

Customer satisfaction is the value wherewith we have been started to operate since 1996 and whence we won't disregard.

The Quality of the product, as we intend it, consists in comprehension and a prompt satisfaction of Customer's needing.

With this perspective TI.PI.CI sas wants to establish itself between the best **protective coatings** suppliers into this sector.

Customer's request must be, not only granted, but even ensured relating to the service given and to the specifications of the order.

For this reason the Direction Management decided to invest on a Quality System as a main vehicle to grant development of TI.PI.CI. sas and competitiveness on the market that we serve.

In relation to the context and the requirements of the interested parties and the activities on which we are engaged, the Management's commitments are as follows:

- attention to customer satisfaction, through systematic **"pre" and "post" sales** support, from support for the definition of what the customer needs, up to assistance for the use and technical problems in the post-sale;
- **"consulting" perspective and "service" orientation** with information and technical support content.
- **Innovativeness and continuous development** of our products through research and formulation of new solutions for the sector
- Attention and care of the **environmental performance** of our products, through the development of water-based products and continuous research to minimize VOCs, where technically possible and in compliance with product quality.

The basic goal of our company is to maintain active a Quality System in compliance with standard UNI EN ISO / 9001 in force, and to ratify our duty to supply sufficient resources to obtain and maintain an excellent professional behaviour and an high quality level of service to the clients.

Furthermore Management Direction undertakes to:

- inform its staff to the knowledge of quality documentation, promoting the reception of its spirit through the adoption of its contents;
- a continuous improvement;
- maintain its certification.

For this reason Management Direction attributes directly to itself the responsibility and role of "Direction Representative for quality" to grant company goals achievement with the operational support of its Quality System Manager

This document is made known to external interested parties through publication on the website once maintenance is complete.

Arenzano, June the 4th 2018

the Director
Claudio Pinto
