

TIS GROUP, a leading international company, specializes in the production and sale of equipment for water network and hydroelectric power plants. One of its core products are safety valves.

All the companies of the Group share and pursue a policy that places the figure of the customer at the centre of its activities.

The customer satisfaction level, both internally (the relationships between the various departments in the company) and externally, is measured periodically programming opportunities of verification and analysis related to the offered services and products. Meeting the customer's needs develops offering and adapting all the processes to the requests, both implied or explicit, as well as monitoring the achievement of the objectives agreed during the contract phase.

TIS GROUP also considers essential for the development of activities the following items: the quality of its processes, the protection of the environment and the health and safety of the employees. All companies share the following targets:

- Ensure the highest product quality standards with strict control measures on manufacturing materials
- Work for the continuous involvement of the staff and for the development of the skills, through training/ information moments, pursuing the growth, awareness and sense of responsibility of all employees
- Ensure a high level of professionalism of human resources, both managerial and operational
- Endorse the suppliers which operate with policies of continuous improvement in the safety of the products and services provided;
- Ensure the protection of health and safety in the workplace and the environment also by increasing their culture;
- Ensure the improvement of the image and reputation on the market, enlarging the number of customers and increasing the turnover, the territorial expansion and the penetration in new market areas
- Ensure the satisfaction of the involved parties (customers, partners, users, employees, suppliers) and therefore: achieving budget goals, reducing the number of complaints, reaching a high level of customer satisfaction, partnership agreements with suppliers
- Ensure the observation of compliance obligations and contractual commitments;
- Ensure the care of internal and external communication with special attention to customers and suppliers;
- Ensure after-sales service to the customer to ensure a perfect life cycle of the product.

For this reason TIS SERVICE SPA, the holding company, with the collaboration of all its staff, has implemented, maintained and certified its integrated management system UNI EN ISO 9001:2015, UNI EN ISO 14001:2015 and UNI ISO 45001:2018.

Dr. Eugenio Rota

CEO - TIS Group