

NEWS 2009

Dear Sirs,

We send to you this newsletter to inform you about our goals for the year 2009.

➤ **CERTIFICATION**

*Recently we obtained with success the quality certification **ISO 9001:2000** and we are working to gain the certifications **ISO TS 16949:2002** and **ISO 14001:2004** during the year 2009.*

➤ **ENVIROMENT**

It would be pleasant to underline how our company is engaged for working in the respect of the environment and of the energy saving.

To such purpose, our staff is working trying to preserve important goods as paper and packaging, for example.

*During our production process a particular attention is paid to the use of non toxic substances and substances not harmful for the environment (**ROHS – REACH**).*

➤ **E-MAIL**

For this reason we also ask to our customers a contribution.

We ask you therefore to communicate us your e-mail address to handle the dispatch of the invoices through the electronic mail.

➤ **E-BUSINESS**

Digitalize the following address in Internet www.microtecnica-trevisana.com/servizi. you can always have an adjourned situation of your orders with us.

This service gives the possibility to the customers to verify the orders to escape and the conditions of sale on our. confirmations of the orders. The confirmation of order can be viewed, printed and directly confirmed by the client.

If the customer need to make some changes, the client has the possibility to communicate it to Microtecnica Trevisana by sending an email directly from the page “Servizi”.

Moreover this service gives the possibility to the customer to check and to stamp the documents of transport and the issued invoices, avoiding the transmit by fax.

You can access this system communicating us

Your User ID and Password

The information that concern your firm will be accessible only to You.

Therefore we ask You to communicate us your User Id and Password, sending us the present letter compiled the special boxes here above.

It will be our intention to make available this service to all of our clients starting from 01/04/2009, excepted different indications. We are to Your disposition to help you to the access and to use the service above illustrated

➤ **SERVICE TO THE CUSTOMER**

To satisfy more and more our clients we will purchase in February 2009 a new telephone instrument that will allow to reach the preferred person in a direct way.

Every person of every single office will have a direct telephone number beginning from 01/04/09.

All the customers could consult the flowchart at this web site:
<http://www.microtecnica-trevisana.com/contatti.htm>

➤ **FIERA ISH 2009 FRANCOFORTE**

Furthermore, we inform you that we would be present to the fair of Francoforte ISH 2009 a from 10/03/2009 till 14/03/2009 (Hall 10.1 B12).

We will be pleased to meet you .

➤ **VIDEO /FILM**

If you want to see our new video you can find it on YOU Tube digitalizing our address web MICROTECNICA TREVISANA and, in this way you could have an updating on all the news concerning our firm.

Best regards,

MICROTECNICA TREVISANA S.N.C.

Owner: De Vidi Rino

Sales manager: Gusso Luca

