



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