

UKRAINIAN CUSTOMERS SYMPOSIUM 23rd-26th FEBRUARY 2016

WPR Taka organised a meeting with some of the most important windows manufactures of Ukraine, to share state-of-the-art know-how and provide reference points with regard to wrapping techniques.

The meeting focused on development and modernisation, with a lot of attention for the operating method, all with a very specific purpose, namely: improve finished product manufacture so as to obtain the highest quality standards. Attaining a high level of quality depends of several factors, and it is possible only thanks to the appropriate equipment and a specific operating technique; this is why the meeting included the presentation of both a *modus operandi* for the elimination of possible mistakes incurred during the wrapping process, and an overview of the range of wrapping systems and their respective technological advantages.

The training course took place at the end of February, in the morning, and consisted of a presentation held for customers in a meeting room, concerning glues, machines and wrapping suggestions. The group was very interested and participated actively in the proceedings, and was able to learn the technical processes involved. Following lunch at a hotel, the participants were brought to the WPR offices, to get to know the company and its staff and where they could see a practical application of what had been taught in the morning. Customers were therefore able to see the ongoing projects, visit the production area, the warehouse and the workshop, where they took some practical tests to apply coating to profiles, with a subsequent quality assessment.

The next day, in the morning, they were taken to the Taka plant in Mason Vicentino, where they were taught about the various production processes of HPUR Adhesives and the differences between the various types available.

After this visit the group went to Venice, for a fish lunch, followed by a pleasant trip through the city. Their route took them through the *calli* and to Saint Mark's Square, where they could admire majestic Byzantine-inspired buildings, churches and picturesque views that look as if time has stopped. From Saint Mark's Square they went back to the mainland with a water taxi, enjoying the lagoon from another perspective.

The WPR/TAKA staff was continuously with its customers throughout their stay in Italy, to ensure the quality of service. During the days spent together a connection was formed that goes beyond a simple business relationship, that is something more intimate as a consequence of sharing experiences, moments and opinions, in short, mutual trust.