



Press Release: FOR IMMEDIATE RELEASE

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Qoros Chooses Unipart to Provide World Class Customer Service in China & Europe

First car manufacturer based in China to select a UK-based automotive aftersales supply chain partner

Unipart has announced a ground-breaking five year, full-spectrum aftermarket logistics contract with Qoros Automotive Co. Ltd., which is based in Changshu, China.

Qoros is a different kind of car manufacturer - an international brand based in China, which brings together experienced industry experts recruited from major western car companies and new young talent. Its design team is based in Europe and Shanghai and the cars are engineered in China to international standards. Qoros launched the first of its growing family of models, the Qoros 3 Sedan, in China late last year. It is the first vehicle developed in China to achieve the highest five star rating under the European New Car Assessment Programme (NCAP) scheme and Euro NCAP announced that it was 'the best performer of any car subjected to Euro NCAP's crash tests in 2013' making it one of the safest tested in the organisation's 16-year history. The brand's second model, the Qoros 3 Hatch, will go on sale in China in the middle of 2014.

Qoros is expected to be the first car brand based in China to sell successfully in Europe. The company has turned to Unipart as a partner to ensure customers benefit from truly world class standards of aftersales service as Unipart Chairman and CEO John Neill explained:

"Unipart is delighted to be working alongside Qoros," said Neill. "Our success in delivering a world class customer experience in China, which few UK based companies have been able to do so effectively – is premised on the knowledge and confidence that we can extend The Unipart Way – our philosophy that unlocks hidden potential in people – into new sectors and geographical areas seamlessly with huge benefits for our clients."

Kevin Phelps, Aftersales Director of Qoros commented: "This is an exciting time for Qoros and Unipart. Both Unipart and Qoros are committed to outstanding customer service, and look forward to working together to building a successful dealer network."

This was further expanded by Phelps who went on to say, "By truly reflecting changing customer tastes towards value for money, customer service, superb design and state-of-the-art interfaces – together with total attention to quality and safety – we are confident that we will deliver an exceptional experience for our customers. We are very happy that Unipart is there to support us on that journey".

Unipart's new business with Qoros is another major step forward in China for Unipart, and an important entry into the domestic Chinese automotive logistics arena. Since 2008, Unipart has operated a rapidly expanding, but specialised, automotive aftersales supply chain business in China, which has supported significant volume growth for automotive clients into, and within, China.

Unipart will manage a dedicated Qoros aftersales warehouse in Changshu (Eastern China). From its Suzhou-based headquarters, Unipart will provide a turnkey solution covering forecasting right through to reverse logistics, warranty management and supply chain finance services.

Carl Williams, General Manager for Unipart (Suzhou) Logistics Co. Ltd., added: "We're hugely excited about the opportunity to work with Qoros. We are very fortunate to be at the start of the journey with Qoros, and to be able to design the most appropriate supply chain solution from the ground up.

"Unipart is able to bring its world class IT system – the Unipart Logistics System – together with the highest levels of employee engagement, using The Unipart Way – to deliver exceptional levels of customer benefit, whilst leveraging the experience that we have internationally as a Group."

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Editors' Notes:

About The Unipart Group

The Unipart Group employs around 10,000 personnel worldwide and has an annual turnover of more than £1billion. It is a leading UK manufacturer, full service logistics provider and consultant in operational excellence.

Operating across a range of market sectors, including automotive, manufacturing, mobile telecoms, rail, retail and technology, Unipart offers a breadth of services from third party logistics to expert consultancy.

All Unipart sites operate according to the Group's proprietary version of Lean known as The Unipart Way. This is a philosophy of working underpinned by tools and techniques that inspires efficiency, flexibility and outstanding customer service in any process.

The company, which is based in Oxford in the UK, has a growing number of international sites supporting a wide range of blue chip clients. For more information visit: www.unipart.com.

Hi Res Images available



About Qoros

Independent, dynamic, success-oriented: the Qoros company

Qoros was founded in 2007 and is headquartered in China. Its international team of experienced automotive experts is leading the development of a range of vehicles with an independent identity and a high level of quality.

The factory is in Changshu, a region of high importance for China's rapidly growing automobile industry, where its all-new, highly-efficient and environmentally-sustainable assembly facility is ramping up series production of the brand's first car, the Qoros 3 Sedan.

In the growing Chinese automobile market, Qoros has an exceptional position, with a brand identity and product positioning that is clearly distinguishable from domestic car manufacturers and international joint ventures.

Qoros made its international debut at the Geneva and Shanghai Motor Shows in March and April 2013 to great acclaim. In September 2013, the Qoros 3 Sedan became the first car developed in China to be awarded the maximum five-star rating in the Euro NCAP crash tests, achieving one of the highest scores ever in the programme's 16-year history. It was singled out by the organisation as the safest of all the cars it tested in 2013.

High resolution images are available to download from
www.qorosauto.com/en/newscenter/news

Further information about the Qoros brand, the company and its products is available at
<http://www.qorosauto.com/en/>.