

QUALITY MARK BY TURKEY

**TURQUM**<sup>®</sup>  
TURKISH QUALITY OF MACHINERY

[www.turqum.com](http://www.turqum.com)

TUOR



Quality Mark by Turkey

**TU R QUM**<sup>®</sup>  
TURKISH QUALITY OF MACHINERY

# Registered Mark of Quality for Turkish Machinery Sector

Machinery Industry, which is crucial to the industrialization of all countries in the world, has been the driving force behind Turkey's industrialization process due to its rapid growth based on high value added and its contributions to other sectors. As a result of this interaction, the machinery industry has been more successful than other branches of the manufacturing industry and its export has constantly been above the average of the export increase for Turkish industries overall.

The Central Anatolian Machinery and Accessories Exporters Union founded in 2002 in order to coordinate all kinds of activities that will increase Turkish exports while gathering all machinery exporters under the same organization. It is the unique Exporters Union to represent the machinery exporters in Turkey, and has approximately 9000 members.

**TURQUM®** Quality Mark, promoted by Central Anatolian Machinery and Accessories Exporters Union, is a voluntary product certification that provides a worldwide guarantee of the high quality, reliability and services of Turkish machinery producers.



# TURQUM®

TURKISH QUALITY OF MACHINERY

## What is the TURQUM® Quality Mark



TURQUM® is a registered quality mark affixed to products manufactured by the Turkish machinery sector. This mark is granted to the manufacturer upon approval through a “Conformity Assessment Procedure” that a machine comply with the predetermined product standards and technical specifications.

The manufacturer or manufacturer-exporters shall obtain the right to use this TURQUM® quality mark which is not mandatory if the Machineries are found to meet certain prerequisites (bearing a CE mark, implementation of Quality Management System etc.) and also Product Conformity Assessment Specifications by means of independent audits to be conducted at the production area. This quality mark certifies the reliability and quality of Turkish machinery and its technologies.

The mechanism for granting this mark to the manufacturer is not based on a system for the testing and control of only the final product but is also an objective and systematic approach foreseeing that the whole production system of the manufacturer is of a certain qualification and quality.

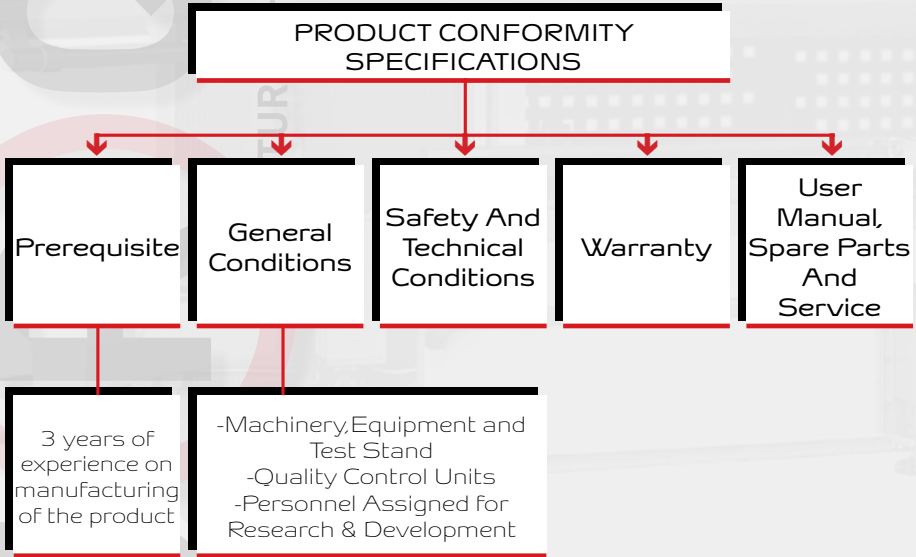
Products bearing the TURQUM® Quality Mark guarantee an effective level of quality in the machinery sector. Said certificate and right of use of the Mark continues as long as the manufacturer desires to use the mark provided that the control audits performed periodically are successful. This certification procedure provides the highest level of



QUALITY OF MACHINERY

guarantee in an objective and transparent manner. In the event of any non-conformity with the standards and specifications is found during the regular controls made with certified companies, the right to use the mark may be temporarily suspended and is cancelled if the non-conformance is not remedied.

Due to this Quality Mark will be formally granted by the Certification Committee, the certification procedure will provide the greatest guarantee of impartiality and transparency, thus increasing the value of the **TURQUM®** Quality Mark.

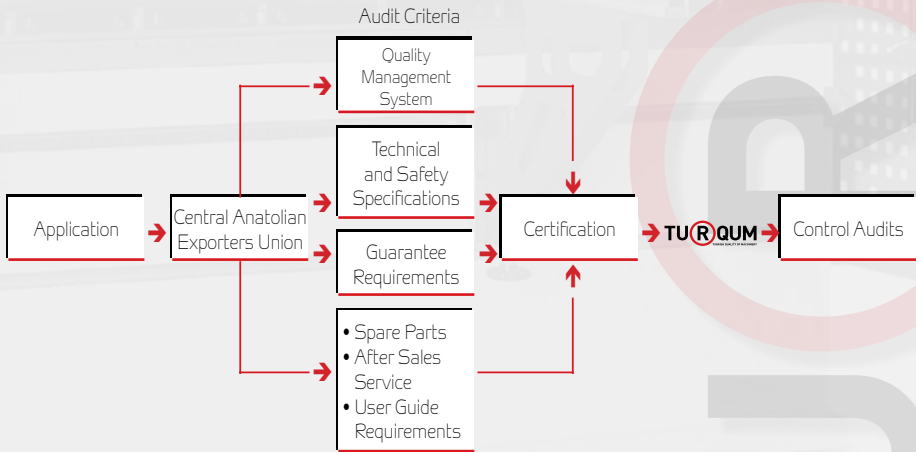




**TURQUM® Quality Mark is a product certification for the Turkish machinery sector which covers,**

- Audits for validating the capability of the company and the production system
- Quality Management System in production
- Product safety
- Product quality
- Warranty conditions
- Service and after sales services
- Regular control audits

TURQUM® is not only a quality mark but is a certification process, prepared with the guidance of international standards, undertaking product assurance for a wide portfolio for consumers beginning from production to after sales services.





## The Product Guarantee Provided By Machines Bearing The TURQUM® Quality Mark

The TURQUM® Quality Mark provides

- That the requirements for the CE Mark are met,
- That the product is manufactured according to Quality Management System conditions,
- That the product conforms to the technical and performance parameters in the product conformity assessment specifications determined to achieve product quality,
- A specific guarantee period varying by the product,
- Spare Parts guarantee for 10 years,
- High quality services guarantee for a period of 10 years after sales,
- That the manufacturer has met technical tests,
- The guarantee of the previously approved quality with annual audits.( the product will continue to meet the certified quality standards over time by means of the obligatory monitoring system)
- Audit and control assurances performed by independent and objective auditors,
- Customer Satisfaction





# How is the TURQUM® Mark Obtained?

(Certification Procedure)



TURQUM  
TURKISH QUALITY OF MACHINERY

Application



Examination of Documents



Formation of the Audit Team



Audit at the Production Place



Evaluation of the Audit



Certification



**TURQUM**  
TURKISH QUALITY OF MACHINERY

Control Audits



Periodical Control





## Requirements That Products Bearing TURQUM® Quality Mark Should Meet

A machine which has the TURQUM® Quality Mark;

- Has been produced by a manufacturer who has been engaged in the same production field for a minimum of 3 years,
- Has been produced according to Turkish Standards and/or International Standards for Product Safety (EN, DIN, ISO, IEC etc.)
- Has been produced in accordance with Quality Management System conditions (like ISO 9001:2000 etc.)
- Bear CE Mark.
- Has been produced in a machinery park which is capable of processing at high accuracy.
- Has been produced through modern engineering methods in the design and R&D processes.





## Who Grants **TURQUM®** Quality Mark



The system related to the granting of the **TURQUM®** Quality Mark has been structured under the lead of a supreme committee called "Science and Technology Superior Advisory Committee."

This committee which is acting within the frame of the principles of objectivity, independence and transparency consists of representatives from the universities, trade associations, private sector and some public sector organizations. It also provides opinion and recommendations on the certification policies. This Committee acts as the Advisory Board guaranteeing the objectivity of the Sub-Committees in the Certification activities.

Within the scope of the certification activity, in the audits performed by independent auditors at the production place of the manufacturer, which has applied to obtain the **TURQUM®** Quality Mark, controls are made to determine whether the manufacturer meets certain safety and technical conditions.





Companies meeting audit criteria are given the **TURQUM®** Quality Mark use rights by the Certification Committee. If non-conformities are found out in the audits, first they are remedied and a new audit is conducted if necessary.

When the Certification Committee decides to grant the Turqum Quality Mark, it will issue the corresponding certificate, authorise the company to use the Turqum Quality Mark and update the Register of Certificates.

The right to use the **TURQUM®** Quality Mark continues under the condition that periodical verifications made each year within the same context of the first certification are successful.

Besides these periodical controls, extraordinary controlling activities are organized on a case-by-case basis as a result of complaints from the customers.





# Warranty, User Manual, Spare Parts, Service Conditions For Products Bearing The TURQUM® Quality Mark



## WARRANTY

- The manufacturer of the product bearing the **TURQUM®** Quality Mark provides at least 2 years of warranty ensuring that the product does not have any material, labor or production faults and shall run properly (“when the conditions of use given in the user manual are taken into consideration”)

## USER MANUAL

- The manufacturer of the product bearing the **TURQUM®** Quality Mark has a user manual and delivers this manual to the customer along with every product it sells.

## SPARE PARTS

- The manufacturer of the product bearing the **TURQUM®** Quality Mark is able to provide the spare parts for a period of 10 years after the sales date.

## SERVICES

- The manufacturer of the product bearing the **TURQUM®** Quality Mark provides high quality and reliable after sales services for the product for a period of 10 years.



## Companies Which Have Obtained the Quality Mark



Once the **TURQUM®** Quality Mark for the product has been decided by the Certification Committee, the register of manufacturer and certified product is issued on the internet. ([www.turqum.com](http://www.turqum.com))

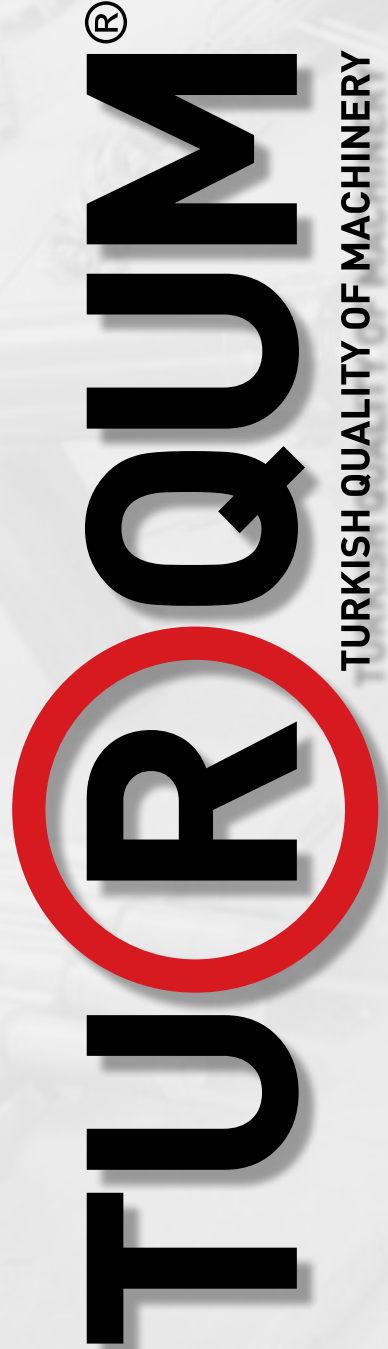
The Register of certificates contains the following information:

- identification of the company whose product has been granted the **TURQUM®** Quality Mark,
- the product (brand, model, type) that has been granted the **TURQUM®** Quality Mark,
- specifications (if any) associated with the product certification,
- the list of suspended and withdrawn certificates, etc.

### Use of Manner for **TURQUM®** Mark

The logo should be placed on a specially prepared plate on the product certified in a manner not to obstruct the conditions of use. The serial number on the logo used is checked to be consistent with the certificate number published in **TURQUM®** website.

#### USAGE



# CENTRAL ANATOLIAN EXPORTER UNIONS GENERAL SECRETARIAT (OAIB)

Address :Mahatma Gandhi Cd. No:103  
G.O.P 06700 ANKARA / TURKEY  
Phone: +90 312 447 27 40  
Fax: +90 312 447 01 80, +90 312 446 96 05  
E-mail: info@turqum.com  
Web: www.turqum.com



REPUBLIC OF TURKEY  
PRIME MINISTRY  
UNDERSECRETARIAT FOR FOREIGN TRADE  
CENTRAL ANATOLIAN EXPORTER UNIONS  
GENERAL SECRETARIAT

Address: Mahatma Gandhi Cd. No:103 G.O.P 06700 ANKARA / TURKEY  
Phone: +90 312 4472740 • Fax: +90 312 4469605  
e-mail: [info@turqum.com](mailto:info@turqum.com)  
web: [www.turqum.com](http://www.turqum.com)

**TURQUM**<sup>®</sup>  
TURKISH QUALITY OF MACHINERY