



## Management systems – Certification – CE Marking

### Frequently Asked Questions (FAQ)

**Q. My company is small with no employees, can I get ISO certification?**

A. Of course, businesses of all magnitudes can be ISO certified

**Q. Is ISO certification mandatory?**

A. ISO certification is usually voluntary

**Q. I have heard that ISO certification introduces work complexity and delays**

A. Selecting a dependable consultant prevents such issues

**Q. Can multiple standards be combined together (e.g. ISO 9001 and ISO 22000)?**

A. Yes, ideally during the initial design phase so that combinational benefits are achieved

**Q. How long does it take to get ISO certified?**

A. Depends on the size and complexity of the business operations. Usually up to 3 months

**Q. Does the ISO certificate expire?**

A. Yes, it expires after 3 years, but remains valid only if annual audits are performed

**Q. So, ISO certification implies annually repeated costs?**

A. Yes

**Q. Which ISO standard is best suited for my business?**

A. It depends on your activities, your needs, and the needs and expectations of your clients

**Q. Who performs the audits and who issues the certificates?**

A. Accredited certification bodies

**Q. Are these certification bodies Greek?**

A. Greek and also foreign. Most importantly, they need to be government accredited

**Q. How much does ISO certification cost?**

A. Depends on size, activity sector and organizational structure of your business

**Q. Why do I need a consultant?**

A. Using a consultant is not required. A consultant guarantees success though

**Q. Will consultancy services be needed every year?**

A. No, many companies have appointed an employee to handle the ISO operations thereafter

**Q. Why should a company seek for ISO certification?**

A. Improvement, profitability, status, competition and marketing are common factors



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**Q. Can products be ISO certified?**

A. No, the processes through which a product or service is substantiated may be ISO certified

**Q. So, ISO certified products are no better than the rest?**

A. It's a misconception that products can be ISO certified. Only processes can be ISO certified

**Q. Can a service providing company seek for ISO certification?**

A. Yes, all business activities can be ISO certified

**Q. What are the ISO certification requirements?**

A. Depends on the standard and certification scope. Management commitment is must

**Q. My business deals in the food sector, which ISO standard applies?**

A. Primarily ISO 22000 (Food safety). Additionally ISO 9001 (Quality)

**Q. Can I get HACCP food certification?**

A. HACCP is not certifiable, but you are obliged to operate under such a food safety plan

**Q. But I know someone with a HACCP certificate**

A. Certification of HACCP is achieved through ISO 22000. Otherwise it is just an affirmation

**Q. I operate in the construction sector, which ISO standard is best suited for me?**

A. ISO 9001 (Quality), ISO 14001 (Environment) and ISO 45001 (Health and Safety)

**Q. I trade medical devices in Greece, is ISO certification required?**

A. No, it's mandatory to obtain affirmation DY8D/1348/2004. It's like a micro ISO 9001 system

**Q. I am a machinery manufacturer, should my machinery be ISO certified?**

A. Products cannot be ISO certified. The machinery may come under the scope of CE marking

**Q. What is CE marking?**

A. It's a mandatory marking scheme of some products which circulate in Europe (E.E.A.)

**Q. What are the requirements of CE marking?**

A. Self-declaration is frequent, but sometimes the involvement of a notified body is required

**Q. I manufacture frames, windows and doors. Is laboratory product testing required?**

A. Under certain conditions, the test reports may be cascaded to you by the system producer

**Q. Where can I get more information?**

A. Greece: (+30) 2610 910 113, Cyprus: (+357) 22 000 556, e-mail: [info@deiktis.com](mailto:info@deiktis.com)