

### Press release Sulz am Neckar, Germany, June 2015

Service: "Very good" (1.7)

# KIPP receives TÜV certification for service performance

**HEINRICH KIPP WERK is pleased by the excellent results of a neutral customer survey and the TÜV certification for "Service".**

At its own request KIPP faced the scrutiny through TÜV Saarland and was immediately able to obtain a more than satisfactory result. The respondents rated their satisfaction with KIPP's service performance and with the company overall as "Very good" (1.7).

In the customers' opinion the following five criteria determined the positive rating: product quality, product availability, adherence to schedules, speed of order processing and delivery. TÜV Saarland's neutral customer survey also showed that 99.7% of all respondents would order from KIPP again.

HEINRICH KIPP WERK has been a reliable partner to industry for almost 100 years. In addition to manufacturing expertise the company is focused on customer satisfaction. KIPP relies on a well developed and reliable customer service and personal consultation from its experienced professionals.

Characters including spaces:

Headline: 56 characters

Pre-head: 26 characters

Text: 973 characters

Total: 1.055 characters

HEINRICH KIPP WERK KG

Stefanie Beck, Marketing

Heubergstrasse 2

72172 Sulz am Neckar, Germany

Telephone: +49 7454 793-30

E-mail: s.beck@kipp.com

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### Additional information and press photos

See www.kipp.com, Region: Germany, Category: News/Newsroom

### Photos

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| Image text: **KIPP Service: VERY GOOD**

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| Passed TÜV certification with a mark of 1.7 |

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