



PRC-15/00 PRODUCT CERTIFICATION
PROCEDURE



PRODUCT CERTIFICATION PROCEDURE

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1. PURPOSE

The purpose of this procedure is to establish, implement and maintain a system for certification process in INSPECT to ensure the operational process is well defined.

2. RESPONSIBLE

- Managing Director
- Product Certification Manager

3. SCOPE

This procedure, also referred to as certification rules is applicable to all activities INSPECT performs and covered under scope of work as stipulated below Standard Operating Procedures and Internal Scheme of INSPECT for below-listed Technical Regulations. Below listed SOPs and Internal Scheme will be shared with the customers, when requested.

NO.	TECHNICAL REGULATION	SOP & IS NUMBER
1.	SOP OF TR FOR AUTO SPARE PARTS	SOP-01.03
2.	SOP OF TR FOR BUILDING MATERIALS PART 4	SOP-02.03
3.	SOP OF TR FOR DOORS AND WINDOWS	SOP-04.03
4.	SOP OF TR FOR FOOD SAFETY IN TOOLS	SOP-05.03
5.	SOP OF TR FOR MACHINERY SAFETY PART 1	SOP-06.03
6.	SOP OF TR FOR FOOTWEAR AND THEIR ACCESSOIRES	SOP-07.03
7.	SOP OF TR FOR TEXTILE PRODUCTS	SOP-08.03
8.	SOP OF TR FOR LEATHER PRODUCTS	SOP-10.02
9.	SOP OF TR FOR PAPER AND CARDBOARD PRODUCTS	SOP-12.02
10.	SOP OF TR FOR MACHINERY SAFETY PART 4	SOP-13.02
11.	SOP OF TR FOR DETERGENTS	SOP-14.02
12.	SOP OF TR FOR ELECTRICAL LIFTS	SOP-15.02
13.	SOP OF TR FOR BUILDING MATERIALS PART 1	SOP-16.02
14.	SOP OF TR FOR BUILDING MATERIALS PART 2	SOP-17.02
15.	SOP OF TR FOR BUILDING MATERIALS PART 5	SOP-18.02
16.	SOP OF TR FOR GEN. REQ. FOR MACHINERY SAFETY	SOP-28.00
17.	INTERNAL SCHEME FOR PACKAGING PRODUCTS	IS-02.00

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4. PRODUCT CERTIFICATION PROCEDURE OF TYPE 1a PRODUCTS

4.1 The application is received from the customer by FRM-32/03 Application Form by Operations Responsible. The Operations Responsible then assigns the application number and date to the application. The below-listed documents are also requested from the applicant with FRM-32/03 Application Form.

4.1.1 Proforma Invoice (if available)

4.1.2 Test Report (if available)

4.1.3 Product Pictures

4.1.4 Marking and Labelling pictures of products

4.1.5 Technical Drawings (if available)

4.1.6 Risk Analysis

4.1.7 Supplier Declaration of Conformity

4.1.8 Product and/or Management System Certificates (if available)

4.1.9 Official Documents

4.1.10 A written declaration not to submit the same request to any other notified body "Thirdy Party"

4.2 After receiving the filled out FRM-32/03 Application Form and all others, the application is controlled by using FRM-34/01 Application Review Form by Application Reviewer. Application Reviewer is the person who checks whether the product she/he examines meets the requirements of related product standard and SASO's Technical Regulation which related product falls into. At this stage, Application Reviewer also checks whether the customer's product(s) fall(s) into the scope of the product groups for which Factory Audit is required which has been determined by SASO in related Technical Regulations. Application Reviewer can be either an internal and/or external personnel.

4.3 At this stage, while the technically compliance checks are being done by Application Reviewer in the presence of a valid test report of customer's product(s) that will be submitted by customer; the submitted test report is checked by Application Reviewer from below-mentioned point of views;

- The Application Reviewer checks whether the test report has been prepared and issued by an ISO/IEC 17025 accredited Laboratory.
- The Application Reviewer checks whether all applicable tests are performed and reported on submitted valid test report of customer's product(s) which are mentioned on related valid and acceptable product standard(s) determined by SASO.
- The Application Reviewer checks whether the test result on submitted valid test report of customer's product(s) is positive.
- The Application Reviewer checks whether the submitted valid test report has been issued within three (3) years from the date of related test report's submission which has

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been determined by SASO as one of the acceptance criterias of Test Reports submitted by customers in related Technical Regulations.

- If Test Report's result does not meet the valid and acceptable product standard's requirements and/or the issuance date of the Test Report submitted exceeds three (3) years from the submission date of related Test Report, then the certification is not granted.

If the valid Test Report of customer's product(s) is confirmed by Application Reviewer to proceed customer's application further, then there is no need to send a sample to one of INSPECT's subcontracted laboratories for testing which are shown on FRM-19/00 Laboratory List Form to Co-operate.

4.4 In case of the absence of the valid test report for customer's product(s);

The sampling should be done according to INS-07/00 Sampling Instruction. The choosen sample(s) are sent to INSPECT's subcontracted laboratoires which are accredited according to ISO/IEC 17025, are listed FRM-19/00 Laboratory List Form to Co-operate.

Once the relevant tests are performed, finalised and reported by subcontracted laboratory and related Test Report is received from subcontracted laboratory, then;

- The Application Reviewer checks whether all applicable tests are performed and reported on Test Report that is submitted by the subcontracted laboratory which are mentioned on related valid and acceptable product standard determined by SASO.
- The Application Reviewer checks whether the test result on test report submitted by the subcontracted laboratory is positive.
- If Test Report's result is negative and/or does not meet with the valid and acceptable product standard's requirements, then the certification is not granted.

4.5 If the product group of the applicant does not fall into the scope of the product groups for which Factory Audit is not required which has been determined according to ISO 17067 by SASO in related Technical Regulation, then no Factory Audit is arranged and conducted.

4.6 In this regard, Factory Audit is not needed to be conducted for Product Certifications of Type 1a products.

4.7 At this stage, Operations Responsible prepares the FRM-01/02 Product Certification Agreement and FRM-36/01 General Service Conditions Form, FRM-02/00 Certificate and Logo Use Agreement and COM-03/00 Customer Confidentiality Statement and Commitment to be sent to the customer and ask customer to sign and stamp all those documents and send back to her/him.

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- 4.8 The FRM-01/02 Product Certification Agreement and FRM-36/01 General Service Conditions Form will be signed by Managing Director of INSPECT and customer's authorised person, once mutually agreed on all terms and conditions. The FRM-01/02 Product Certification Agreement and FRM-36/01 General Service Conditions Form inform the customer about all the conditions related to product certification services of INSPECT.
- 4.9 At this stage, a Technical Reviewer and an Administrative Reviewer are assigned by Product Certification Manager by FRM-17/02 Lead Auditor/Auditor/Technical Expert/Technical Reviewer/Administrative Reviewer/Inspector Assignment Form to review all items received from the customer at application stage to take a decision for Product Certification. The Administrative Reviewer assigned approves the Technical Reviewer's decision from the administrative point of view. The approval given by Administrative Reviewer is not a technical approval. The Administrative Reviewer can be Product Certification Manager, Operations Responsible and/or any other Office Personnel. When the Product Certification Manager will be assigned as either Technical Reviewer and/or Administrative Reviewer for the product groups for which he has been assigned as Technical Reviewer to carry out Technical Review, then related assignment will be done by Operations Responsible and/or QMR.
- 4.10 The Technical Reviewer and Administrative Reviewer who are assigned by Product Certification Manager to take Product Certification decision use FRM-38/01 Product Certification Decision Form to take their decision.
- 4.11 Once the Technical Reviewer finalises her/his technical review and approves the reviewed file technically appropriate on FRM-38/01 Product Certification Decision Form, then the Administrative Reviewer administratively approves the technical reviewers approval on FRM-38/01 Product Certification Decision Form.
- 4.12 Once Product Certification Decision is taken by both Technical Reviewer and Administrative Reviewer on FRM-38/01 Product Certification Decision Form, then FRM-39/00 Product Certificate of Conformity draft is prepared by Operations Responsible and sent to the customer for further checks and getting customer's approval for its original's issuance.
- 4.13 After getting customer's approval regarding the issuance of the original FRM-39/00 Product Certificate of Conformity, then the original FRM-39/00 Product Certificate of Conformity is issued by Product Certification Manager.
- 4.14 Operations Responsible uploads the original FRM-39/00 Product Certificate of Conformity to INSPECT's System and sends it to the customer via e-mail.
- 4.15 Operations Responsible sends the original hard copy FRM-39/00 Product Certificate of Conformity with its invoice to the customer via courier.

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5. PRODUCT CERTIFICATION PROCEDURE OF TYPE 3 PRODUCTS

5.1 The application is received from the customer by FRM-32/03 Application Form by Operations Responsible. The Operations Responsible then assigns the application number and date to the application. The below-listed documents are also requested from the applicant with FRM-32/03 Application Form.

- 4.15.1 Proforma Invoice (if available)
- 4.15.2 Test Report (if available)
- 4.15.3 Product Pictures
- 4.15.4 Marking and Labelling pictures of products
- 4.15.5 Technical Drawings (if available)
- 4.15.6 Risk Analysis
- 4.15.7 Supplier Declaration of Conformity
- 4.15.8 Product and/or Management System Certificates (if available)
- 4.15.9 Official Documents
- 4.15.10 A written declaration not to submit the same request to any other notified body "Thirdy Party"

5.2 After receiving the filled out FRM-32/03 Application Form and all others, the application is controlled by using FRM-34/01 Application Review Form by Application Reviewer. Application Reviewer is the person who checks whether the product she/he examines meets the requirements of related product standard and SASO's Technical Regulation which related product falls into. At this stage, Application Reviewer also checks whether the customer's product(s) fall(s) into the scope of the product groups for which Factory Audit is required which has been determined by SASO in related Technical Regulations. Application Reviewer can be either an internal and/or external personnel.

5.3 At this stage, while the technically compliance checks are being done by Application Reviewer in the presence of a valid test report of customer's product(s) that will be submitted by customer; the submitted test report is checked by Application Reviewer from below-mentioned point of views;

- The Application Reviewer checks whether the test report has been prepared and issued by an ISO/IEC 17025 accredited Laboratory.
- The Application Reviewer checks whether all applicable tests are performed and reported on submitted valid test report of customer's product(s) which are mentioned on related valid and acceptable product standard(s) determined by SASO.
- The Application Reviewer checks whether the test result on submitted valid test report of customer's product(s) is positive.
- The Application Reviewer checks whether the submitted valid test report has been issued within three (3) years from the date of related test report's submission which has

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been determined by SASO as one of the acceptance criterias of Test Reports submitted by customers in related Technical Regulations.

- If Test Report's result does not meet the valid and acceptable product standard's requirements and/or the issuance date of the Test Report submitted exceeds three (3) years from the submission date of related Test Report, then the certification is not granted.

If valid test report of customer's product(s) is confirmed by Application Reviewer to proceed customer's application further, then there is no need to send a sample to one of INSPECT's subcontracted laboratories for testing which are shown on FRM-19/00 Laboratory List Form to Co-operate.

5.4 In case of the absence of the valid test report for customer's product(s);

The sampling should be done according to INS-07/01 Sampling Instruction. The choosen sample(s) are sent to INSPECT's subcontracted laboratoires which are accredited according to ISO/IEC 17025, are listed FRM-19/00 Laboratory List Form to Co-operate.

Once the relevant tests are performed, finalised and reported by subcontracted Laboratory and related test report is received from subcontracted Laboratory, then;

- The Application Reviewer checks whether all applicable tests are performed and reported on Test Report that is submitted by the subcontracted laboratory which are mentioned on related valid and acceptable product standard determined by SASO.
- The Application Reviewer checks whether the test result on test report submitted by the subcontracted laboratory is positive.
- If Test Report's result is negative and/or does not meet with the valid and acceptable product standard's requirements, then the certification is not granted.

5.5 If the product group of the applicant does not fall into the scope of the product groups for which Factory Audit is not required which has been determined according to ISO 17067 by SASO in related Technical Regulation, then no Factory Audit is arranged and conducted.

5.6 If the product group of the applicant falls into the scope of the product groups for which Factory Audit is required which has been determined according to ISO 17067 by SASO in related Technical Regulation, then Application Reviewer informs Product Certification Manager and requests her/him to determine the possible Factory Audit fee. Thus Operations Responsible prepares the FRM-01/02 Product Certification Agreement and FRM-36/01 General Service Conditions Form, FRM-02/00 Certificate and Logo Use Agreement and COM-03/00 Customer Confidentiality Statement and Commitment to be sent to the customer and ask customer to sign and stamp all those documents and send back to her/him.

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5.7 In this regard, Factory Audit has to be conducted for Product Certifications of Type 3 products.

5.8 The FRM-01/02 Product Certification Agreement and FRM-36/01 General Service Conditions Form will be signed by Managing Director of INSPECT and customer's authorised person, once mutually agreed on all terms and conditions. The FRM-01/02 Product Certification Agreement and FRM-36/01 General Service Conditions Form inform the customer about all the conditions related to product certification services of INSPECT.

5.9 Since Factory Audit has to be conducted for Product Certifications of Type 3 products which has been determined in relevant Technical Regulations for Type 3 products according to ISO 17067 by SASO, then Product Certification Manager assigns a competent Auditor by filling out FRM-17/02 Lead Auditor/Auditor/Technical Expert/Technical Reviewer/Administrative Reviewer/Inspector Assignment Form who is going to conduct the Factory Audit at customer's premises. When the Product Certification Manager will be assigned as a competent Auditor or Lead Auditor for the product groups for which he has been assigned as competent Auditor to perform the Factory Audit(s), then related assignment will be done by Operations Responsible and/or QMR.

5.10 When a competent Lead Auditor is assigned to perform the Factory Audit, then a competent Technical Expert is also assigned to participate the Factory Audit to technically support the competent Lead Auditor whenever needed.

5.11 At this stage, Operations Responsible contacts with the competent Auditor or competent Lead Auditor and Technical Expert assigned by Product Certification Manager and the customer to arrange the Factory Audit date on a suitable date for all parties involved.

5.12 Then, Operations Responsible once again contacts with the competent Auditor or competent Lead Auditor and Technical Expert and sends her/him or them the Audit Package which includes FRM-41/01 Factory Audit Report format and PLN-03/00 Factory Audit Plan.

5.13 At this stage, the competent Auditor or competent Lead Auditor and Technical Expert contacts with the customer's representative to organise the Factory Audit Plan by filling out PLN-03/00 Factory Audit Plan.

5.14 The competent Auditor or competent Lead Auditor and Technical Expert conducts/conduct the Factory Audit at customer's premises and prepares FRM-41/00 Factory Audit Report which will be signed by competent Auditor or competent Lead Auditor and Technical Expert and signed/stamped by the customer. The competent Auditor or competent Lead Auditor and Technical Expert informs/inform the customer about the non-conformities (if found any) and requests the customer to close the non-conformities in a month after Factory Audit takes place.

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- 5.15 If the non-conformities (if found any) cannot be closed by customer in a month after Factory Audit takes place, then the Factory Audit will be conducted again.
- 5.16 The competent Auditor or competent Lead Auditor and Technical Expert sends/send FRM-41/01 Factory Audit Report to Operations Responsible who is going to forward related FRM-41/01 Factory Audit Report draft to Product Certification Manager for further technical checks.
- 5.17 At this stage, a Technical Reviewer and an Administrative Reviewer are assigned by Product Certification Manager by FRM-17/02 Lead Auditor/Auditor/Technical Expert/Technical Reviewer/Administrative Reviewer/Inspector Assignment Form to review FRM-41/00 Factory Audit Report and all other items received from the customer at application stage to take a decision for Product Certification. The assigned Administrative Reviewer approves the Technical Reviewer's decision from the administrative point of view. The approval given by Administrative Reviewer is not a technical approval. The Administrative Reviewer can be Product Certification Manager, Operations Responsible and/or any other Office Personnel. When the Product Certification Manager will be assigned as either Technical Reviewer and/or Administrative Reviewer for the product groups for which he has been assigned as Technical Reviewer to carry out Technical Review, then related assignment will be done by Operations Responsible and/or QMR.
- 5.18 The Technical Reviewer and Administrative Reviewer who are assigned by Product Certification Manager to take Product Certification decision use FRM-38/01 Product Certification Decision Form to take their decision.
- 5.19 The Technical Reviewer evaluates FRM-41/01 Factory Audit Report draft from below-mentioned point of views;
- Whether FRM-41/01 Factory Audit Report result is negative or positive.
 - Whether there are some minor and/or major non-conformities found along with the Factory Audit. And - if any - those minor and/or major non-conformities found are closed by the customer.
 - Whether FRM-41/01 Factory Audit Report is convenient to proceed the certification further.
- 5.20 Once the Technical Reviewer finalises her/his technical review and approves the reviewed file technically appropriate on FRM-38/01 Product Certification Decision Form, then the Administrative Reviewer administratively approves the technical reviewers approval on FRM-38/01 Product Certification Decision Form.
- 5.21 Once Product Certification Decision is taken by both Technical Reviewer and Administrative Reviewer on FRM-38/01 Product Certification Decision Form, then FRM-39/00 Product Certificate of Conformity draft is prepared by Operations Responsible and

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sent to the customer for further checks and getting customer's approval for its original's issuance.

- 5.22 The Application Reviewer, Technical Reviewer and Factory Audit Team which either consists of a competent Auditor or a competent Lead Auditor and a competent Technical Expert cannot be the same persons.
- 5.23 After getting customer's approval regarding the issuance of the original FRM-39/00 Product Certificate of Conformity, then the original FRM-39/00 Product Certificate of Conformity is issued by Product Certification Manager.
- 5.24 Operations Responsible uploads the original FRM-39/00 Product Certificate of Conformity to INSPECT's System and sends it to the customer via e-mail.
- 5.25 Operations Responsible sends the original hard copy FRM-39/00 Product Certificate of Conformity with its invoice to the customer via courier.
- 5.26 INSPECT shall carry out periodic audit visits to verify that the manufacturer applies and maintains the Product Safety Management System, and shall provide the supplier with an audit report.
- 5.27 The purpose of the periodic surveillance to verify the extent of which the supplier meets the obligations of the certified Product Safety Management System.
- 5.28 For assessment purposes, the supplier shall allow INSPECT, during the validation period, to enter the manufacturing, inspection, testing and storage sites. The supplier shall provide INSPECT with all necessary information, particularly, the Product Safety Management System documents and safety records, such as testing and calibration reports, and the qualification documents of relevant personnel, etc.
- 5.29 INSPECT has the right to perform unexpected visits to the factory. During such visits, INSPECT may, as necessary, carry out product tests, or have them carried out by a third party, in order to verify that the Product Safety Management System is properly functioning. INSPECT shall provide the supplier with an assessment report, and testing reports, in case of testing.
- 5.30 INSPECT will inform its customers in advance via e-mail and/or telephonic communication that the Factory Audits and Periodic Surveillance visits have to be arranged and performed once in a year for Type 3 product groups.

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- 5.31 The plans of Factory Audit and Periodic Surveillance visits are scheduled and organised with customers' relevant personnel before the Factory Audits and Periodic Surveillance visits are performed.
- 5.32 The customers are informed about the date(s) of next year's Factory Audit and Periodic Surveillance visits by Factory Audit Report and/or Periodic Surveillance Visit Report on which the date(s) of next year's Factory Audit and Periodic Surveillance visits are written down.
- 5.33 INSPECT's customers are not informed in advance by INSPECT about the unexpected visits.

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