SERVICE MANAGEMENT SYSTEMS – INFORMATION TECHNOLOGY

ISO/IEC 20000-1:2018

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EUROCERT – Global Presence

EUROCERT - Greece

- More than 60 accredited services
- More than 35,000 Management Systems certifications
- More than 300 inspectors / auditors / verifiers
- Auditors in 25 countries

EUROCERT - 23 years of success

Accreditations

MS Certification
Cert. No. 3

Environmental Verification
Cert. No.. 20

GHG Verification
Cert. No. 875

Product Certification
Cert. No. 21

ICS Organizing
Cert. No. 360

Persons Certification
Cert. No. 1015

Inspections
Cert. No. 53

No. 025

No. 180

- ΕΣΥΔ – is the Hellenic Accreditation System
- U.K.A.S. is the United Kingdom Accreditation Service
- S.A.A.S. is the Social Accountability Accreditation Services

- Non GMO Products - Eurocert Regulation
- Non GMO Animal Feed – Eurocert Regulation
- Golden Kitchen
- Bollino Blue
- Codex Alimentarius – HACCP
- ELLA-DIKA MAS
- Greek Breakfast
- Boutique Hotel
- ETHOS

EUROCERT-Private Schemes & Protocols

Management System: Set of interrelated or interacting elements of an organization to establish policies and objectives and processes to achieve those objectives.

Service Management System (SMS): Management system to direct and control the service management activities of the organization.

An SMS includes service management policies, objectives, plans, processes, documented information and resources required for the planning, design, transition, delivery and improvement of services to meet the requirements specified in the standard ISO/IEC 20000-1.

Service Management: Set of capabilities and processes to direct and control the organization's activities and resources for the planning, design, transition, delivery and improvement of services to deliver value.

ISO/IEC 20000-1:2018: This International Standard specifies requirements for an organization to establish, implement, maintain and continually improve a service management system (SMS). The requirements specified in this document include the planning, design, transition, delivery and improvement of services to meet the service requirements and deliver value.

BENEFITS:

Implementation and operation of an SMS provides ongoing visibility, control of services and continual improvement, leading to greater effectiveness and efficiency. Improvement for service management applies to the SMS and the services.

The benefits of the ISO 20000-1 implementation are:

- the enhanced productivity,
- the enhanced reliability,
- the enhancement of customer satisfaction,
- competitive advantage.

WHOM IT MAY CONCERN:

All requirements specified in the standard are generic and are intended to be applicable to all organizations, regardless of the organization's type or size, or the nature of the services delivered. Exclusion of any of the requirements in Clauses 4 to 10 is not acceptable when the organization claims conformity to this document, irrespective of the nature of the organization.

WHY WITH EUROCERT?

- We are accredited by the Greek Accreditation Board (ESYD - National Accreditation Board), member of EA-MLA and IAF. **Therefore we provide internationally recognized certificates**.
- We have strong and experienced staff and associates, who as auditors and / or technical experts carry out audits of high added value for your company.
- We evaluate audit reports, monitor the long-lasting improvement of the Management System of your company, plan tailored audits and keep you updated on any evolution regarding your activities.
- The accreditation covers most standards and products and therefore provides combined services resulting in competitive quotations.

Information Technology – Service Management Systems Audits