duhok determined objectives compliant with ISO 9001:2015 and audit at the end of the year. This way, better and reliable service is provided to students.

Like large firms, Ronaki Duhok created business plan under ISO: 9001 and aims to provide services to students under this business plan.

With ISO: 9001 standards, Ronaki Duhok achieves the following as an educational institution:

- Analyse the risks in any case that may occur in training institutions and prepare accordingly.
- Prepare school profile.
- Prepare annual planning. Providing quality education for students.
- Job description
- Regulations

Ronaki Duhok benefits from ISO 9001:2015 standards and uses regulations effectively. For example, when "additional class regulation" tab is selected on the system, additional class details can be send to related job descriptions with an e-mail. All revisions, additions/removals, and changes can be monitored by departments via this e-mail. After that regulations are approved and become operational. On demand, these can be saved as PDF document or printed. This is one of the most important and common properties of Ronaki Duhok. On the other hand, documents have distinct codes and searching is easier with this code. This unique system of Ronaki Duhok is offered in 5 different languages.

Important properties adopted by Ronaki Duhok are as follows:

Academic Calendar Follow-up Form:

The activities that have been prepared previously for the academic calendar, applied or omitted activities can be easily followed through these forms. The benefit of this form is to produce better quality content when preparing academic calendars in future periods.

I Have an Idea Form: Teachers can log in to “I Have an Idea Form” and present their ideas about education and training. Later, these ideas are discussed in board of director meeting and these ideas can be approved or rejected. This form is important to offer a higher quality education and training opportunities.

Document Change Form: Changes on documents are saved as revisions. This makes it easier to follow the process.

Inbound Outbound Document Form: All the inbound and outbound documents can be traced through this form.

Expenditure Request Form: All expenditure requests are collected on the system and submitted from there. If approval comes, payment is made by accounting.

Business Card Request Form: If business card is needed, the system will use this tab to login and print business cards.

Material Document Distribution Form: The incoming materials are recorded and followed up via this form.

Teacher Rating Form: Teachers are graded 2 times, taking into consideration their work during the academic year. With these ratings, those who have high performance are awarded, while those who are low are warned.

School Performance Evaluation: All the work of the school is being evaluated.

Approved Supplier Form: All suppliers are scored and recorded. These ratings are considered when purchasing.

Personnel Discharge Form: This form is used if the employee is discharged.

Personnel Annual Leave Request Form: Teachers will file this form when they use their annual leave. These forms are sent for the approval of principle. Principle approves these forms online.

Program Results Form: All activity records are kept here. When program of next year will be prepared, these results are analysed.

Health Expenditure Form: Health expenditures of students and staff are recorded here.

Seminar Form: Seminars attended by students and teachers are listed online under this form.

Presentation Information Form: Information form used to promote the school in various places.

Medical Examination Form: External examination forms of students are recorded here. Such as having a doctor report.

Meeting Form: All meetings held in the institution are recorded with this form. For example, the details of a meeting with parents are recorded on the system.

Parent Meeting Form: The names of all the parents who attended the parents' meeting are listed here.

Annual Plan Form: The annual plans of the institution are recorded under this tab in the system.

Road Expenditure Form: It is a form prepared specifically for the road expenses requested by the personnel leaving the city.

Annual Record Form: Annual records are kept here. When it is needed, these are offered for the approval of the upper management.

Conclusion

ISO 9001 certificate offers maximum benefit to educational institutions. ISO 9001:2015 Quality Management system adopted by institutions aims for improvement. ISO 9001 standards will help employees and increase the level of customer satisfaction by adopting an approach that begins to apply more efficient work systems and focuses on business goals.

The benefits of ISO 9001 are not exaggerated. Large and small companies are benefiting from the use of this standard in terms of reducing cost and efficient savings.

Application of ISO 9001 standards in educational institutions have the following benefits:⁶

- Strengthening the image of corporations or brands
- Providing customer satisfaction
- Increasing target audience and number of customers
- Competitive advantage in all sectors
- Better relationships with suppliers
- More effectiveness in management
- Positive steps in cultural changes
- Raising awareness of quality among all employees
- Development of documentation system
- Becoming systematic
- Being consistent
- Increasing productivity
- Minimization of costs
- Providing customer satisfaction and therefore loyalty
- Minimizing error rates
- Successful final controls
- Selection of suppliers and follow-up at more successful level
- Adequate record keeping
- Ability to analyse and use these analyses effectively in the future
- To positively influence institutionalization
- Providing senior management
- Determining responsibilities
- Leaving a positive image on the staff and customers
- To use time processes efficiently
- Elimination of deficiencies
- Constant improvement works

What are Benefits to Customers?

ISO 9001: 2015 standard is recognised world-wide and customer accept working with businesses that have ISO 9001 certificate. Actually, some customers want to work with certified companies as these companies are subjected to constant management change and approval. The benefits that ISO 9001 standards provide to students and their families who come to educational institutions are as follows:

- Developed quality and service
- On-time delivery
- True behaviour in first time
- Less complaints
- Independent Audit
- Commitment to quality
- Minimizes the mistakes
- Develops reporting and communication
- More reliable production planning and delivery
- Sustained standards through yearly evaluations

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