

# Sonoco Quality Policy



## Mission

Become the acknowledged leader in high-quality, innovative, value-creating packaging solutions that “Satisfy the Customer”

- Customer surveys
- Customer needs analyses
- Commercialization process
- Responsiveness to issues
- On-time, in-full deliveries

### Process Management

- Change control
- Supplier quality
- Accurately identify root cause
- Focus on prevention, not detection or correction

Voice of Customer

Quality Management System

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

Risk Management

Product Consistency

- Sonoco Performance System (SPS) integration
- Process control: inputs, not outputs
- Continuous improvement
  - Lean Six Sigma program
  - Employee engagement in quality

