**List of questions to ask your ISO 20000 certification body**

Before deciding which certification body to engage for your ISO 20000 certification, consider these questions and use them while talking to ISO 20000 certification bodies.

1. Does the certification body have accreditation for auditing ISO 20000?
2. What is the reputation of the certification body?
3. How many auditors does the certification body have with experience in your industry? What languages do the auditors with experience in your industry speak? How close are the auditors to your location?
4. How many customers does the certification body have? What kinds of customers has the body served? Can they provide a reference list?
5. What is the certification body’s requirement on maturity of the Service Management System (SMS) before certification?
6. What is the certification body’s policy on issuing corrective actions and opportunities for improvement?
7. What level of work experience does the body ask of their auditors before becoming certification auditors?
8. Is the certification body recognized globally, or only locally?
9. Does the body have auditors with experience in other management standards? Does the certification body offer integrated audits for more than one standard?
10. What does the certification body see as their greatest benefit over other certification bodies? What other services are offered in the price?
11. Does the body deliver ISO 20000 trainings? If yes, how are the auditors involved in the training?
12. What options does the certification body offer for surveillance visits?
13. What is the price for the overall three-year program of certification audit and surveillance (maintenance) audits? How many audit days will be required per audit? How does the company decide on the audit days and price?
14. What are the most common problems seen by the certification body in initial certification audits?
15. How does the certification body see the way it does business (mission, vision, values, and practices)?