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## QUALITY POLICY

ERA S.p.A. mission is to deliver products that guarantee the total customer satisfaction through the realization of processes reliable and compliant to the regulations and the maintaining of a continuous improvement program.

ERA distributes more than 14,000 references, grouped into 18 families to offer its customers a complete range of spare parts both for passenger cars and for commercial vehicles. ERA product ranges are tested by its internal Quality Control Department and by external structures specialized in test and product certifications.

The strength of ERA is being international: every day it reaches over 70 countries worldwide and has business relationships with suppliers, distributors and customers in 5 continents.

Precision and speed in delivery are fundamental features to offer an excellent service. Thanks also to its eCommerce platform, thanks to its eCommerce platform, which makes it easy to place orders in a few clicks, check stock availability in real time and order tracking options, ERA is connected with its customers 24 hours a day.

The FINAL CUSTOMER satisfaction is being pursued offering and adapting all the processes at its particular needs, detected with the monitoring of the achievement of the objectives agreed during the contracting stage.

The CUSTOMER plays a central role for the success of the company in all the activities indicated in the field of application. It becomes therefore important know him, supply products/services to cover its needs and to create a high satisfaction.

These three words enclose ERA's way of working: high QUALITY of products, CARE in selection of suppliers and product range development, PRECISION in delivery and customer service. Each of these core values characterizes ERA's identity and perfectly distinguish the daily activities of the company making it one of the main players in the international aftermarket.

The accurate selection of the suppliers ensure the coverage of an high range and an offer of products oriented along the markets where ERA sells.

The objectives that the company aims to ensure are:

- the continuous improvement of the image and the reputation on the market, which is the increasing of the number of customers, of the turnover, the territorial expansion of the company and the entry into the new market areas;
- the satisfaction of the interested parts (CUSTOMERS, EMPLOYEES, SUPPLIERS, UNITS): achievement of the estimated objectives, constant reductions of the number of claims;
- compliance of the contractual obligations explicit and implicit;
- the care for the communication towards the CUSTOMER and the assistance towards him;
- the evaluation and identification of possible hazards and risks of products, activities and services.

The achievement of these objectives will be monitored through the constant detection of the CUSTOMER satisfaction and the analysis of complaints.

The achievement of these objectives aims to provide a company strongly focused on its own CUSTOMERS, to increase the market effectiveness and to make the customer satisfaction the differential factor in a highly competitive market.

ERA is the reference point for the professionals operating in the electrical aftermarket. Its aim is to constantly grow by steadily developing products portfolio and services to customers and by strengthening operations in the market.

Moncalieri, 12 febbraio 2018

**ERA S.p.A.**  
COO Marco Lacastellana