



Technical Service Europe Mission Statement

Our Technical Service Mission for Customers: –

- 1. We aim to provide technical solutions to all of our customers with our standard products**
- 2. We aim to recommend the best standard product for any given application**
- 3. We aim to strengthen relationships with Customers, the Commercial Team and Customer Care**
- 4. Each Technical Service Team Member supports standard products manufactured and factored from their own site location to the whole of Scapa**
- 5. We perform tests against specifications for selecting or approving a standard product**
- 6. We develop and advise “best practice” application instructions for our standard products**
- 7. We conduct comparative testing between our standard products and those of our competitors**
- 8. We provide the technical content of Technical Data Sheets and Material Safety Data Sheets for standard products**
- 9. We manage customer approvals and independent certification for standard products**
- 10. We manage customer or market data bases such as IMDS and EU Directives for standard products**