

**TURKISH STANDARDS INSTITUTION
COMMON CRITERIA CERTIFICATION SCHEME**



**INTRODUCTION DOCUMENT
(SCHEME DOCUMENT)**

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1. Abbreviations

CC : Common Criteria

CCCS : Common Criteria Certification Scheme

CCTL : Common Criteria Testing Laboratory

CCRA : Common Criteria Recognition Arrangement

ST : Security Target

PP : Protection Profile

TOE : Target of Evaluation

WUT : Work Unit Table

ETR : Evaluation Technical Report

CCEM : Common Criteria Evaluation Methodology

OR : Observation Report

OD : Observation *Decision*

EAL : Evaluation Assurance Level

RN : Record Note

2. CCCS General Survey

It is the security Standard (ISO 15408) that was adopted by International Standards Organization (ISO) in 1999 as International Information Technologies Security evaluation Standard and having basis in TCSEC and ITSEC standars, in order to establish the security levels of product and/or systems of Common Criteria information technologies and to test in independent laboratories. It is the security standard (ISO 15408) accepted by International Standards Organization in 1999 as International IT Security Evaluation Standard based on TCSEC and ITSEC standards and developed to confirm security levels and to test in independent laboratories of product and/or systems on behalf of Turkey Turkish Standards Institution. Turkish Standards Institution in the name of Turkey subscribing the Common Criteria Recognition Agreement been signed by countries which were accepted this standard in 2003, has approved the evluations of certificate producer countries and has implemented the Common Criteria Certification Scheme established in TSE Certification Center.

Common Criteria Certification Scheme;

- Authorizes the evaluation laboratory of Common Criteria,
- Evaluates the performance of Evaluation laboratory of Common Criteria,
- Gives guaranty about compatibility to Evaluation's Common Criteria Standard and Common Evaluation Methodology,
- Supports the evaluations, takes the lead,
- Makes technical prophesy to evaluations,
- Examines the evaluation reports,
- Prepares Common Criteria Certificate Report,
- Prepares Common Criteris Certificate,
- Controls Common Criteria Certification Scheme.

During the certification period *Common Criteria* Inspection Experts take into consideration Common Criteria Standards, Common Evaluation Methodology, international and national Common Criteria standard official meanings, relevant Common Criteria Certification Scheme publications and Turkish Standards Institution's CCCS procedures.

3. CCCS PROCESS DEFINITION

After the conditions in Common Criteria Certification Application Procedure fulfilled initially Certification Expert, *Common Criteria* Inspection Expert(s) and External *Inspection* Expert(s) shall be assigned. The following part of this period goes according to “Common Criteria Certification Procedure”, “Common Criteria Certification Plan”, “Common Criteria Certification Result Evaluation Procedure” and the structure existing detailed in several instructions. “Evaluation Work Plan” which is prepared by CCTL Evaluation Expert shall be overviewed according to this structure and in addition to ST or PP of product, “Work Unit Table” shall be prepared and evaluation period will begin. *Common Criteria Technical Responsible* monitors and approves all the activities of *Common Criteria Inspection Expert* and *External Inspection-Expert(s)*.

First, “Kick-Off Meeting” shall be conducted, followed by “Product Training Meeting” and “Laboratory Orientation Meeting”. With these meetings evaluation period will begin.

Evaluation Level is the time period that *Common Criteria* Inspection Experts overview the CCTL activities performed according to “Evaluation Work Plan” and “Certification Plan” of CCCS, evaluate the observation reports and in case of necessity support to CCTL. During the evaluation period, if CCCS authorities consider it necessary, in coordination with CCTL authorities, they may join to evaluation performances and observe the performances on the spot.

Evaluation period starts in parallel with the evaluation period of CCTL, and continues with revisions. All required activities to provide security relating to the evaluations, to be conducted in accordance with the conditions declared in CCCS requirements, should be included in CCCS Evaluation period’s revisions.

Security Target and/or relevant Protection Profile applied for certification be analysed in detail by Inspection Expert(s). also CCTL’s evaluation procedures, Evaluation Technical Sub Reports and Evaluation Technical Report are analysed.

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In case of necessity; *Common Criteria* Inspection Expert with CCTL and product developer; makes provision for Evaluation Work Plan updating due to problems seen in potential deviations and so on.

Main events realized in the evaluation period shall be recorded to “Work Unit Table” which belongs to product by Inspection Expert(s):

1. The Work Unit Table includes *Common Criteria* Inspection Expert(s)’s decisions relative to the Evaluation Technical Sub Reports and Evaluation Technical Report.
2. Work Unit Table also includes the observation reports which has been noted as important by *Common Criteria* Inspection Experts and relative conclusions with these.

Work Unit Table is composed of both, main record of events occurred during the evaluation period and time information. At the end of Evaluation period *Common Criteria* Inspection Expert acknowledges also the Work Unit Table with other documents to *Common Criteria Technical Responsible*. *Common Criteria Technical Responsible* controls if Work Unit Table is compatible with referred documents or not and approves the Work Unit Table.

During evaluation period *Common Criteria* Inspection Expert(s) consider Common Criteria Standards, Common Evaluation Methodology, international and national official Common Criteria Standard comments, relevant Common Criteria Certification Center publications and TSE’s CCCS procedures.

Substantially, product evaluations’ and Protection Profile evaluations’ performed within the CCCS are as follows:

3.1 PRODUCT EVALUATION

Common Criteria Inspection Expert(s) analyses Security Target of product if the Common Criteria Standards have been addressed or not. During this examination, tries to find the answers to following questions:

- Does the TOE Environment appear sound?
- Are the assumptions appropriate, or should they be stated as threats?

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- Do the threat statements contain a threat agent, asset that is threatened, and the attack?
- Does the attack contain the method of attack and the result of the attack?
- Are the objectives consistent with respect to the assumptions, threats, and Organizational Security Policies?
- Does the objective rationale take the right approach in describing how the objectives counter or mitigate the threats?
- Are the requirements section largely complete, with all operations (especially
- assignment, refinement, and iteration) performed?
- Do the operations appear to be performed correctly?
- Do application notes levy requirements that are not allowed?
- Does the TOE Security Specification describe security functions? Does it describe how the security functions "meet" the requirements in the TOE requirements section?
- Does the TOE Security Specification describe assurance measures?
- If the ST claims that the TOE conforms to one or more PPs, does the ST provide an explanation, justification and supporting material of this claim?
- Does the ST clearly reference the PP?
- Does the ST provide a clear PP tailoring statement, and, if applicable, a PP additions statement?

3.2 EVALUATION OF PROTECTION PROFILE

Common Criteria Inspection Expert(s) analyses Protection Profile if the Common Criteria Standards have been addressed or not. During this examination, tries to find the answers to following questions:

- Does the TOE Environment appear sound? Are the assumptions appropriate, or should they be stated as threats? Do the threat statements contain a threat agent, asset that is threatened, and the attack? Does the attack contain the method of attack and the result of the attack?
- Are the objectives consistent with respect to the assumptions, threats, and Organizational Security Policies? Does the objective rationale take the right approach in describing how the objectives counter or mitigate the threats?

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- Are the requirements section largely complete, with all operations (especially assignment, refinement, and iteration) performed? Do the operations appear to be performed correctly? Do application notes levy requirements that are not allowed?
- Does the PP describe implementation-independent sets of security requirements adequate for a category of TOEs and contain a statement of the security problem that a compliant product is intended to solve?

The most important difference of PP evaluation period from ST evaluation period is the evaluation consists of evaluating only one assurance level (APE).

3.3 EVALUATION OF ASSURANCE CLASSES

Every assurance class's evaluation period due to the deadline, specified in the "Evaluation Work Plan", "evaluation technical sub report" is sent from CCTL to CCCS's *Common Criteria* Inspection Expert responsible of the product. *Common Criteria* Inspection Expert analyses all "evaluation technical sub reports". The objective is to reimburse the accuracy of CCTL evaluations', and to take info about CCTL is following the evaluation procedures and is keeping records of results.

Common Criteria Inspection Expert's decision shall be in three forms as 'positive', 'negative' or 'missing'.

a. Assurance Class positive

CCTL's evaluation about the relevant assurance class has been completed and taken the result that alleged assurance class is corresponded by TOE. As a result of *Common Criteria* Inspection Expert's observation on the report that came from CCTL, is concluded that CCTL's judgement is valid.

b. Assurance Class negative

CCTL's evaluation about the relevant assurance class has been completed and taken the result that alleged assurance level is not corresponded by TOE. As a result of *Common Criteria* Inspection Expert's observation on the report that came from CCTL, is concluded that CCTL's judgement is valid.

c. Assurance Class not-completed

CCTL's evaluation about the relevant assurance class has not been completed between the period specified in Evaluation Work Plan or CCTL's work has been completed; but as a result of *Common Criteria* Inspection Expert's analyse on the report came from CCTL, it is decided

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that CCTL's work or the report is missing. *Common Criteria* Inspection Expert forwards to CCTL his opinion about the report by filling the *Observation Decision* Form.

- a) In case of an *Observation Decision* is positive, CCTL passes the next class's evaluation.
- b) In case of an *Observation Decision* is negative, a meeting is hold with the participation of CCCS, CCTL and product developers. At this meeting be decided to terminate the process or to keep the process going by updating the Evaluation Work plan.
- c) In case of an *Observation Decision* is not-completed, CCTL may send to CCCS the revised evaluation technical sub report as completing the missing parts or a meeting that would be participated by CCTL may be hold and in case of need also the product developer may be asked to participate to the meeting. At this meeting, it shall be decided either to terminate the process or to keep the process going by updating the "Evaluation Work plan".

3.4 TESTS AND VULNERABILITY ANALYSIS ASSURANCE CLASSES

Before to start the assurance class's evaluation, test scripts and vulnerability analysis implementation scripts shall be sent to CCCS by CCTL.

Common Criteria Inspection Expert is responsible for evaluation of Test Plan sent by CCTL. After Inspection Expert(s) has/have evaluated the Test Plan-test scripts, he/she writes his/her evaluation comments to the *Observation Decision (Verdict)* form and sends to CCTL.

If there is an External Inspection Expert(s) is/are assigned to that Project in the case of need, then it is the duty of the External Inspection Expert to evaluate the Test Plan- test scripts and fill the *Observation Decision* form and send it to the related CCCS Inspection Expert in order to transmit to CCTL. The related CCCS Inspection Expert approves *Observation Decision* form which has filled by the External Inspection Expert and sends it to CCTL.

Common Criteria Inspection Expert(s) and/or External Inspection Expert (if assigned) write their comments about Test Plan and scripts and fill the *Observation Decision* Form as:

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- a) In case of an Observation *Decision* is positive; it means that Test Plan prepared by CCTL is satisfactory so there is no need to additional test scripts.
- b) In case of an Observation *Decision* is negative; it means that Test Plan prepared by CCTL is not enough and also not suitable with the related product, so there is need to additional test scripts.
- c) In case of an Observation *Decision* is not-completed; it means that Test Plan prepared by CCTL is not enough, so there is need to additional test scripts.

After *Common Criteria* Inspection Expert(s) and/or External Inspection Expert (if assigned) have evaluated relating scripts and sent Observation *Decision* to CCTL; “Test and Vulnerability Analysis Planning Meeting” shall be conducted between CCCS authorities, External Inspection Expert(s) (if assigned) and CCTL authorities according to the meeting date on Evaluation Work Plan. At this meeting the result of Observation *Decision* sent to CCTL is discussed and whether the test and vulnerability analysis activities planned for the product is enough or not, additional tests are needed or not. Furthermore it also be decided at this meeting if CCCS’s authorized personnel will participate to the test and vulnerability analysis activities as observer.

3.5 EVALUATION OF EVALUATION TECHNICAL REPORT

“Evaluation Technical Report”(ETR) includes all results that CCTL acquired during the evaluation period. Additional to evaluation results other information that must be in ETR are explained in detail at CEM document. ETR that forms the final output of CCTL provides these conditions and evaluation proofs, confirming that a specific evaluation step or workpiece overlaps with the decision is one of the most important responsibility of CCCS and relevant *Common Criteria* Inspection Expert.

The same procedures shall be realized for Evaluation Technical Report sent from CCTL to CCCS. *Common Criteria* Inspection Expert after analysing the Evaluation Technical Report informs the result and the date of “ETR Control Meeting” that shall be hold to CCTL with the Observation *Decision* Form. The evaluation period shall be concluded in case of determining ETR’s original or revised version is suitable for CEM by Inspection Expert.

To be presented by ETR, a detailed summary of TOE or PP shall be included; info about how the evaluation to be done, all evaluation proofs in the evaluation period, all relevant records

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and evaluation results. It must be existed and explained within the *ETR* also Observation Reports (OR).

Common Criteria Inspection Expert(s), before giving opinion on ST/PP; analyses the *ETR*. While analysing, Inspection Expert confirms that document is apparent, information is completed and it matches with evaluation analysis. *Common Criteria* Inspection Expert(s), while analysing *ETR* evaluates every decision one by one, confirms if the information concerning the logic which supports CCTL's related decision is true and complete. *Common Criteria* Inspection Expert(s) gets the info that makes sure himself that there is no incoordination between *ETR* and ST/PP.

3.6 MEETINGS

In this part, the meetings which shall be conducted during the evaluation period are being described;

Kick-Off Meeting:

Common Criteria Inspection Expert(s) / *Common Criteria Technical Responsible*, CCTL and product developer, attend this meeting. The objective of Kick-Off meeting is to enable parties familiarize with each other, to define the roles, enable communication between parties and to determine the document flow methods, explaining the expectations and revising the evaluation work plan. At the time of meeting; "Manufacturer Company Approval Form" be fullfilled and signed by product developer for "Products List". Meeting record which also includes the parties contact info be sent all parties ordered by CCCS Inspection Experts / *Technical Responsible*.

Meeting of Product Training:

Common Criteria Inspection Expert(s) / *Common Criteria Technical Responsible*, External Inspection Expert (if assigned) and CCTL and product developers attend this meeting. Location and date of meeting shall be specified at the kick-off meeting. It is the meeting where the product or protection profile is being advertised, CCCS and CCTL's questions are answered by product developer. Evaluation findings may be handed over to CCTL at this meeting. After this meeting, TOE related set-up may be implemented. Meeting minuts shall be recorded.

Laboratory Orientation Meeting:

Common Criteria Inspection Expert(s) / *Common Criteria Technical Responsible*, and CCTL attend this meeting. Location and date of meeting shall be specified at the kick-off meeting. At this meeting “Evaluation Work Plan” shall be revised and finalized. CCCS’s expectations concerning the evaluating and reporting activities pertaining to TOE shall be sent to CCTL. Other subjects related with the product shall be settled. Meeting minutes shall be recorded.

Test and Vulnerability Analysis Planning Meeting:

Common Criteria Inspection Expert(s) / *Common Criteria Technical Responsible*, External Inspection Expert (if assigned) and CCTL attends this meeting. Date of meeting shall be specified in “Evaluation Work Plan”. At this meeting test and vulnerability analysis methods shall be discussed. CCCS’s participation to tests as observer shall be decided at this meeting. The records which are arranged at the time of test and vulnerability analysis activities shall be specified. Meeting minutes shall be recorded.

ETR Revision Meeting:

Common Criteria Inspection Expert(s) / *Common Criteria Technical Responsible*, and CCTL attends this meeting. Meeting shall be held after the *ETR* evaluated by CCCS. At this meeting, the defects confirmed about *ETR* and corrections must be done by CCTL be transferred to CCTL. Meeting minutes shall be recorded. If the *ETR* is completely sufficient *ETR* is approved by CCCS and the evaluation period ends with this meeting.

Technical Meetings:

Participation in the technical meetings shall be taken into consideration regarding the meeting agenda. In any phase of evaluation period CCTL, product developer or CCCS may request a meeting. Meeting request shall be declared to CCCS, CCCS after being interviewed with all related parties determines the meeting agenda and date.

3.7 OBSERVATION REPORT/OBSERVATION DECISION

Observation Report is sent to CCCS being prepared by CCTL or product developer. The objective is to explain the problem by observation and to adjudicate by CCCS.

Observation reports, in the period of evaluation;

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- In case of conflicts between the parties or subjects that are not adjudicated
- About the defects in Evaluation Work Plan,

Shall be prepared by CCTL or product developer using Observation Reporting Form. Observation *Decision* shall be prepared by CCCS and sent to CCTL or product developer. Observation *Decisions* in the period of evaluation;

- as answer to the observation reports prepared by CCTL or product developer,
- About the defects in Evaluation work plan,
- After the evaluation technical sub reports and evaluation technical report prepared by CCTL be evaluated by CCCS,

And in any other cases if needed, shall be prepared by Certification/Inspection Expert using Observation *Decision* Form.

3.8 OBSERVATION NOTES

Observation Notes shall be compiled by using Observation Notes Form for the reporting operations submitted at the end of activities as such points which the CCCS authorities would like to note in addition to laboratory visits and meeting records during the evaluation period.

3.9 PRODUCT LIST

Certification expert enters product developer/sponsor's choice explained at Kick-Off Meeting about publishing of product info into the TSE Certification Management System. In case of the preference is being 'LIST'; current "Product List" shall be taken from system by certification expert. Updated list, related certificate, Certificate Report and Security Target shall be sent to Department of Data Processing to publish at www.tse.org.tr by Common Criteria Certification Scheme link.

In case of the preference is being 'NOT LIST' the product information and Certification Report will not be published and according to the "Common Criteria Recognition Agreement – Annex B.2"; the international CC mark can not be used with the product and the certificate.

3.10 CERTIFICATION REPORT AND CERTIFICATE PREPARATION

After the evaluation period completed with accepting and approving the *ETR* by *Common Criteria* Inspection Expert(s). *Common Criteria* Inspection Expert(s) composes the

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Certification Report by taking up references from all information and documents prepared by CCTL.

Common Criteria Inspection Expert acknowledges “Certification Report”, “Work Unit Table”, documents which cross-referred in “Work Unit Table” and all documents that has examined during the evaluation period to *Common Criteria Technical Responsible*. *Common Criteria Technical Responsible* controls the “Work Unit Table” and “Certification Report”. If any defect or error would be detected during this examination, *Common Criteria* Inspection Expert shall be notified in writing in effort to correct those findings.

Common Criteria Technical Responsible approves the “Work Unit Table” and submits the “Certification Report” to the manager of Electrotechnics Sector. The stages coming after the approval of process “Certification Report” shall be continued according to “Result Evaluation Procedure”.

In case of positive decision of Certification Committee, the certificate prepared according to “Certificate Preparation Procedure” shall be given to the authorized personnel of the company after signing the “License Agreement with Applicant Company”. Certificate Owner on this product as specified in the license agreement obtains the right to use “TSE-Common Criteria Compatibility Certificate”.

Maximum time period between the performance of the vulnerability analysis and the issuance of a Common Criteria certificate is 3 months. If this time limit exceeded; CCCS shall request the evaluation laboratory to do a re-assessment to verify that no relevant vulnerabilities are published that might require an update of the evaluated product.

3.11 CERTIFICATE MAINTENANCE

Common Criteria Certificate is only valid for the product version appeared in the evaluation. For the products that involves modification out of the certification scope, to take the same security guarantee with the previous version by product user, new product version needs to be taken to pre-evaluation by Common Criteria Certification Office. According to pre-evaluation result, shall be conducted in two ways;

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- Product shall be taken to a new evaluation and an evaluation shall be performed for a new Common Criteria Certificate.
- Product shall be taken to certificate maintenance period.

Product that is in the certificate maintenance period; shall be observed considering how much the completed evaluation by evaluation laboratory shall be effected and together with the additional functions published by the manufacturer shall be re-evaluated in the scope of product components that effect to security features. A supplemental instrument shall be issued for the new product version approved by CCCS Inspection Expert and reported by evaluation laboratory that may provide necessary security assurance in the maintenance period. It is annotated in the “Supplemental Instrument“ that it is not the main certificate and shall be significant only if it is used with the certificate specified number and date. Other than a new instrument not to be issued but the security assurance for the user is given with ‘Supplemental Instrument’ by CCCS. The validation of “Supplemental Instruments“ depends on the main certificate and because of the supplemental instrument does not include the all product taking a Supplemental Instruments does not provide to extend the main certificate’s validation. If the “Supplemental Instrument“ does not exceed the prescribed modification criteria by TOE, CCCS and laboratory, it is issued in required number. Every Supplemental Instrument refers to previous Supplemental Instruments and Main Certificate continuously updated at CCCS website.

4. ORGANIZATION

In the scope of Common Criteria certification, evaluation and inspection activities terms of reference of all titles replaced in CCCS’s Organization Chart and Certification Committee that completes the CCCS activities, “Expert Approve Committee” and “Exception and Complaint Committee” and “Product Certification Activities Consulting Committee” formation and business instructions shall be approved and as system document shall be in possession of Management Representative.

5. EVALUATION LABORATORY

CCCS, laboratories which has signed an agreement with TSE that includes confidentiality and also conflict of interests in the scope of Common Criteria Certification activities for tests and evaluations that must be done on the products serves in CCCS period as ‘Approved Laboratory’.

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Public and/or private laboratories that are in an effort to work as evaluation laboratory making the preparations according to the ‘Common Criteria Evaluation Laboratory Licensing Publication’ document that includes the principals relating to licensing control to implement the licensing operations at www.tse.org.tr and linked as Common Criteria Certification Scheme, and make official application to CCCS.

Laboratory that shall be assigned in any certification application, shall be determined by CCCS, considering the competency and equity principals. CCCS manages a licensing audit for the request.

Licensing audit shall be implemented with the aim of;

- If corresponds or not to the accreditation rules in the scope of TS EN ISO/IEC 17025 standard, observation of system’s effectiveness from the records,
- Confirming of Common Criteria standard and Common Evaluation Methodology dominance,
- Acknowledgement of equipment and personnel competence.

by Evaluation Laboratory.

In case of coming successful the licensing audit; laboratory takes “interim license” and;

- The name of Laboratory shall be declared to Product Certification Center System Management and have it booked in “CCCS Approved Laboratory List”.
- List’s actual version shall be announced at www.tse.org.tr with Common Criteria Certification Scheme link.

The Laboratory with interim license, performs an evaluation at EAL level 4 under the supervision of CCCS within one year. This evaluation reports shall be sent to CCCS. If it is decided that evaluation is appropriate to Common Criteria Standard, Evaluation Methodology, CCCS Procedures and Common Criteria Recognition Agreement (CCRA)

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requirements “permanent license” shall be given to laboratory and it is declared officially to laboratory.

In the case of if the laboratory is already being a licensed CC laboratory of any other CC Certification Scheme, then one of the EAL 4 level evaluation in the last one year can be examined according to the rules above, if this other Certification Body is “Authorizing” then, one of the certified product by that laboratory in the address of www.commoncriteriaportal.org is accepted as evidence for EAL 4 evaluation.

After that; periodically once a year interim audits shall be conducted on the evaluation laboratory by CCCS.

6. QUALITY SYSTEM

Common Criteria Certification Scheme Quality System shall be implemented to provide the requirements on a basis of

- Common Criteria Recognition Agreement (CCRA),
- **TS EN 45011:2001 General Conditions for Certification Companies that prepares Product Certification** standard,
- With ISO/IEC/Common Criteria Administrative Board guide documents (Guidebook 23, 27, 28, 53, 62 and 65) and Standards (CC and CEM) Published related with the Common Criteria certification, examination and evaluation activities,
- TSE Legislation growing from regulations and instructions that composes TSE activities.

CCCS serves within the framework of principles determined in legal regulation according quality policy modified by senior management and CCCS Quality Manual.

It has been ensured Quality Policy found in CCCS Quality Manual Section 8 to be announced to all assigned personnel in Common Criteria Certification Scheme activities. In service trainings shall be organized for quality policy to be understood and to be executed by the personnel and at the same time trainings related with quality policy, shall be forming a

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component of orientation trainings. Certain Criterias have been composed for continuous training, assignment and performance evaluation of Certification and Inspection Experts who will work for product certification activities and in this context, applications shall be realized in accordance with the Training Procedure.

Quality targets of Common Criteria Certification Scheme targets have been determined and they're being tracked by Strategic Development Department and relevant directorates. Evaluation of targets is one of the agenda item of Management Review Meetings. The realization level of targets are being observed by Senior Management during these meetings periodically and reasons of failure are being questioned, additional precautions are being taken to eliminate these factors, if needed. Tracking and record of these activities shall be maintained by System Management Directorate in the name of Common Criteria Certification Scheme within the Product Certification Department.

It is mandatory to utilize Common Criteria Certification Scheme quality system represented in Quality Manual with details, by all personnel. Head of Product Certification Center is responsible for accepting quality system by all personnel and practise effectively. CCCS Quality System Responsible and PCC Management Representative are responsible for contolling and auditing of activities' accordance to quality system.

PCC Management Representative is assigned by TSE Administrative Council to execute certification activities of Common Criteria Certification Scheme within the framework of system composed according to international standards and guidebooks, to build a system suitable to the structure, documentation, execution, and with the aim of providing continuity and it is guaranteed to contact with senior management directly.

The continuance of quality system of Common Criteria Certification Scheme be evaluated in internal inspections and Management Contol Meetings. Furthermore nonconformities appeared during activities required corrective and preventive activities be hold according to **Corrective and Preventive Action Procedure.**

7. OBJECTIONS AND COMPLAINTS

Also including the Common Criteria certification, inspection and evaluation activities written objections about certification decision are being submitted to the “Objection and Complaint Committee” according to “Objections, Complaints and Disputes Evaluation Procedure” by CCCS Certification Experts and are being concluded being evaluated by the Committee.

All complaints and conflicts written/oral about the Common Criteria certification, examination and evaluation activities being recorded by CCCS, required corrective and preventive actions to be started and tracked. Complaints and disputes that are not reaching to a satisfactory solution within the framework of “Objections, Complaints and Disputes Evaluation Procedure” shall be taken into the agenda of “Objections and Complaints Committee” and all relevant records periodically shall be sent to Product Certification Center. The results of corrective and preventive actions also be taken into the agenda of management control meetings.

8. CONFIDENTIALITY, EQUITY AND INFORMATION SECURITY

CCCS certification activities shall be conducted according to the principles specified in “CCCS Confidentiality, Independency and Equity Engagement” published by the Head of TSE, shall be subscribed during the certification application by “Acceptance and Confidentiality Agreement” signed between the product owner company and TSE. Conflict of interests are defined related to the services of Head of PCC and according to the “Conflict of Interests Instructions” that considers required precautions; it is forbidden to PCC personnel, his family or a neighbour, to derive personal benefit from his position in TSE, to be in contact with organizations that may derive benefit from his decisions or confidential informations.

Confidentiality and equity principles are being applied in all phases of evaluation and certification decision; certification, examination and evaluation activities are being held objectively by person and institutions out of CCCS. Examination and evaluation activities shall be held regardless of company ranking, former relationship with CCCS, certificated product quantity and all other factors.

The primary assets for CCCS are; Customers and product information, evaluation laboratory and certification records are under protection. CCCS information assets are protected against access without permission and can not be given to any person without authority on objective

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or accidentally. Protection against an authorized person shall be provided to protect the integrity of information. Execution of “CCCS Data Security Instruction” is important to show our honesty and to carry on with the parties that we are serving. Precautions which are taken to protect the confidentiality of information and produced records during the certification activities are defined in procedures and instructions. Furthermore with the confidentiality and equity agreement signed with Product Certification Center; whole personnel, assigned experts and Committee Members are prohibited to forwarding the informations to third parties belonging to companies benefit from certification servives unless written permission of supplier. On the other hand with secure archiving environments it is prohibited also the usage and copying of documents of companies except the authorized personnel.

While the documents and records relating to certification that have no security level are being saved in TSE archives, examination, evaluation and conservation of all documents related with the product and laboratory evaluation is being hold in “Secure Office” according to CCCS “Secure Office Physical Security Instruction”. Any deliberate action that will endanger the security of informations which belong to CCCS and product of CCCS or product, manufacturer, evaluation laboratory or any sub process of certification process shall be subjected to disciplinary punishment and/or legal caution.

As far as the conditions that requires giving out informations of companies to third parties in accordance with law, company benefiting from certification, examination and evaluation services, shall be informed by the Head of Product Certification Center technically permissible by law.