



RRD provides quality products and services in accordance with documented Quality Management System (QMS) requirements to meet customer, regulatory and organizational needs and to facilitate continual improvement of QMS processes.

As a global quality objective, each facility shall implement and maintain a quality management system in accordance with RRD requirements and make quality and continual improvement a foundational value for every employee.

Our organization is committed to delivering quality that delights our customers, increases shareholder value, ensures regulatory compliance and reflects the training, dedication, experience, and craftsmanship of our employees. We will meet this commitment through the implementation of a QMS that embraces the following principles:

### **Quality Principles**

- Quality processes shall be continually improved through the identification, measurement, and reporting of key and actionable elements of performance.
- Feedback from interested parties provides valuable data that shall be analyzed and used to enhance our quality processes.
- Clearly defined and documented objectives shall be developed, implemented and monitored to support effective application and continual improvement of quality.
- Regular and effective communication regarding quality processes and performance shall take place to foster a culture of quality excellence.