



# Sonoco Quality Policy

**Product and service quality is a differentiator for Sonoco.**

**We achieve this by continuously improving the effectiveness of our Quality Management System and**

**Critical to Quality Focus Areas:**

## Voice of Customer

- Understanding Customer needs
- Responsiveness to issues
- On-time, in-full deliveries

## Quality Management System

- Sonoco Performance System (SPS) Customer Experience Pillar integration
- Optimization of standardized data-collection systems

## Risk Management

- Change control
- Supplier quality
- Effective risk identification and CAPA

## Product Consistency

- Standard global systems and procedures
- Excellence in both internal and external audits and certifications

