

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.

Critical to Quality Focus Areas:

Voice of Customer

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

Quality Management System

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

Risk Management

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

Product Consistency

- Sonoco Performance System (SPS) Customer Experience Pillar integration
- Process control focus on inputs that correlate to outputs

Rodger Fuller, Executive Vice President

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