Sonoco Alcore Quality Manual

SONOCO ALCORE®

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0. Foreword

In this Quality Manual the Quality System of Sonoco Alcore Europe is described. A common understanding of the quality methods in all our plants is therefore achieved to ensure that all quality related processes, rules and procedures are set out in clear, precise and understandable terms.

The documentation of the quality management system includes:

- documented procedures required by the standard ISO 9001:2008
- documents ensuring the effective implementation of the processes
- creation and maintenance of the "documented procedures"

The quality manual serves as:

- A guide for the internal work in all Sonoco Alcore plants
- The basis for internal audits
- Information for our customers

1. Change History

Chapter	Change	Date	Issue No.
All	First Edition of the European Quality Manual	04-03-2013	1
3 5	Amend scope Better define the interaction between the processes of the QMS	08-03-2013	2

2. Quality Policy Europe

Sonoco Alcore intends to be the customer-preferred provider of packaging solutions supplied to selected value-added segments, where the company expects to be either number one or two in market share.

This will be achieved by fully understanding our customer's requirements and translating these into products using our design tools and extensive knowledge base.

People build businesses. The sound management of our people, results in employee and customer satisfaction and a favourable return to our shareholders. Our commitment to excellence, integrity, environmental stewardship and safety are, and will continue to be, the hallmarks of our culture."

The Senior Sonoco Alcore Management Team and all its employees are committed to the quality of our products and stated Quality Objectives;

We will maintain a Quality Management System to meet requirements of the ISO9001:2008 standard;

The Policy is implemented by all our employees through information, education and training;

We will continually improve the effectiveness of our Management System and Quality Objectives and empower our employees to achieve success in both individual performance and teamwork;

This Quality Policy is regularly communicated to our employees and reviewed by the Senior Management Team for continuing suitability;

We will maintain a safe and profitable operation to establish our competitive position in the market and reward our stakeholders

Adam Wood
VP ICD/Paper Europe

3. Scope

In this Quality Manual Sonoco Alcore Europe describes the organizational and technical measures to implement, maintain and develop their quality management system.

The Quality Manual can be used by external parties to determine our ability to meet

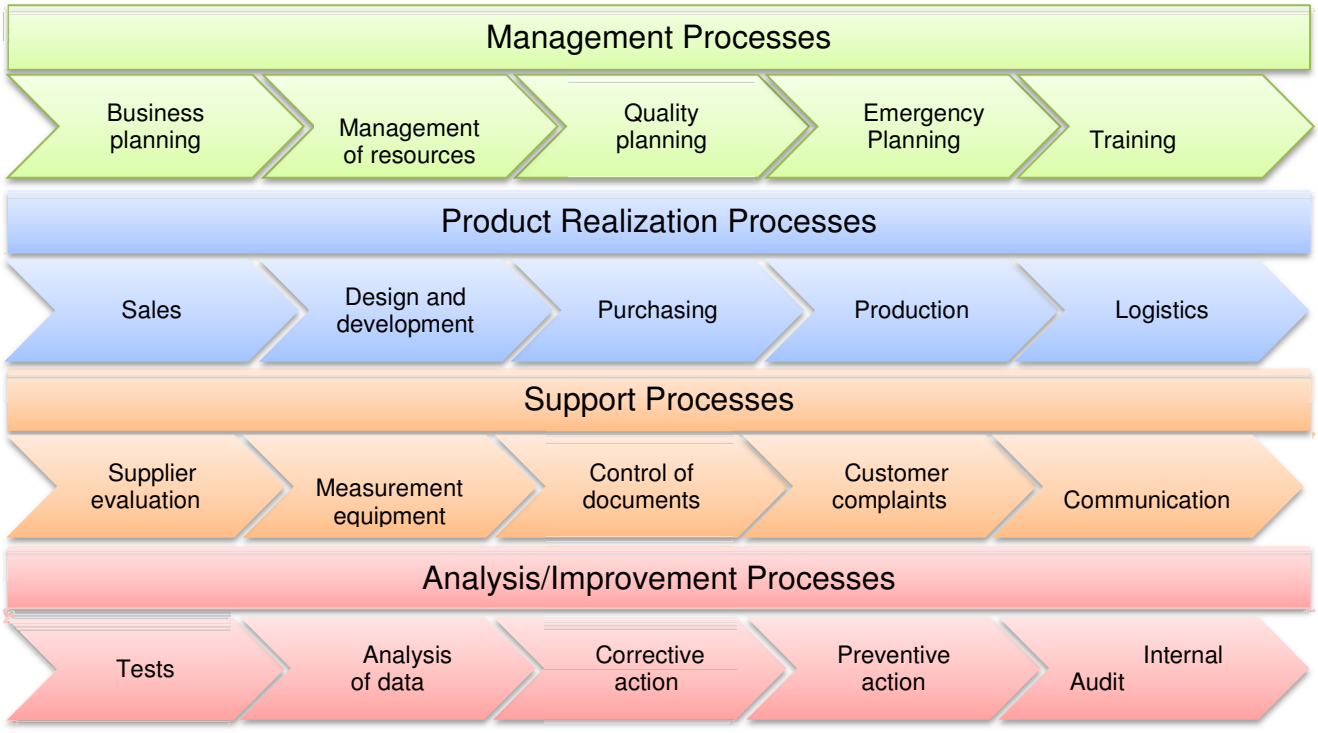
- the needs of our customers
- laws and regulatory requirements
- the business objectives

The formal scope of our business activity is the design and manufacture of cylindrical paperboard tubes for textile, film, paper convertors and associated trades. There are no exclusions from the standard.

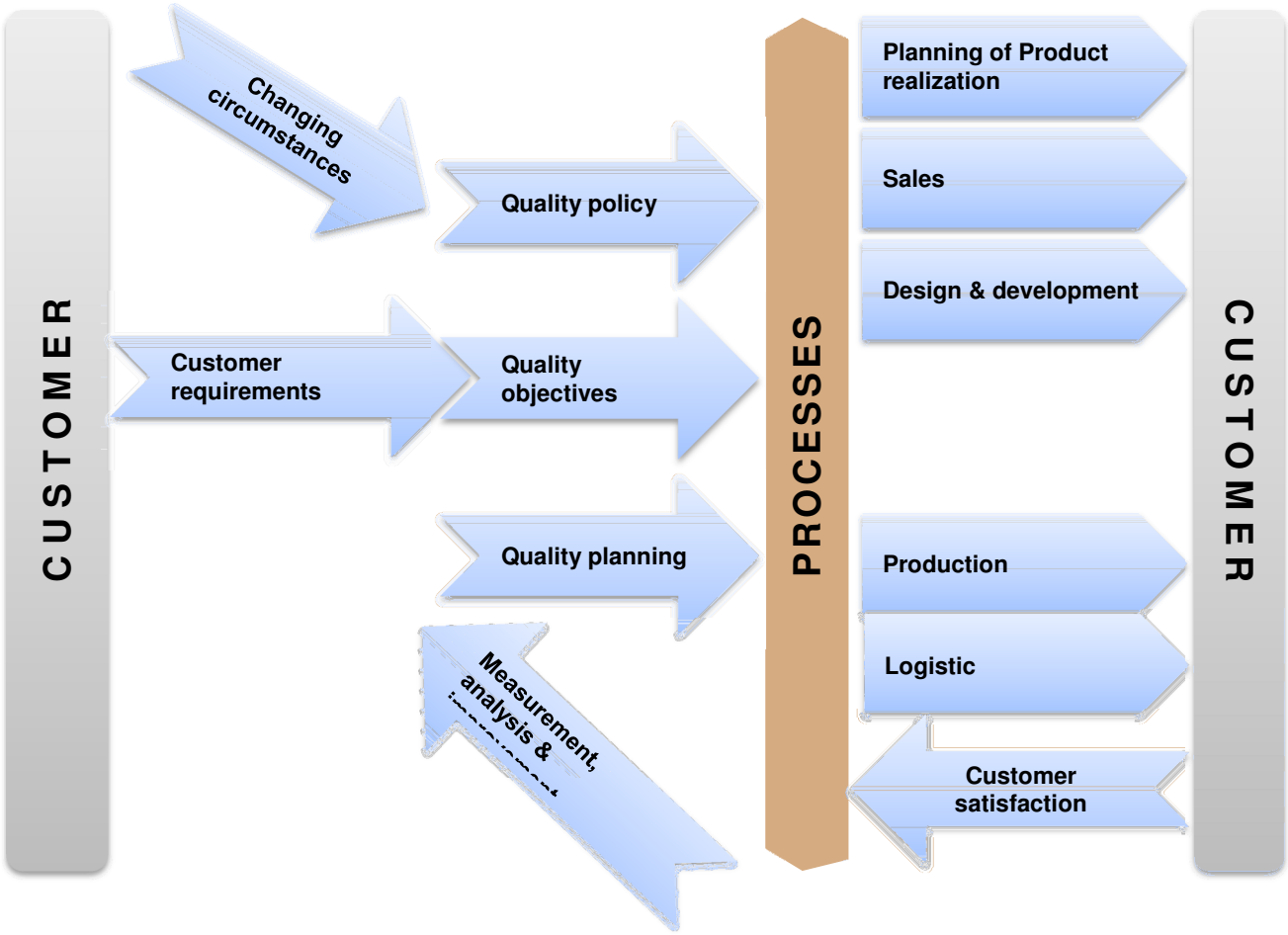
Basic quality control measures specified in this Quality Manual and the applicable documents are binding on all employees of Sonoco Alcore Europe. The measures will be centrally managed by the European Quality Manager.

Regardless of these basic measures processes and activities can be handled differently in each plant according to local structures, However, compliance with ISO 9001:2008 and this Quality Manual remains essential.

4. Process Sonoco Alcore Europe

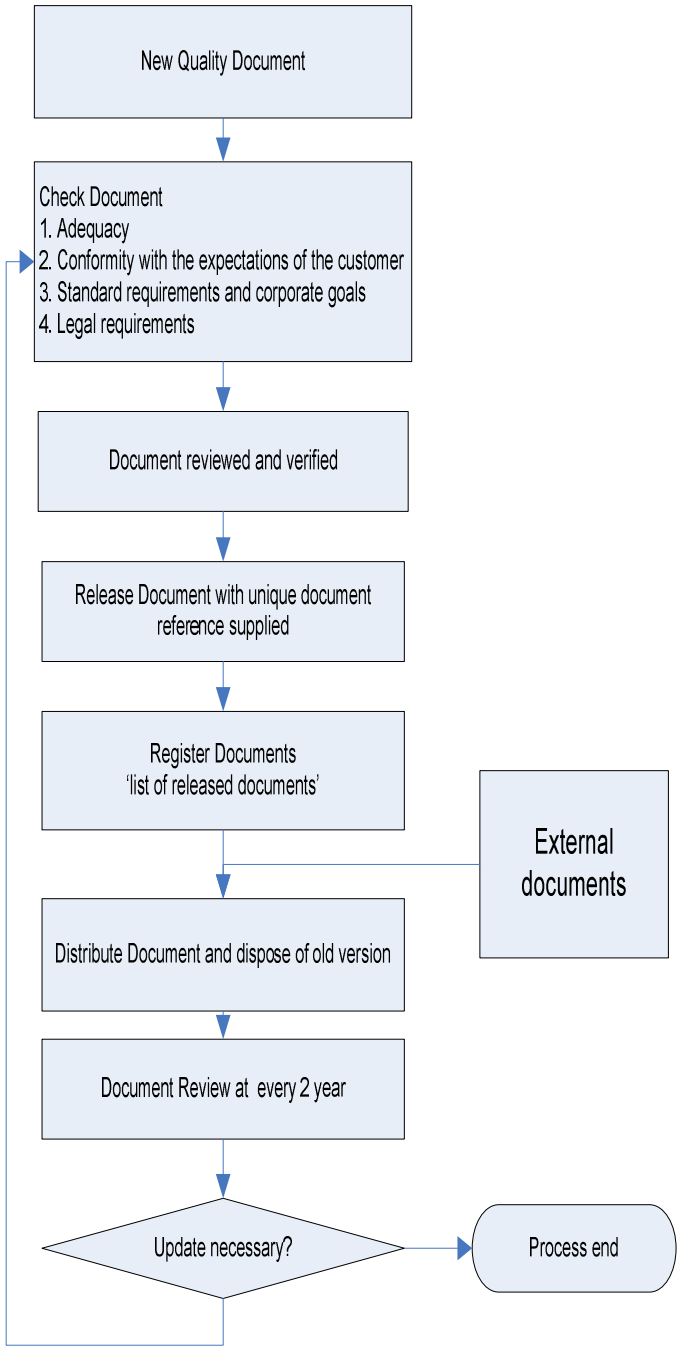


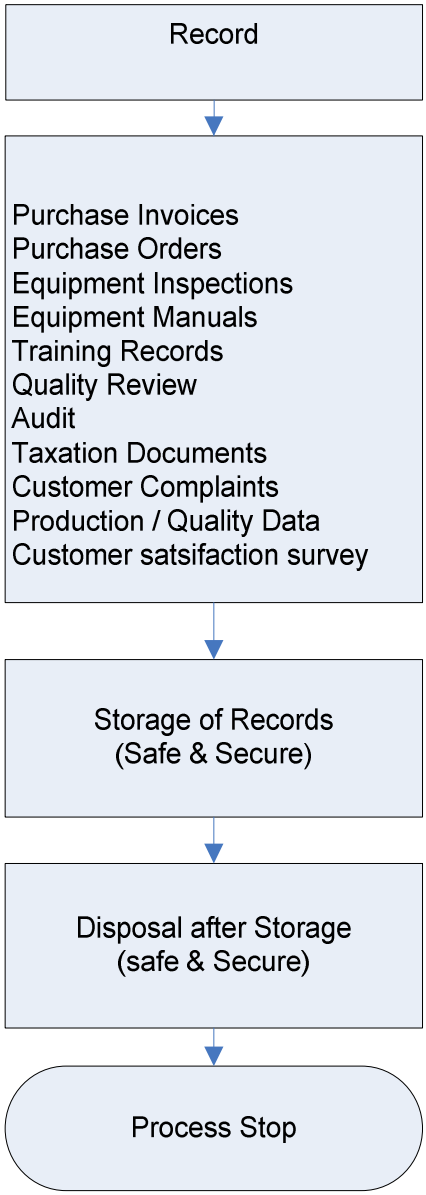
5. Compatibility of our Products with Customer Expectations



6. List of Mandatory Documented Procedures

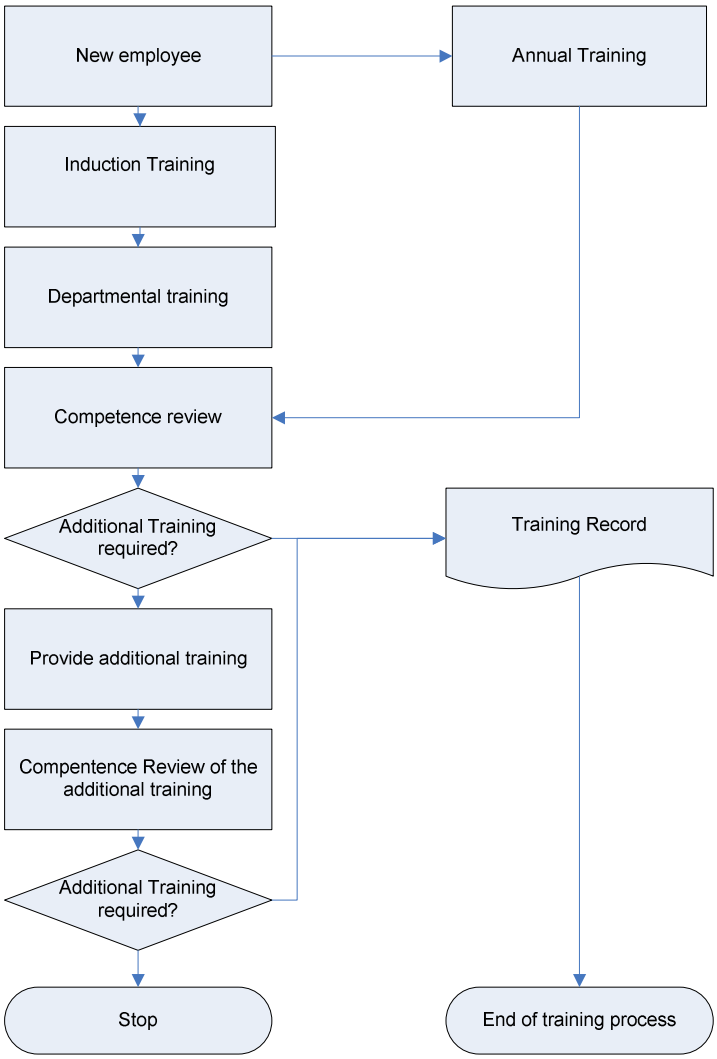
Quality Map	Documented Procedure	ISO Paragraph
QM 4.2.3	Control of Documents	4.2.3
QM 4.2.4	Control of Records	4.2.4
QM 5.6	Management Review	5.6
QM 6.2.2	Competence and Training	6.2.2
QM 7.2.1	Customer Related Processes	7.2.1
QM 7.4	Purchasing	7.4
QM 8.2.1	Complaint Management	8.2.1
QM 8.2.4	Monitoring and Measurement of Product	8.2.4
QM 8.2.2	Internal Audit	8.2.2
QM 8.3	Control of Non-Conforming Product	8.3
QM 8.5.2	Corrective Actions	8.5.2
QM 8.5.3	Preventive Actions	8.5.3

Process Flow	Action Owner	Documents
	**Local Documents:** Plant Quality approval by Regional Quality Manager **Region Documents:** Regional Quality Manager approval by Quality Manager Europe **European Documents:** Quality manager Europe approval	Sharepoint

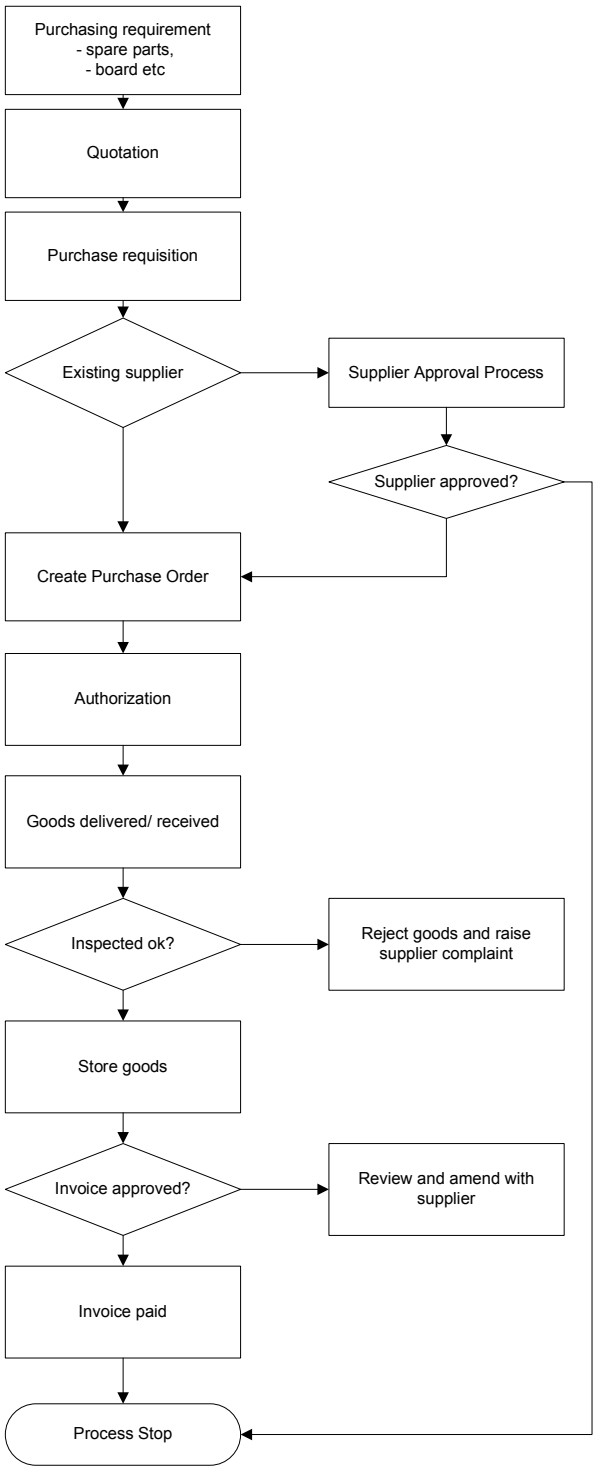
Process Flow	Action Owner	Documents
	Departmental Manager	Copy of records Regional Document List Regional Document List

Change History	Date	Issue No.
Retained documents list re-defined and disposal control updated	08-03-2013	2

Process Flow	Action Owner	Documents
Quality Review Meeting	Plant manager	
Input Agenda		Agenda / Minutes
• Review of previous minutes and actions. • Company performance review: o winder capability performance. o 6 point quality plan. o Complaint targets this year • Review of issued procedures. • Audits: o Review previous accreditation report. o Review internal audits. o Review customer audits. • Customer perception: o Customer questionnaire: ▪ Results pervious year ▪ Plan for this year o Customer complaints review. • Outstanding corrective actions from complaints / quality developments. • Outstanding preventive actions from complaint / quality developments. • Out of specification product review. • QMS changes and improvements for this year. • Training / resource requirement. • Supplier non-conformance review.		
Output Minutes & Action Plan Circulated to the Senior Managerment	Plant manager	Minutes

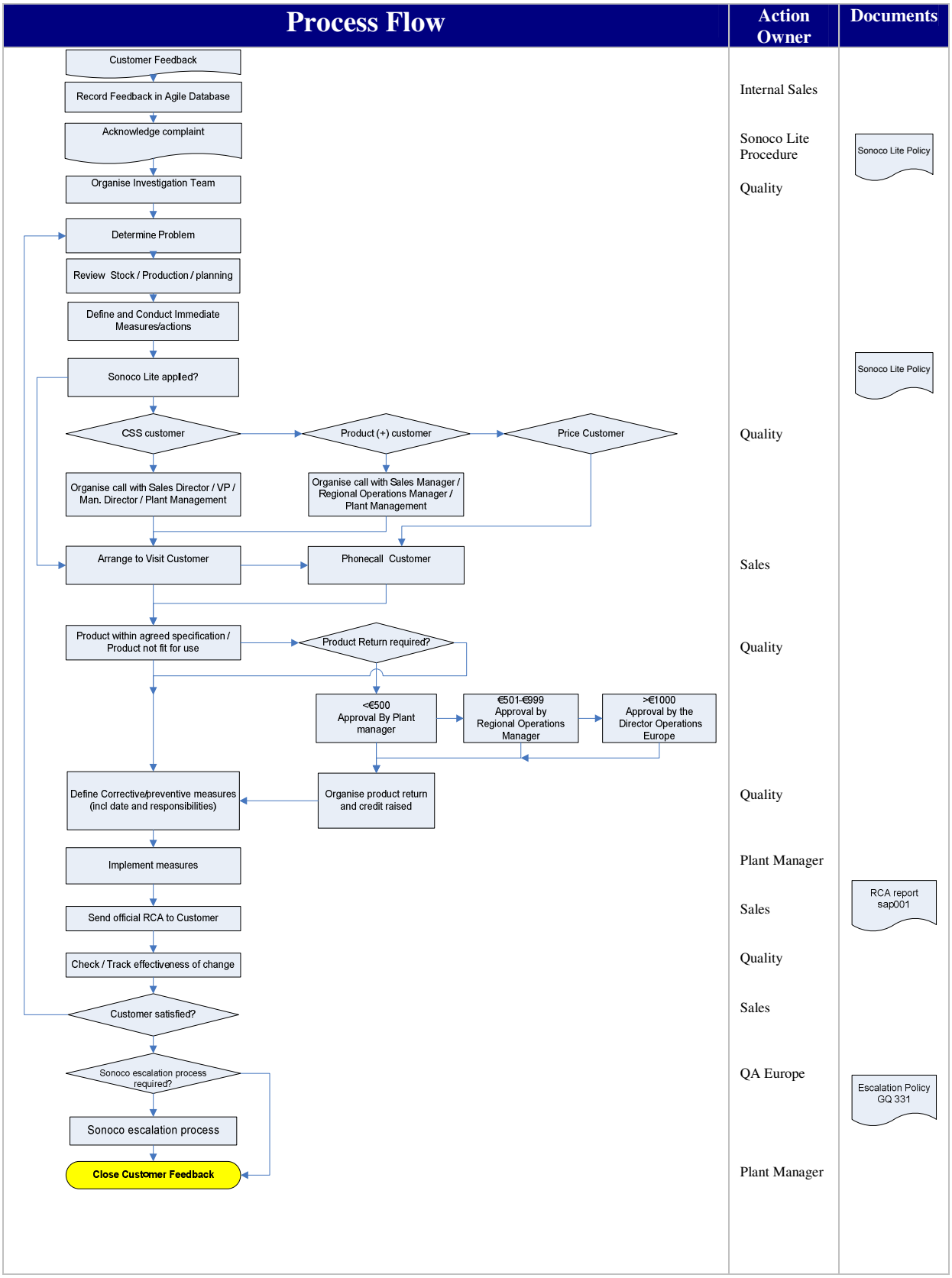
Process Flow	Action Owner	Documents
	Plant Management	Induction and Training Pack
	Plant Management	
	Departmental Manager	
	Departmental Manager	
	Departmental Manager	Training Record
	Departmental Manager	
	Departmental Manager	
	Departmental Manager	

Process Flow	Action Owner	Documents
Enquiry received from the customer	Sales Rep.	
Credit check OK	Sales Rep.	
Not acceptable – stop process		
Customer contact	Sales Rep.	
Discuss the need	Sales Rep.	
Define the need	Sales Rep.	
Request for Quotation (RFQ)	Costing	
Product cost		
Price OK?	Sales Rep	
Quotation	Sales Rep	Official Quatation report
Customer accepts Quote?	Sales Rep	
New customer, or customer not ordered in past 12 months?	Sales Rep	
Complete Customer Overview document	Sales Rep.	Customer Overview
Formal credit application	Sales Rep.	
Creation of Item/Variant in Navision – identified with a **Trial status**	Quality	
Specification OK	Technical/Quality/ Sales Rep.	
Trial order in Navison **(order type – sample)**	Internal Sales	
Internal complaint in Agile	Quality	
Review trial data	Quality/Sales Rep.	
Trial released for delivery	Logistic	
Trial delivered to customer	Sales Rep.	
Complaint in Agile	Sales Rep	
Trial discussion / feedback with customer	Quality	
Customer approval	Quality	
Repeat trial (scale up)?	Quality	
Amend Navision status from Trial to Full production	Quality	(Cognos) Costumer Specification
Complete, print, sign and issue STD customer spec.		
Close Trial Process		

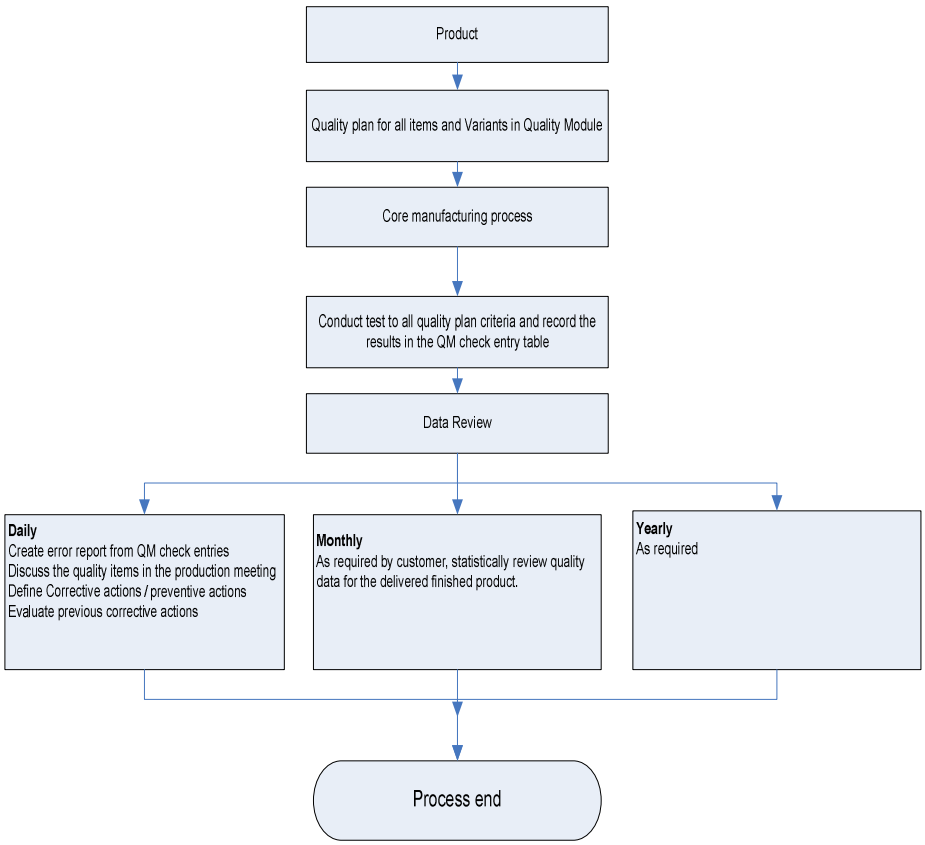
Process Flow	Action Owner	Documents
	Purchasing Purchasing Purchasing Purchasing Logistics Logistics/Purchase Logistics Purchasing Accounting	Specification/ Purchasing information Navision Purchasing Module COP2 Module Order Delivery Note Order Specification COA Invoice

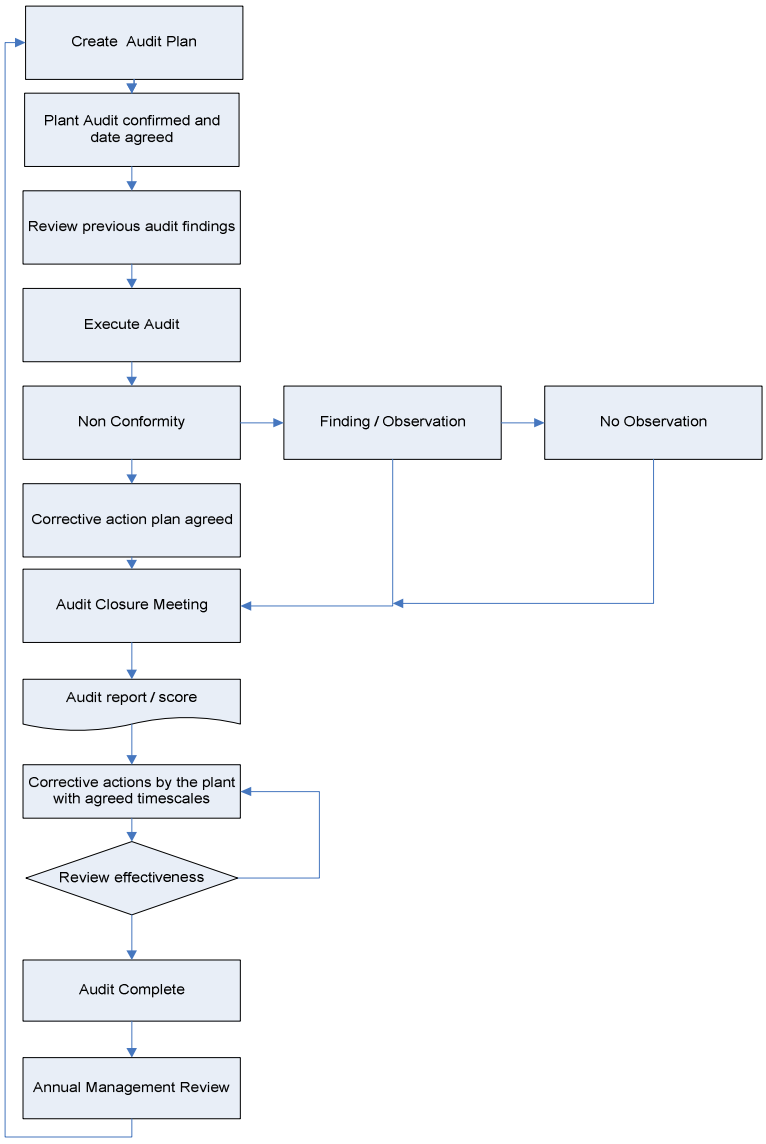
Change History	Date	Issue No.
Additional purchasing information and authorization	08-03-2013	2

Complaint Management



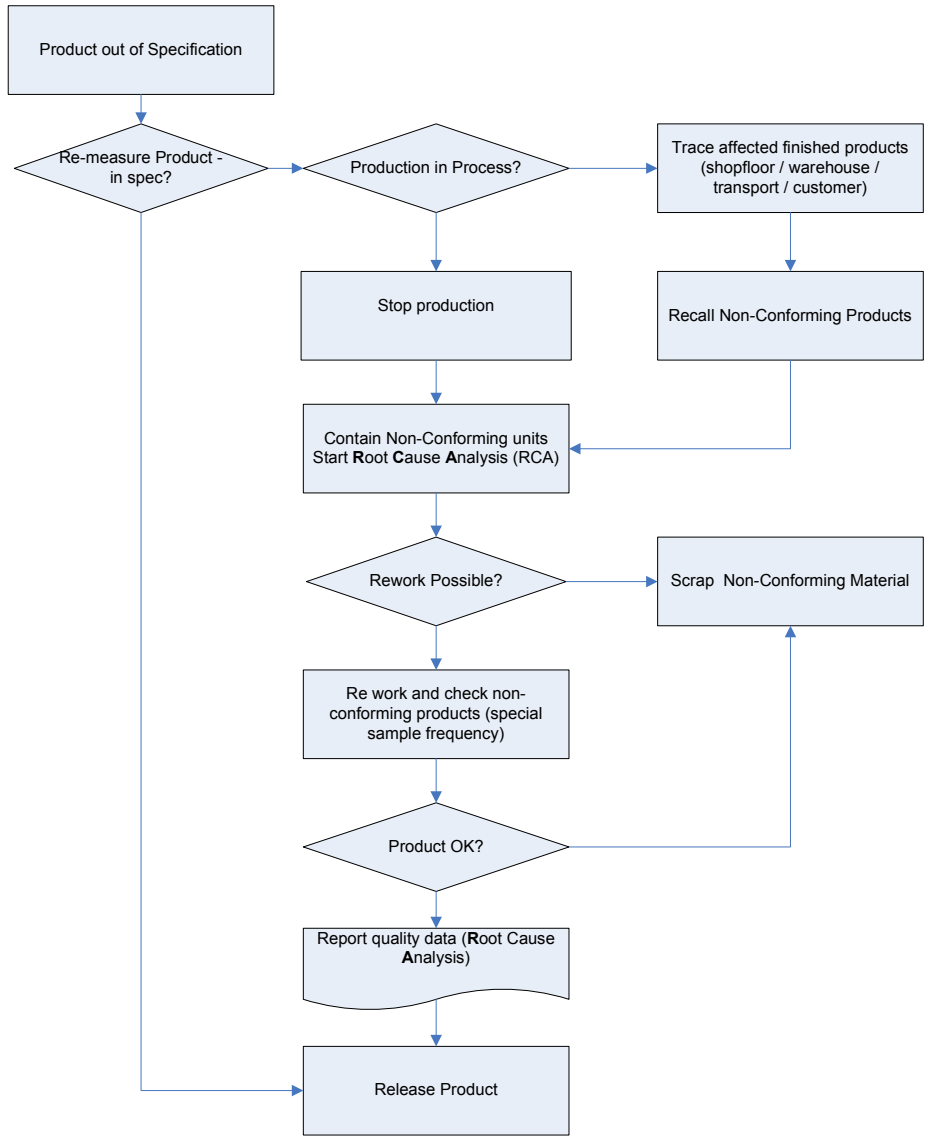
Monitoring and Measurement of Product

Process Flow	Action Owner	Documents
	Quality Production Production Quality	Quality Module Navision Navision Quality Module Navision Cognos Cognos

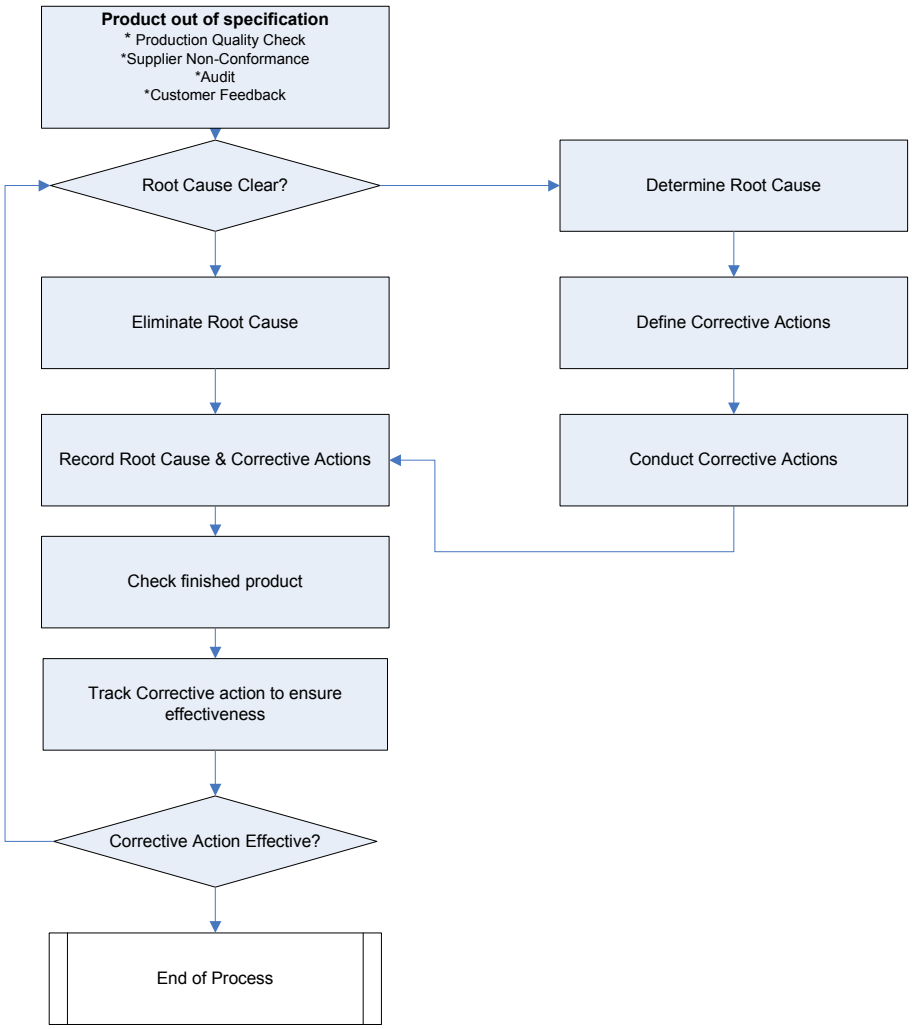
Process Flow	Action Owner	Documents
		

Action Owner	Documents
Regional Quality Manager	
Audit Team	
Audit Team	
Audit Team	Audit Document
Audit Team	Corrective actions Document
Audit Team	Audit Document
Audit Team	Audit Document
Audit Team	Corrective actions Document
Plant Manager	
Regional Quality Manager	
Quality Manager Europe	Management Review Document

Control of Non-Conforming Product

Process Flow	Action Owner	Documents
	Production Quality Production Quality Quality Quality Quality Quality Production	Quarantine process Cognos Quality Data Report

Corrective Actions

Process Flow	Action Owner	Documents
	Production Quality Quality Quality Production Production Quality	

Preventive Actions

Process Flow	Action Owner	Documents
Preventive Actions		
Quality checks on produced products	Production	Navision
Plant & Equipment is scheduled for preventive maintenance	Engineering	Maintenance schedule
Calibration of measurment equipment is scheduled	Quality	Calibration Schedule
Continuous Improvements: - Customer Audits - Internal Audits - Customer Perception - Service Level (POM) - Quality Review meetings - Quality Objectives - Training - Other ongoing improvements - Supplier evaluation - Change Management	Plant Management	
Record results of conducted measures	Plant Management	
Evaluate effectiveness of measures based on quality records and customer feedback	Quality	
Review Of Effectiveness	Quality	
Quality review meetings		