

Our TECHNICAL SERVICE missions	Corresponding TOOLS for internal customers to use
TECHNICAL SUPPORT ON OUR EXISTING PRODUCT RANGE	
We recommend the best existing product for any given application.	E-Mail adress technicalservice@scapa.com Personal contact "global Technical Service " contact list
We perform tests against specifications for selecting or approving an existing product.	Technical Service Enquiry on intranet
We conduct comparative application specific testing between our existing products and those of our competitors	Technical Service Enquiry on intranet
We conduct laboratory tests on our existing range of products, wherever they are manufactured, in order to develop knowledge on their performance and fit for application.	Technical Service Enquiry on intranet
We manage customer approvals and independent certification for existing products (for automotive PPAP, we only manage the testing part)	
We visit our customers (distributors and end-users) together with sales team to increase application knowledge of our products, advise "best practice", evaluate new opportunities, increase the image of Scapa as technical tapes solutions provider.	
We support existing products manufactured and factored from our based site to the whole of Scapa.	
We provide the technical content of Technical Data Sheets for existing products.	
We manage Material Safety Data Sheets for existing products.	
We manage customer or market data bases such as IMDS and EU directives for existing products.	
We support product managers and sales team in internal / customer training on our existing products	
LEADING " FAST-TRACK " New Product Developments (NPD's) "FAST-TRACK" is the name given by Technical manager (after review) to NPD's that can be realised by using existing raw materials and manufacturing technologies and for which the product created can be approved and sold to customer quickly	Intranet system New product Initiation (NPI)