To ensure the participation of stakeholders in the quality assurance system in order to ensure the continuous improvement and development of all academic and administrative activities carried out at Istanbul Gelisim University. In this context, the principle of governance is primarily aimed at ensuring that all stakeholders are actively involved in decision-making processes and that processes are transparent, sustainable and open to contribution. The University acts in an effort to share the basic rules and principles on which it is based with all the stakeholders with whom it is related and to develop them with their contributions.

Basic Values

The core values on which the University's Governance Policy with Internal and External Stakeholders are based are as follows:

1. **Participation:** The University uses the views of its stakeholders in all processes it carries out, including the process of preparing a strategic plan. Even if the stakeholders with whom it is exchanged ideas for the execution of the processes are not direct actors of the processes, they interact with the stakeholders in order to contribute different opinions.

2. **Continuous Improvement:** The University is based on the principle of continuous improvement in all its processes. In this direction, it takes steps to improve the processes by receiving regular feedbacks regarding the services it provides and the contributions it provides both within itself and before the external stakeholders.

3. **Openness and transparency:** The University is based on the principle of open and transparent communication for all its stakeholders. It communicates directly and clearly with its stakeholders in the evaluations regarding the processes carried out in this direction. It is based on current and accurate information sharing about all data with stakeholders, particularly, including assessments that directly affect decision-making mechanisms.

4. **Confidentiality:** The University uses the information and documents obtained as a result of its relations with its stakeholders only within its subject matter and does not share them with third parties. It does not allow the sharing of any information and documents out of its aim and subject including its own purpose or subject, at this point, the information and documents whose process is completed and which have to be destroyed are destroyed by the authorized persons in accordance with the related processes.

Governance Policy Strategy with Internal and External Stakeholders:

The cornerstones of the Governance Policy with Internal and External Stakeholders shaped around these values are as follows:

To prepare University's Strategic Plan and to ensure the broad participation of internal and external stakeholders in all decision-making processes for the future.

To obtain the views and suggestions of all stakeholders, including permanent or temporary representatives, in relation to the issues discussed in commissions such as the Quality Commission, including the University Senate.

To establish a wide participation committee within the University in order to maintain the relations with the stakeholders in a healthy way and monitor the opinions and suggestions of all internal and external stakeholders regularly.

To strengthen and develop online and written demand/complaint mechanisms and to follow them by the Commission regularly in order to ensure that all stakeholders can easily convey their opinions and suggestions, except for meetings and commissions, and that these processes are conducted transparently.

The University's planning and governance approach is supported by the cycle of "Plan, Apply, Check, Take Precautions" (PUKO) for continuous improvement with stakeholders.

Governance Policy Objectives with Internal and External Stakeholders:

1. To create sustainable stakeholder relationships.

2. To ensure strengthening institutional belonging and mutual ties.

3. To ensure continuously improved services and facilities.

4. To establish governance processes with broad participation.

5. To contribute to the audit processes of the university through internal and external participants.

Indicators are created to monitor the degree of realization of these objectives. Realization percentages are determined and corrective and remedial measures are taken.

Approval of the Rectorate