

The Effect of ISO 9001 Quality Management System on Education Institutions (A Case Study of Ronaki Duhok Education Company in Iraq)

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Abstract

In this study, the ISO Quality Management System and the benefits of the standards of this system to the education sector are exemplified through two high schools. These standards are used in the first high school in the article which examines the benefits of ISO 9001 applications to educational institutions, but not in the other. The general purpose of the study is to explain the benefits and effects of the ISO 9001: 2015 Quality Management System standards to all ISO certified training institutions in the world. In the article, a comparative study has been carried out over 2 different high schools affiliated to the Ronaki Duhok Education Company and the compliance of the standards and the benefits are provided to the readers. According to the results of the analysis, it has been revealed with examples that ISO 9001: 2015 contributes to education institutions in many positive ways.

Keywords: ISO 9001 standards, Quality standards, Quality objectives, Quality in education

1. Introduction

Today, educational institutions are aiming to obtain ISO 9001 quality management system certification. Because this document provides various advantages for institutions in the education sector. It is essential to make a special effort to obtain an ISO 9001 quality certificate. The ISO 9001 standard is the basis for quality management systems, which have an important place in all sectors. The ISO 9001 Standard ensures that many institutions and organizations, especially educational institutions, are more comfortable in terms of management. For this reason, it is suggested to be absolutely used and integrated into the system. In this article, we will examine two high schools within the same education institution that use and do not use ISO 9001 quality management system certification and about the benefits of these standards to educational institutions. Besides, we will touch upon what advantages educational institutions can gain from obtaining this document. In doing so, we will use the comparison method.

1.1 What is ISO?

ISO is an abbreviation of International Standardization Organization as a basic concept. It is originally the “International Organization for Standardization”. If we mention the ISO document in general, we can explain that it is a document proving the specific quality standard of various businesses operating in different service sectors. ISO standards are criterion that are set by agreeing upon the quality standard and the preparation according to the very high standards on behalf of the sectors that are serving the educational, industrial, commercial and industrial sectors in the world.

For educational institutions; concepts such as quality, efficiency, performance and competence are at the forefront of essential rules. For this reason, these concepts are leading to the development of many models such as the usage of ISO standards. Today, competition among educational institutions is very high. Therefore, every institution should work hard to be able to stand out amongst others in the competition. When it is considered in that manner, works carried out to obtain ISO 9001 standard document improves quality understanding in educational institutions. On the other hand, it is becoming compulsory to use ISO standards in order to eliminate the managerial troubles which are emerging day by day in growing institutions.

As we have already mentioned and published in our article entitled "What is the contribution of the ISO 9001 quality management system to educational institutions?" ISO standards provide the following benefits to an educational institution:

- Significantly increases profit and productivity rates
- Increases market share
- To initiate an effective management in the educational institution
- Thanks to these standards, the organization obtain an order so that employees are happy

- It reduces the expenses of the institution.
- Increases the internal and external communication
- Activities are better monitored and controlled
- Increases customer and employee satisfaction
- To raise students with wide vision and who know the world

In the educational institutions applying ISO standards, the opportunity to increase their productivity through applications such as determination of duties, responsibilities and authorities, internal auditing of the institution, oversight of works, planning and improvement of training and studies are attained.

With ISO standards, Quality Management System Principles are also prepared. Through these principles, the following positive steps take place in an educational institution:

- To focus on the customer, i.e. student
- To create an Organizational Chart to bring leadership to the forefront
- To ensure that employees participate more effectively in business life
- To improve Process Approach
- To provide experience transfer
- To identify goals better
- Try to get better by constantly improving
- To have more realistic approaches in decision making
- To establish stronger trust-oriented relations with the state's official institutions

In our previous work, we also talked about the contributions of the ISO 9001 quality management system through the example of Ronaki Duhok Education Company. Duhok Boys 'College, which we will review in this study, has applied ISO standards and Duhok Girls' College has not. For this reason, we will try to tell you how important the ISO document is by comparing these 2 education institutions with actual examples. The necessary permissions for the two institutions used in this study were obtained from Ronaki Duhok Educational Institutions that they are affiliated to.

2. Experimental Details

2.1 Methodology

In this research that we have done to discover the contribution of ISO standards to educational institutions, we have dealt with two different high schools within the Ronaki Duhok Educational Institutions: Duhok Boys 'College and Duhok Girls' College. While Duhok Boys 'College applies ISO standards, these standards are not applied at Duhok Girls' College. This led us to reach the materials that allow to make comparisons.

In our work we will address the applied standards step by step and explain by comparing two different high school examples. We will use data from July 1, 2017 to July 1, 2018 for this. (See Appendix C-1)

2.2 Applications

2.2.1 Supervision of the Academic Calendar

The academic calendar supervision is basically a form for the purpose of creating an academic calendar and then monitoring it in terms of implementation. It provides supervision and implementation of the academic calendar prepared by the Ronaki Duhok Education Company. Thanks to this action, academic calendars can be produced more effective and educational appropriate in the future. Nonetheless, the main purpose of this practice is to supervise the intramural activities of the school. The contributions and negative aspects for the student and teacher development, whether the activities are done or not and serve the purpose or not are determined through these forms. For example, at Duhok Boys' College, activities are monitored day by day and productivity is improved. At Duhok Girls' College, some activities are forgotten because they are not a ready template for control in ISO Format. In the case of Duhok Boys' College, a form in ISO format was used and the academic calendars were applied and reported so that the students could learn more effectively. At Duhok Girls' College, this type of form was not applied and the possibility of the academic calendar repeating itself constantly was emerged. If this is the case, then the students have also a burden to the opportunity to improve themselves.

2.2.2 The Follow-up of Agreements and Contracts

The follow-up of agreements and contracts ensures that agreements and contracts made with any external company are followed. Through the Agreement and the Contract Tracking Form used at Duhok Boys' College, many contracts are automatically renewed when the time comes, and no negative circumstances occur. For example, at the Duhok Boys' College, where contracts with the company providing the technological equipment of the company are followed, all the necessary tools and equipment are provided timely. But at Duhok Girls' College, the fact that contracts have to be extended and the contract conditions are forgotten, which causes problems. In the first week of March, Duhok Girls' College experienced a negative situation. Defective air conditioners have been repaired 3-4 days delayed due to the non-renewal of the contract with the authorized service. This has caused hardships for both staff and trainers as well as students. (See Appendix A-1).

2.2.3 The Press Follow-Up

The press follow-up forms are used regularly to present the institution and advertise its works in newspapers or on television. And the follow-up is done in a strict manner. While Duhok Boys' College follow-up the press form as required, the news was forgotten at Duhok Girls' College because it was not implemented and the news were not recorded. (See Appendix A-3)

2.2.4 "I Have an Idea" Form

"I have an Idea" form is the most important form that both the staff and the students can use.

This practice is an extra step that Ronaki Duhok Education Company have begun to implement, rather than a compulsory application of ISO Standards. Thanks to this form, everyone can express ideas to make the institution better. This form, implemented at Duhok Boys' College, effectively contributes to the institution via students. In this way, students can clearly convey their ideas to teachers and administrators and have a say. However, since Duhok Girls' College does not have this form, the staff and students cannot have a say in the school and cannot express their opinions comfortably. This leads to trouble situations in the long run for them. (See Appendix A-4).

2.2.5 Follow-Up of Incoming Outgoing Documents

Incoming and outgoing documents from various companies or establishments are followed through Incoming Outgoing Documents form. Through this form applied at Duhok Boys' College, works are arranged and bureaucratic procedures are not tiring. Because the Duhok Girls' College do not use this form, sometimes the documents are lost and this lead to various problems.

2.2.6 The Follow-Up of School Trips

The school trip orders and its follow-ups organizes the trips that students will go with the school. The Duhok Boys' College uses the Trip Application Form frequently and everything is kept on record from the teachers' approval to parent's permissions. But Duhok Girls' College experiences hardships because there is no such practice. For example, because the school trip form of a student has disappeared in April, that student could not take part in the trip last minute. Such situations can negatively affect students' motivation. The absence of the trip application form, trip and student permissions and the security problems it created in the starting point of the trip led to return of all students. (See Appendix A-19).

2.2.7 The Follow-up of Graduated Students

Thanks to the application of ISO standards, the information of graduated students is recorded and can be used when necessary. While a graduate student at Duhok Boys' College can quickly access the graduation certificate and diploma, the student at Duhok Girls' College may experience bureaucratic problems and wait a long time to get the documents. The follow-up also ensures that graduates stay in touch with the institution even after graduation. In this respect, an important step is taken in terms of the formation of the institutional identity. (See Appendix A-9).

2.2.8 Medical Examination Form

Sometimes the schools have the records of the students who experience some health issues. These records are important and must be archived. For example, a student with a chronic illness at Duhok Boys' College can make necessary interventions on time by the physician in the institution, or may be permitted to go to the doctor without any difficulty. But at Duhok Girls' College this situation is complicated and time consuming. (See Appendix A-13)

2.2.9 Test Report

The test reports keep records of the experiments and the results made in specific courses in the schools. Thus, an analysis can be made about if the tests are reported or not and whether the experiment has been performed. On the other hand, experiments at the request of inspectors are documented through this practice. At Duhok Boys' College, all the experiments that other schools cannot do due to their inadequate laboratories are done in a flawless manner and experience is passed to future years. At Duhok Boys' College this practice is applied and experiments become more useful by improving themselves day by day. However, since this report is not available at Duhok Girls' College, the experiments are skipped and the reports are not recorded. (See Appendix A-5).

2.2.10 Teacher Lesson Listening

The class listening system helps to follow how teachers conduct the course and to follow their class and subject dominance. During the year, the teachers are listened 2 times and necessary warnings are made. In this way, teachers are getting better at their work and gain experience. At Duhok Boys' College, by using this form, various analyses are made on how teachers are over time and a solution proposal is presented. In Duhok Girls' College, the disruption of classroom discipline can occur because teachers cannot be followed exactly about how they conduct the lesson. (See Appendix A-2).

2.2.11 Staff Leave Follow-Up

The number of leave days of the staff working at the institution is followed up. At Duhok Boys' College, staff obtain the leave days easily. At Duhok Girls' College, this follow-up is not done in detail, which leads to various problems. Through this application, the staff can get the leave days online and the follow-up is also done online. In this respect, leave days are tracked with a certain format template, and problems such as not being able to find the manager and not being able to get the leave on time are eliminated. (See Appendix A-11).

2.2.12 Expense Claim Form

If the staff is going to spend for a reason, they fill in a relevant form and forward it to the administrators, and after the approval of the manager, the purchasing manager makes the most suitable purchase. In this way, the expenses can be tracked and made through the institution approval. Thus, unnecessary and excessive expenses are prevented and the budget is balanced. When Duhok Boys' College yearly budget is examined, it is seen that there are no problems while at Duhok Girls' College, the budget is spent 1 month before the end. (See Appendix A-7).

2.2.13 Material Document Request Form

With this form that is applied at Duhok Boys' College, all the documents delivered by the General Directorate are recorded. However, at Duhok Girls' College, for example, the photocopy papers that were handed over were disappeared, and the school had to pay for them because there was no delivery report. (See Appendix A-10).

2.2.14 Approved Supplier Form

At Duhok Boys' College, four different companies were examined when buying food for dining, and prices and quality were recorded with the approved supplier form. In this regard, significant savings have been achieved in the budget. At Duhok Girls' College, different suppliers were worker with since there were no recordings and the possibility of the budget problem was occurred.

2.2.15 Health Expenses Form

The health expenses of the staff are covered by Ronaki Duhok Education Company. When the staff makes any health expense, the staff enters it to the system for the approval of the board, and then the accounting makes the necessary payments to the employees. In this respect, at Duhok Boys' College, one does not have to pursue any documents. But at Duhok Girls' College, the payments are overdue and when the bill is lost, the staff also lose the chance to get paid. (See Appendix A-17).

2.2.16 Travel Allowance Form

Travels made by the staff related to the institution are recorded through this form at Duhok Boys' College and payments are made after the approval of the board. At Duhok Girls' College, payments cannot be made if the documents are lost and if the expenses are not documented. For example, in March, the staff member who made a business trip did not receive payment for 2 months due to the lack of head office approval. (See Appendix A-6).

2.2.17 Program Result Form

The results of the activities are recorded in the program result form. At Duhok Boys' College, the achievements and results of every activity and program are known. In Duhok Girls' College, the results of the programs are not recorded and even the programs can be forgotten.

2.2.18 Meeting Record Form

All the records of the meetings held at Duhok Boys' College in the school are entered and saved in the system. These can be followed through the E-School system. All the records are transferred to the necessary staff after the meeting and the staff are alerted and they read what they will do to improve themselves. At Duhok Girls' College, this is not the case. The topics of the meetings are not recorded for later, which also reduces the efficiency. On the other hand, administrative problems arise in terms of functioning and formality.

2.2.19 Seminar Form

All seminars attended by staff and teachers are recorded at Duhok Boys' College. At the end of the year, all the students and staff received seminar reports for 1 year. At Duhok Girls' College, even if seminars were held, they were not recorded.

2.2.20 Parent Visit Form

All meetings with the parents are recorded at Duhok Boys' College. This documents the efficiency of the student, the prestige of the school and the interest of the parents. Since

Duhok Girls' College do not keep such a record, for example, parents of a student who did not have good grades blamed the school even they did not attend any school meetings and the school has lost prestige. The school was accused of not warning the parents of a student who has discipline crime although the warning was sent to the parents. As can be seen from these examples, all meetings with parents are required to be recorded. (See Appendix A-16).

2.2.21 Parent Meeting Record Form

Through this form applied at the Duhok Boys' College, the wishes and demands of the parents can be transferred to administration quickly. In this way, solutions can be found in a reliable way. At Duhok Girls' College, unfortunately the meetings were not recorded, so the wishes of the parents were forgotten, and even if they were transferred to the director, they were forgotten over time due to lack of attention. This is a major obstacle for the development of the school. (See Appendix A-19).

2.2.22 Branch Teachers' Meeting

Branch teachers meet every month at the school. At Duhok Boys' College, these meetings are recorded and everything discussed at the meeting is under the responsibility of the team that attended the meeting, and decisions are implemented quickly after the meetings. Duhok Girls' College is not able to make any progress after the meeting since the meetings are not recorded. The administration, on the other hand, cannot follow up whether these meetings are being held or not. (See Appendix A-20).

2.2.23 Follow-Up of the Students Leaving the School

With this application, the reasons of leaving the school can be easily followed. Because Duhok Girls' College do not follow it, the students' problems were not recognized and therefore there was a serious loss of students because they could not solve the problems. In Duhok Boys' College, students were found to have to show "Computer" class as a reason to leave school, so the necessary work was done in this regard and other students in school were prevented from having the same problem.

2.2.24 Social Media Follow-Up

Social media is one of the best advertising and promotional tools for the institution and its follow up is an important element. At Duhok Boys' College, this follow-up is done in a strict manner, so social media posts increased to over 200 at the end of the year and the interaction also increased. However, at Duhok Girls' College, the number of shares at the end of the year remains at 58, and there is no significant increase in the number of followers.

2.3 Questionnaires

Questionnaires that were asked to the staff, parents and students in the institution (Appendix B 1, 2 and 3) ensure that the institution works in a healthier way. At Duhok Boys' College, this practice is constantly carried out and the level of satisfaction is measured. In the questionnaire that was conducted after the ISO process (Appendix B 1, 2 and 3), questions related to the institution were asked and the overall sum of the questions asked to the teachers,

parents and students was 92.86% for Duhok Boys' College, while for Duhok Girls' this ratio stood at 61.5% for satisfaction level.

2.4 Other Applications

2.4.1 Regulations

In addition to the forms, there are other applications within ISO 9001 area. At Duhok Boys' College, the staff knows all their rights, since all the regulations are clear and accessible within the institution. At Duhok Girls' College, there is a chaos because the staff and the managers do not know the rights.

2.4.2 Directives

At Duhok Boys' College, all of the directives are ready, for example, because there is an instruction to be held and since the responsible knows what to do directly, there is no problem during an exam. At Duhok Girls' College, there are some inconveniences during the exam because the guidelines are not clear.

2.4.3 Job Descriptions

Similarly, job descriptions are clear at Duhok Boys' College and there is no problem, for example, because the Olympics responsible knows his/her job. But there are no definitions in Duhok Girls' Collage and there are confusions regarding authority.

2.4.4 Certificates

At Duhok Boys' College, all of the certifications are under registration, so one can check which staff has which certificate at any time. Duhok Girls' College does not have such opportunity. Likewise, certificates are also important for students. At Duhok Boys' College, when students claim a certificate, it is checked and quickly approved. In Duhok Girls' College, however, the certificate of four students in June was not accepted because they were not in the system and the students lost confidence to the school.

2.4.5 Agreements

Again, all contracts made with Duhok Boys' College are recorded and therefore there are no problems. At Duhok Girls' College, the air conditioning problem that we mentioned had before was experienced.

2.4.6 Administration Schema

The administration schema is definite at Boys' College. The job descriptions and authorities of the relevant persons in all management units are specified under the quality standard. However, at Duhok Girls' College, the job descriptions and authorities of the relevant departments are not clearly defined, and administrative difficulties occurred during the year.

2.4.7 Quality Objectives

At Duhok Boys' College, all quality objectives have been identified. The commitment to the goals set at the beginning of the year, has been checked at the end of the year and the

necessary measures have been taken for the following year. In Duhok Girls' College, as the targets are not determined, the institution repeats itself and cannot develop. Due to the irregularly recorded work, there can be no positive or negative retrospective evaluation and that is a big factor for development.

2.4.8 Business Plans

Because business plans are created at Duhok Boys' College, daily, weekly, monthly and yearly jobs are certain and administrative staff and teachers do not forget what they will do. In Duhok Girls' College, since there is no regular and certain follow-up system, forgetting is happening and things are hindering.

3. Results and Discussion

Under Ronaki Duhok Education Company, Duhok Boys' College is one of the leading educational institutions implementing the ISO 9001 quality management system at the highest quality. Duhok Boys' College is able to control itself at the end of the year by setting its quality objectives in accordance with ISO 9001: 2015. This provides a better quality and reliable service to both the staff and the students.

Thanks to ISO 9001 standards, Duhok Boys' College is an educational institution that achieves the followings:

- In case of adverse situation that may arise in educational institutions, the risks are analyzed. Preparations can also be made according to these risks.
- The school's profile is prepared.
- Annual planning is done. In this way, students are provided with better quality education.
- Job descriptions are defined.
- Regulations are prepared in an appropriate manner.

Duhok Girls' College does not increase the prestige of the school by not implementing these standards, also it does not open the way for the students to be more active and successful in their education life. According to the study result, every education institution should support itself with ISO standards. Because Duhok Girls' College does not use these standards, it experiences the following:

- Their images are not getting stronger
- Customer satisfaction is not provided
- Target audience and number of customers do not increase
- Competitiveness that is valid in all sectors does not increase
- Not being effective in management
- The shortcomings are not resolved in time

4. Conclusion

When we look at all these reviews and comparative results, we can see striking conclusions. Despite the fact that Duhok Boys' College's performances are disciplined and organized in a regular and archived manner, there has been chaos and indiscipline at the Duhok Girls' College because there are no Regulations, Directives, Job Descriptions, Agreements, Administrative Schema, Quality Objectives, Business Plans and most importantly Fixed Forms. Especially at Duhok Girls' College, because of the many different forms used, it has caused convenience problems. At the end of the year Duhok Boys' College experienced a loss of 2.3 percent of the current student, while Duhok Girls' College suffered a loss of 14.1 percent due to the lack of ISO 9001 applications. Thus, Duhok Girls' College took place in written and visual media only 2 times a year, while Duhok Boys' College frequently found itself in the written and visual media. At the end of the year, the satisfaction rate of the students in the institution was 93.2 percent in Duhok Boys' College and 62.5 percent in Duhok Girls' College.

The ISO 9001 Certificate provides maximum benefits to educational institutions. The ISO 9001: 2015 Quality Management Systems adopted by the Institutions aims at retrospective archiving, more regular and clear understanding of the operation performed. 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 the organization's business goals.

Table 1. The questionnaire results conducted after ISO / a. Questionnaire results

Questionnaire Results	Duhok Boys' College	Duhok Girls' College
Student Satisfactions	% 93,2	% 62,5
Parent Satisfactions	% 94,3	% 65,1
Staff Satisfactions	% 91,1	% 56,9
General Average	% 92,8	% 61,5

Table 2. The comparison table and results of the studies after ISO 9001/b. Year-End organization evaluation (See Appendix B – 2)

Evaluation Results	Duhok Boys' College	Duhok Girls' College
The ratio of dis-enrolled students to whole students	% 2,3	% 14,1
The number of media coverage	21,6	2,4
The ratio of new students to whole students	% 7,4	% 1,1
The ratio of spending budget	% 96,4	% 134,5

The ratio of event realization in academic calendar	%93,1	%75,6
The ratio of test realization from the annual plan	%87,8	%54,5
Study trip numbers organized for students	8	2
Conference-Seminar number organized for students, staff and parents	5	1
The ratio of teachers whose class was listened and whole teachers	%100	%78,4
The ratio of completed meeting reports	%100	%35,1
The ratio of staff acting according to shifts	%83,4	%76,3
The ratio of reporting the program result forms	%95,4	%0
The reporting of health expenses	%87,5	%23,6
The ratio of sharing the in-house activities on social media	%97,9	%15,3
The ratio of reporting the branch meetings	%100	%15,2

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Appendix 1. B-1

PARENT SATISFACTION SURVEY

Dear Parent/Guardian:
We believe that your satisfaction is important for our institutions to be more successful. For this reason, the survey below has been prepared to determine your views on our institutions' implementations. The survey you fill out will have an important contribution to determine the current status of your child's school.
We request you to fill out the survey completely and honestly. Thank you for your contributions.

Please do not write your name!

YOUR GENDER
 Female
 Male

INSTITUTION CODE
 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100

YOUR AGE
 18 - 25
 26 - 33
 34 - 41
 42 - 49
 50 ve +

YOUR EDUCATION
 Primary School
 Secondary School
 High School
 University (License)
 Master Degree

How long time you been teaching in this institution?
 0-5 Year
 6-10 Year
 11-15 Year
 16 and +

TRUE **FALSE**

Use Pencil Only!

DECEMBER, 2016

SURVEY QUESTIONS	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. I can easily speak with school administrators when I need to.					
2. I can easily speak with my student's teachers when I need to.					
3. When I visit or call the school, personnel are helpful to me and act cheerfully.					
4. Classroom teacher notices about students and the school by holding parent/teacher meetings.					
5. Information/announcements that need to be known by participants are notified to us on time.					
6. Our school cooperates with us in order to develop our students skills.					
7. Teachers get along with students and increase the students' interests in classes.					
8. The most activities prepared at school give our students enough time to prepare for their exams.					
9. There is a sufficient amount of effort for education to be managed in a healthy manner in this school.					
10. The teachers give my students ideas that can help them in their homework, classroom and tests.					
11. The homework my student receives is sufficient and helps my student to understand the subjects.					
12. The school provides my student special opportunities for increasing my student's academic success.					
13. My student can easily ask teacher about a subject he/she doesn't understand.					
14. Official documents (report cards, transfers, etc.) concerning my student are prepared on time.					
15. I am notified when my student is marked absent at school.					
16. I am notified when my student has a health issue and he/she gets the necessary care in this institution.					
17. I completely trust our school.					
18. I trust the school's administrators.					
19. I trust the school's teachers.					
20. I trust other employees of the school (security, janitors, etc.).					
21. The school is clean and well-kept.					
22. The school provides an environment that is appropriate for the students' health and development.					
23. The school's activities are prepared for the students to receive education in a comfortable way.					
24. I can easily deliver my requests and complaints to the school.					
25. My requests and complaints are noted and followed by the school.					
26. Our school pays special attention to the rules and regulations of Ministry of Education.					
27. Safety procedures are taken against dangers at our school.					
28. Harmful materials are taken seriously and followed by our school.					
29. The school takes the necessary safety procedures against dangers that my student might face.					
30. The school's transportation services is safe and healthy.					
31. The school service comes on time in the morning and at the end of the day.					
32. The service driver has a respectful and dependable character.					
33. The service hostess has a respectful and dependable character.					
34. The school's corridors and canteens are clean and well-kept. (Answer if you get the services)					
35. The products sold at the school canteen are clean and healthy. (Answer if you get the services)					
36. The products sold in the school canteen are sufficient and economic. (Answer if you get the services)					
37. Social activities that help develop our students skills are organized in a sufficient amount.					
38. I require that my student be obedient at school.					
39. The necessary importance is placed upon sports skills and good activities are organized at the school.					
40. The school organizes fairs where our students works are exhibited and this makes us very happy.					
41. Skills that I don't know my student had become apparent at the school.					
42. My student is awarded for his academic successes at school.					
43. Students are awarded for their good behavior at school.					
44. Students are warned for their inappropriate behavior and may be punished.					
45. Our school shows the necessary effort for my student to have good moral values.					
46. My student has developed positive habits (studying, reading books, etc.).					
47. The school praises our own cultural values.					
48. My student can earn a positive character at this school.					
49. The teachers are very sensitive in being a role model to my student.					
50. My student loves his/her school and goes to school joyfully.					
51. The school supports work concerning the environment and human health.					
52. The school values the organization of national holidays and ceremonies.					
53. The school is aware of preventing environmental pollution (litter, trash, etc.).					
54. School employees and students are good examples to their environment with their behavior.					
55. The perception of the school in our neighborhood is positive.					
56. I am proud to be a part of the school community and I suggest the same for friends and relatives.					

Appendix 2. B-2

STUDENT SATISFACTION SURVEY

Dear Student,
We always need your valuable feedback to provide better services for you to receive a good quality education in a suitable learning environment. The following survey has been prepared for this purpose. Your evaluations and feedback will definitely contribute to increase the quality of the education and other services offered in our school.
In our survey, satisfaction levels for each question are indicated in a scale of 4: (1 = DISAGREE), (2 = NEUTRAL), (3 = AGREE), (4 = STRONGLY AGREE). We want you to fill the most suitable option to show your satisfaction level.
We really appreciate if you answer all survey questions with sincerity. Thank you very much your attention to this matter.

Please do not write your name!

YOUR GENDER
 Female
 Male

INSTITUTION CODE
 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100

GRADE
 Grade 4
 Grade 5
 Secondary Prep
 Grade 6
 Grade 7
 Grade 8
 High Prep
 Grade 9
 Grade 10
 Grade 11
 Grade 12

TRUE **FALSE**

Use Pencil Only!

DECEMBER, 2016

SURVEY QUESTIONS	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. I can easily meet with my teachers and administrators whenever I need them.					
2. All announcements are notified to school in a timely manner.					
3. Our school administrators and teachers are in touch with my parents.					
4. Our classes are fun.					
5. We strengthen our knowledge via homework, projects and experiments in our school.					
6. Teachers check homework regularly and help the students when needed.					
7. Academic and Extracurricular activities, and exemplary behavior are rewarded in our school.					
8. All teachers are fair and unbiased while evaluating the exams (written, oral).					
9. Rewards and punishments are done fairly, no discrimination is made.					
10. Success is not only determined by exams but also homework, projects etc.					
11. I can easily ask about the topics I don't understand in the classroom to my teachers.					
12. I can easily share my views and suggestions in the classroom.					
13. When I make mistakes I am guided to the correct path with good intentions and tolerance.					
14. The classes of teachers who are unable to come are filled and none of our classes are open late.					
15. The food from our school's canteen is delicious and I enjoy eating it.					
16. The personnel working in the school's canteen and kitchen are cheerful and kind to students.					
17. Hygiene, safety, clean, pleasant and healthy etc. is important at our school canteen.					
18. I can easily find all the things I need at the school canteen.					
19. I can easily find all the things I need at the school canteen.					
20. I feel safe at school.					
21. Security measures are taken against emergencies at school.					
22. We are given the necessary attention in situations such as getting sick, getting hurt, etc. at school.					
23. Our teachers and administration are very kind to us.					
24. I love the school's library.					
25. I love the school's laboratories (computer, physics, chemistry, ...) in their relevant classes.					
26. I can use our school's sports areas (gym and schoolyard).					
27. Our school services are safe. (Answer if you get school bus services)					
28. Our school services are always on time. (Answer if you get school bus services)					
29. Our school services drivers and attendants are respectful to students. (Answer if you get school bus services)					
30. Effort is given to solve the problems I have notified to my teachers and the school's administration.					
31. Our class representatives deliver our requests, suggestions and complaints to the relevant people.					
32. The requests and complaints are sent to our class representatives through a reply card.					
33. Social and outdoor activities are organized at our school.					
34. Sports activities are organized at our school.					
35. I enjoy attending and participating in the social and cultural activities organized at my school.					
36. I love that the opportunities to play sports are provided at my school.					
37. There are clubs that address our skills at our school.					
38. I enjoy participating in clubs.					
39. I can see the teacher and participate in my classes from my seat in the classroom.					
40. Our school pays the necessary attention to hygiene of student bathrooms.					
41. The administration and teachers at our school are very sensitive to the manner of their dressing.					
42. Students wear national and moral values at our school.					
43. Boys' moral values (honesty, honesty, etc.) are taught at our school.					
44. If I had the chance to choose my school again, I would choose this school.					
45. My school supports work on the field of the environment and human health.					
46. The school values the organization of national holidays and ceremonies.					
47. My school is aware of preventing environmental pollution (litter, trash, etc.).					
48. My school is aware on the topic of preventing pollution (trash, environment, etc.).					
49. Employees and students at my school are good examples to their environment with their behavior.					

Appendix 3. B-3

EMPLOYEE SATISFACTION SURVEY

INSTITUTION CODE
 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100

TRUE **FALSE**

Use Pencil Only!

DECEMBER, 2016

EMPLOYEE SATISFACTION SURVEY
Dear employee;
We believe that your satisfaction is important for the success of our institutions. For this reason, the survey below has been prepared in order to determine your views on the implementations of policies and procedures in our institution. Your evaluation will have an important contribution to determine our current status.
The survey makes statements concerning your satisfaction of the implementations in our school. There are empty boxes that indicate your degree of satisfaction for every statement. It is expected of you to mark the box you believe best indicates your degree of satisfaction in response to the statements.
We request of you to answer all the questions completely and sincerely, thank you for your contributions.

Please do not write your name!

SURVEY QUESTIONS	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. Decisions in our school are made in a democratic fashion with the participation of the relevant stakeholders.					
2. The complete and open participation of employees in our school are taken into consideration and achieved.					
3. I am consulted for a high quality education in our school.					
4. My student asked other decisions are being made about my job.					
5. There is respect for different views in our school.					
6. All announcements made in the institution are delivered to the employees on time.					
7. Everybody helps each other at the activities in our school.					
8. I can comfortably communicate with the school administration.					
9. In our school, there is a strong communication and cooperation among teachers.					
10. E-mail and telephone applications are used actively as the means of communication in our school.					
11. In our school, we utilize the drawing with our colleagues.					
12. There is a strong cooperation among school employees.					
13. The school administration acts with sympathy to employees in private and exceptional situations.					
14. In our school, warnings are given with the appropriate times and manners.					
15. The "Employee Performance Evaluation" is done objectively in our school.					
16. Any kind of criticism or award is given in a fully manner.					
17. Implementations made towards increasing the performance of employees in our school are valued.					
18. I see myself as a valued member of my school.					
19. I feel safe at work in my school.					
20. My school has a big effect on enjoying the work I do and being my job.					
21. The attitude and behavior of our administrators are in the manner that motivates employees.					
22. The communications regarding their responsibilities in doing my job.					
23. Personnel showing good performance in school are rewarded, advised, appreciated, etc.					
24. The special days for our employees (birthdays, funerals, weddings, etc.) are found of importance in our school.					
25. The discipline cases in our school are treated in a neutral in our school.					
26. Class fees are regularly collected in our school.					
27. Absence and tardiness of students are treated seriously in our school.					
28. In our school, teachers receive support for the student concentration.					
29. The discipline cases in our school have been determined and students have been notified.					
30. The work of the discipline committee is very helpful.					
31. On-the-job training programs are organized to help us with our career development.					
32. In-school appointment meetings are very efficient.					
33. My school helps me increase my attitudes and skills and utilizes them.					
34. Class are set for our school's staff and these groups are studied regularly.					
35. Our school has sufficient supply of the necessary technical books and equipment.					
36. The food, transportation, etc. needs of our employees are provided by the school.					
37. Materials and resources necessary for school work are easily reached (internet, photocopying, computers, etc.).					
38. The social facilities and services provided for teachers are sufficient (power rooms, fax rooms, scanner, etc.).					
39. The teacher rooms in our school are appropriate for working and resting.					
40. Are the harmonious relationships in your school appropriate?					
41. In school, social and cultural activities are organized for higher employees.					
42. I enjoy attending and participating in the social and cultural activities organized at our school.					
43. Social activities for teachers of teachers (Dinner when /teachers are organized at our school).					
44. The site and environment of employees working in our school are notified writing.					
45. Children of the employees enrolled our schools are carefully treated, not omitted.					
46. Employee files, Payment and benefits of our employees are followed with the utmost importance.					
47. Positions concerning health services (dentist, optician, etc.) are given the necessary attention at our school.					
48. My school pays attention to the expectations of students and parents/teachers.					
49. Work that will have a positive effect on society is done at our school.					
50. I believe that the perception of our school in our neighborhood is very positive.					
51. Our school has a big effect on getting things and achieving a good success.					
52. Our school gives the necessary importance to hygiene.					
53. Cleaning works are regularly controlled with schedules there at our school.					
54. Our school shows care for the hygiene of toilet areas (toilet rooms and resting rooms, etc.).					
55. Our school shows care for the hygiene of teacher bathrooms.					
56. Our school shows care for the hygiene of student bathrooms.					
57. Our school shows care for the hygiene of student bathrooms.					
58. Plans for the hygiene of students and employees are followed and followed at our school.					
59. The administrators and teachers at our school are very sensitive to the manner of their dressing.					
60. I know and share the values and mission of our school.					
61. I know and share the basic policy and important strategies of our school.					
62. I believe in our school and follow our school's human resources management strategy and its implementations.					

Appendix 4. C-1

ROKAKI DUHOK EDUC

Appendix 5. C-2

RONAKI DUHOK EDUCATION COMPANY
Date: Jul 15, 2018

Ref: 146 / 018
Sub: The Letter of Approval for the Results of ISO 9001:2015 Quality Management System Research

Letter of Approval

As Ronaki Duhok Education Company, we verify the results of a comparative analysis between Duhok Boys College and Duhok Girls College, conducted by Esse Certification Officer Ömer Hakan Öçer in our institution.

We confirm the accuracy of all the data and ratios given under the titles of "Survey Results" (Parent Satisfaction Survey, Staff Satisfaction Survey, Student Satisfaction Survey) and "Year-End Institution Evaluation" that arise as a result of using and not using ISO 9001:2015 standards.

Mehmet Yılmaz (General Manager), Ismail Kurt (Accounting Signature), Emrah Polat (Student Affairs Responsible)

RONAKI DUHOK EDUCATION COMPANY
MASEKY / DUHOK - Info@ronakiduhok.com
0750 129 19 13
www.ronakiduhok.com

Appendix 6. A-1

AGREEMENT & CONTRACT TRACKING FORM
Document Code: _____ Revision Date: _____
Release Date: _____ Page No: _____

STAFF : _____

SIDE : _____

DURATION OF CONTRACT : ____ / ____ / 20____ - ____ / ____ / 20____

PAYMENT OPTION : MONTHLY DEPENDENT TO WORK
 YEARLY PAID ONLY ONCE

AMOUNT OF CONTRACT & AGREEMENT : _____

WEB ADDRESS : _____

USER NAME : _____

PASSWORD : _____

EXPLANATION : _____

STAFF

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Appendix 7. A-2

LESSON OBSERVATION FORM
Document Code: _____ Revision Date: _____
Release Date: _____ Page No: _____

SCHOOL : _____ TEACHER : _____ SUBJECT : _____

CLASS OBSERVED : _____ DATE OF OBSERVATION : ____ / ____ / 20____

NO	GENEL	PUAN	NO	ÖĞRENCİ DÜNÂİ KULLANMA	PUAN
1	Dersin temelinde yerini almış olması ve ölçümü	5	1	Peki ve tatmin edici ölçü ve anlatım olması	5
2	Söz defterleri ve çalışma kitapları düzenli olarak doldurulması	5	2	Söz defterleri düzenli ve öğrencilerin anlama seviyesine uygunluğu	5
3	Öğretmenin dersin içeriğini iyi şekilde anlattığı ve anlaşılır olması	5	3	Söz defterleri ve çalışma kitapları düzenli olması	5
4	Söz defterleri düzenli ve anlaşılır olması ve öğrencilerin kullanması	5	4	Öğrencilerin dersin içeriğini iyi şekilde anlattığı ve anlaşılır olması	5
5	Öğrencilerin dersin içeriğini iyi şekilde anlattığı ve anlaşılır olması	5	5	Konuların ve konuların düzenli olarak anlatılması ve anlaşılır olması	5
Toplam		1,00	Toplam		1,00

NO	İBRAHİM NAKÇİYEVÎ	PUAN	NO	PEDAGOGİK FORMASYON	PUAN
1	Bir konuyu öğretmek için kullanılmayan ve etkili ders anlatması	5	1	Öğretmenin dersin içeriğini iyi şekilde anlattığı ve anlaşılır olması	5
2	Konuların ve konuların düzenli olarak anlatılması ve anlaşılır olması	5	2	Öğretmenin dersin içeriğini iyi şekilde anlattığı ve anlaşılır olması	5
3	Konuların ve konuların düzenli olarak anlatılması ve anlaşılır olması	5	3	Öğretmenin dersin içeriğini iyi şekilde anlattığı ve anlaşılır olması	5
4	Öğretmenin dersin içeriğini iyi şekilde anlattığı ve anlaşılır olması	5	4	Söz defterleri ve çalışma kitapları düzenli olması	5
5	Öğretmenin dersin içeriğini iyi şekilde anlattığı ve anlaşılır olması	5	5	Söz defterleri ve çalışma kitapları düzenli olması	5
6	Öğretmenin dersin içeriğini iyi şekilde anlattığı ve anlaşılır olması	5	6	Öğretmenin dersin içeriğini iyi şekilde anlattığı ve anlaşılır olması	5
7	Öğretmenin dersin içeriğini iyi şekilde anlattığı ve anlaşılır olması	5	7	Tatmin edici ölçü ve anlatım olması	5
8	Öğretmenin dersin içeriğini iyi şekilde anlattığı ve anlaşılır olması	5	8	Öğretmenin dersin içeriğini iyi şekilde anlattığı ve anlaşılır olması	5
Toplam		1,00	Toplam		1,00

NO	LABORTUAR KULLANMA	PUAN
1	Öğretmenin dersin içeriğini iyi şekilde anlattığı ve anlaşılır olması	5
2	Öğretmenin dersin içeriğini iyi şekilde anlattığı ve anlaşılır olması	5
3	Öğretmenin dersin içeriğini iyi şekilde anlattığı ve anlaşılır olması	5
4	Öğretmenin dersin içeriğini iyi şekilde anlattığı ve anlaşılır olması	5
5	Öğretmenin dersin içeriğini iyi şekilde anlattığı ve anlaşılır olması	5
Toplam		5

GENEL TOPLAM : 4,00
DERSİN DEĞERLENDİRİLMİŞ ADI : _____ ÇÖZÜM : _____

ORIGINAL A TEACHER'S ORIGINAL APPROACHES DURING LECTURE : _____ EVALUATION AND ADVICES : _____ STAFF : _____

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Appendix 8. A-3

PRESS & PUBLICATION TRACKING FORM
Document Code: _____ Revision Date: _____
Release Date: _____ Page No: _____

STAFF : _____

DATE OF FORM FILLING : ____ / ____ / 20____

EXPLANATION : _____

STAFF

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Appendix 13. A-8

MATERIAL & DOCUMENT DISTRIBUTION FORM
Document Code: _____ Revision Date: _____
Release Date: _____ Page No: _____

DELIVERED INSTITUTION:

Duhok Ishik Boys College Duhok Ishik Kindergarten School
 Duhok Ishik Boys Secondary School Duhok Ishik Primary School
 _____ Ronaki Duhok Education Company

_____/_____/20

DELIVERED : _____

EXPLANATION:

STAFF DELEVERED STAFF DELEVERING

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Appendix 14. A-9

APPROVED SUPPLIER FORM
Document Code: _____ Revision Date: _____
Release Date: _____ Page No: _____

SECTOR : FURNITURE FOOD

COMPANY : _____

DELIVERY TIME (%10) : _____

PRICE (%20) : _____

BRAND (%20) : _____

QUALITY (%10) : _____

TRUST (%5) : _____

DOCUMENTATION (%10) : _____

GUARANTEE (%10) : _____

SERVICE (%10) : _____

TRANSPORTATION (%5) : _____

STAFF MANAGER PRINCIPAL

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Appendix 15. A-10

PERSONNEL PERMISSION REQUEST FORM
Document Code: _____ Revision Date: _____
Release Date: _____ Page No: _____

INSTITUTION:

Duhok Ishik Boys College Duhok Ishik Kindergarten School
 Duhok Ishik Boys Secondary School Duhok Ishik Primary School
 _____ Ronaki Duhok Education Company

LEAVE PLACE AND DURATION:

_____ Out of Town

One Day More Than One Half Day

TIME : ____/____/20

DESCRIBE SHORTLY : _____

STAFF PRINCIPAL

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Appendix 16. A-11

GRADUATE STUDENT REGISTRATION FORM
Document Code: _____ Revision Date: _____
Release Date: _____ Page No: _____

THE NAME OF STUDENT:

FIRST NAME : _____ SECOND NAME : _____ SURNAME : _____

DELIVERY SCHOOL:

Duhok Ishik Boys College Duhok Ishik Kindergarten School
 Duhok Ishik Boys Secondary School Duhok Ishik Primary School
 _____ Ronaki Duhok Education Company

GRADUATED YEAR : _____

COUNTRY : _____ CITY : _____

UNIVERSITY AND DEPARTMENT : _____

SCHOLARSHIP SITUATION : SCHOLAR PAID

EXAM : YÖS ENT
 SAT TCS
 TOEFL OTHER
 IELTS

VICE PRINCIPAL

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Appendix 17. A-12

ACTIVITY EVALUATION FORM
Document Code: _____ Revision Date: _____
Release Date: _____ Page No: _____

NAME & SURNAME: _____

INSTITUTION:
 Duhok Ishik Boys College Duhok Ishik Kindergarten School
 Duhok Ishik Boys Secondary School Duhok Ishik Primary School
 _____ Ronaki Duhok Education Company

DATE: ____/____/20____

EXPLANATION:


STAFF _____ PRINCIPAL _____

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Appendix 18. A-13

HEALTH EXPENSES REGISTRATION FORM
Document Code: _____ Revision Date: _____
Release Date: _____ Page No: _____

INSTITUTION:
 Duhok Ishik Boys College Duhok Ishik Kindergarten School
 Duhok Ishik Boys Secondary School Duhok Ishik Primary School
 _____ Ronaki Duhok Education Company

STAFF: _____

DATE: ____/____/20____

CONSULTATION MEDICINE 0 IQD 0 IQD
 EYEGLASSES 0 IQD 0 IQD
 DENTAL TREATMENT 0 IQD 0 IQD
 TOTAL 0 IQD 0 IQD

STAFF _____ PRINCIPAL _____

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Appendix 19. A-14

MEDICAL CHECK-UP FORM
Document Code: _____ Revision Date: _____
Release Date: _____ Page No: _____

SCHOOL:
 Duhok Ishik Boys College Duhok Ishik Kindergarten School
 Duhok Ishik Boys Secondary School Duhok Ishik Primary School
 _____ Ronaki Duhok Education Company

CLASS: _____

STUDENT: _____

REQUEST DATE: ____/____/20____

DERS:
 LESSON 1 LESSON 5
 LESSON 2 LESSON 6
 LESSON 3 LESSON 7
 LESSON 4

EXPLANATION: _____

VICE PRINCIPAL _____

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Appendix 20. A-15

SEMINAR REGISTRATION FORM
Document Code: _____ Revision Date: _____
Release Date: _____ Page No: _____

GUEST: _____

SCHOOL:
 Duhok Ishik Boys College Duhok Ishik Kindergarten School
 Duhok Ishik Boys Secondary School Duhok Ishik Primary School
 _____ Ronaki Duhok Education Company

DATE: ____/____/20____

STAFF _____ PRINCIPAL _____

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Appendix 21. A-16

MEETING REGISTRATION FORM
Document Code: _____ Revision Date: _____
Release Date: _____ Page No: _____

BRIEF DEFINITION : _____
CHAIR OF MEETING : _____

MEETING VENUE :
 Duhok Ishik Boys College
 Duhok Ishik Kindergarten School
 Duhok Ishik Boys Secondary School
 Duhok Ishik Primary School
 Ronaki Duhok Education Company

DATE OF MEETING : ____/____/20____

STAFF AUTHORIZED TO CHECK : _____

PARTICIPANTS : _____

ABSENCEES : _____

MEETING TOPICS : _____

LIST OF ADVICE AND REQUEST : _____

TEACHER _____ PRINCIPAL _____

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Appendix 22. A-17

PARENT - TEACHER DISCUSSION FORM
Document Code: _____ Revision Date: _____
Release Date: _____ Page No: _____

TEACHER : _____
SCHOOL : _____
CLASS : _____
STUDENT : _____
RELATION TO STUDENT : _____
GÖRÜŞME YAPILAN YER VE TARİHİ : ____/____/20____

VELİ ZİYARETİNDE YERİNE GETİRİLMESİ GEREKEN UNSURLAR :
 Öğrencinin ders durumu ile alakalı dokümanlar veliye sunuldu
 Ailenin küçük çocuğuna çikolata vb. hediyeler alındımı?
 Yaptığınız ziyarette idareci size eşlik ettimi?
 Velimizin farklı sınıflara giden öğrencileri varsa, diğer sınıf öğretmenleriyle beraber gitme
 Ders çalışma mekanı görüldü ve tavsiyeler de bulunuldu
 Öğrencinin ders programı ile ilgili bilgi alma
 Öğrencinin e-okul sistemine giriş yapmadığını kontrol etme ve girmediyse nasıl giriş yapacağını anlatma
 Aile ödevlerine yardımcı oluyor mu?
 Veli memnuniyeti (1-5 arası puanlandırınız)
 1 2 3 4 5
 Online practice şifresi verme ve nasıl kullanılacağını anlatma
 Razkids veya MYON şifresi verme ve nasıl kullanılacağını anlatma

EXPLANATION : _____

TEACHER _____ PRINCIPAL _____

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Appendix 23. A-18

PARENT MEETING REGISTRATION FORM
Document Code: _____ Revision Date: _____
Release Date: _____ Page No: _____

VENUE OF SUBJECT MEETING :
 Duhok Ishik Boys College
 Duhok Ishik Kindergarten School
 Duhok Ishik Boys Secondary School
 Duhok Ishik Primary School
 Ronaki Duhok Education Company

CLASS : _____
DATE OF SUBJECT MEETING : ____/____/20____

PARTICIPANTS : _____

ABSENCEES : _____

PARENT COMPLAINTS : _____

PARENT SATISFACTION : _____

PARENT REQUESTS : _____

EVALUATION : _____

TEACHER _____ PRINCIPAL _____

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Info@ronakiduhok.com MASEKY / DUHOK

Appendix 24. A-19

TRANSPORTATION ALLOWANCE FORM
Document Code: _____ Revision Date: _____
Release Date: _____ Page No: _____

INSTITUTION :
 Duhok Ishik Boys College
 Duhok Ishik Kindergarten School
 Duhok Ishik Boys Secondary School
 Duhok Ishik Primary School
 Ronaki Duhok Education Company

STAFF : _____
ACCOUNTANT : _____
DATE OF TRIP : ____/____/20____

VEHICLE : OWN CAR TAXI

NUMBER OF PERSONS :
 1 PERSON 4 PERSONS
 2 PERSONS 5 PERSONS
 3 PERSONS 6 PERSONS

ROUTE :
 Duhok - Erbil Erbil - Kerkük
 Erbil - Süleymaniye Süleymaniye - Kerkük
 Erbil - Soran Süleymaniye - Halepçe

STAFF _____ PRINCIPAL _____

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Appendix 25. A-20

The form is titled "SUBJECT MEETING REGISTRATION FORM" and includes fields for "Document Code:", "Release Date:", "Revision Date:", and "Page No:". It features two circular logos on the top corners. The form contains several sections: "TEACHER:" with a text input field; "GROUP LEADER:" with a text input field; "GROUP PLACE:" with a grid of checkboxes for "Duhok Ishik Boys College", "Duhok Ishik Kindergarten School", "Duhok Ishik Boys Secondary School", "Duhok Ishik Primary School", and "Ronaki Duhok Education Company"; "GROUP TIME:" with a date input field; "PARTICIPANTS:" with two text input fields and checkboxes; "ABSENCES:" with a large text area; and "REQUEST AND ADVICE:" with a large text area. At the bottom, there is a footer with contact information for Ronaki Duhok Education Company, including a website, email, and phone number.

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