

Presse-Information

Supplier Support Rating: Service and After Sales

Recaro awarded as Airbus supplier

SCHWÄBISCH HALL, Germany. Recaro Aircraft Seating was the only seat manufacturer to receive the coveted supplier certificate from Airbus. The company's high reliability and on-time delivery as well as top performance in customer service have convinced Airbus once again.

There is one thing that Airbus leaves no doubt about: the airlines' expectations in their suppliers are rising. Key are perfect quality, on-time delivery and quick response times in customer service. Among the challenges is, first and foremost, the optimization of cabin space. In addition, digitalization facilitates new business models. These are two important topics for Airbus and its suppliers. As Joerg Schuler, Senior Vice President Procurement at Airbus, emphasizes, suppliers are given high priority at Airbus. The aircraft manufacturer continuously collaborates with its suppliers on customer satisfaction. For this purpose, Airbus surveys its customers once a year in the industry-renowned "Supplier Support Rating."

Says Dr. Mark Hiller, Chief Executive Officer and Shareholder of Recaro Aircraft Seating: „We are delighted about the great positioning in Airbus' customer evaluation as this plays an

important role when airlines award contracts. It shows that we have set the right direction on our way to being a comprehensive solutions provider.“



© Recaro Aircraft Seating

Recaro Aircraft Seating received the coveted supplier certificate from Airbus at the Aircraft Interiors Expo in Hamburg as only seat manufacturer for its high reliability and on-time delivery.

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Andrew Knee, Supplier Support Airbus

Jochen Weidner, VP Program Management & Customer Service Recaro Aircraft Seating

Oliver Carmincke, VP Customer Service Recaro Aircraft Seating

Recaro Aircraft Seating is a global supplier of premium aircraft seats for the leading airlines worldwide. The company has close to 2,000 employees, including more than 1,000 working in Germany. It operates plants in Germany, Poland, South Africa, the U.S. and China as well as service centers in Europe, the Americas, the Middle East, Asia, and Australia. Based in Schwäbisch Hall, Germany, Recaro Aircraft Seating generated sales of 409 million euros in 2015. The company ranks among the world's top three aircraft seat manufacturers.

Recaro Aircraft Seating is part of the Recaro Group, which includes the Recaro Holding based in Stuttgart, as well as the independently operating Recaro Child Safety division (child car seats) in Marktleugast, Germany.

Recaro Automotive Seating is a product group of Adient and uses the Recaro brand under a license issued by Recaro Holding.

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