

This document is the result of cooperative work carried out by the companies belonging to the TIS Group. These are all companies that share and pursue a policy in which the customer is the central figure in their business. The customer satisfaction level, both internally (the relationships between the various departments in the company) and externally, is measured periodically by programming opportunities for verification and analysis related to the services and products offered. Meeting customer needs has developed into the offer and into the adaptation of all of the processes whether express or implied as well as through monitoring of the achievement of the objectives agreed upon during the contract phase.

Therefore, the customer plays a central role in the success of the TIS Group companies. This is why it is important to know the customer well, anticipating and providing answers to needs by delivering services and products that respond to them in order to achieve higher customer satisfaction.

The companies in the TIS Group share the following objectives:

- guarantee the laws of all workers and employees in the workplace;
- ensuring the safety and health at work, implemented for the parent company through the System OHSAS 18001 certificate;
- attention to the environment through the Environmental System ISO 14001 certification for which the parent company is expected by 2017
- improvement of market image and reputation by increasing the number of customers and revenue, territorial expansion and penetration into new market areas
- satisfaction of interested parties (customers, shareholders, users, employees, and suppliers) and therefore: reaching budget objectives, reducing the number of complaints, a high level of customer satisfaction, and partnership agreements with suppliers
- respect for explicit and implicit contractual commitments
- attention to communications with the customer
- customer assistance
- adoption of the most modern customer support techniques through training and refresher courses for company management and supervisors

The specific objectives of each individual company will be defined annually by the management of the TIS Group companies and distributed to all interested parties.

Dr. Eugenio Rota

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