

MAINTAINING JEROME'S COMMITMENT TO QUALITY

RANDY DAY

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Quality is one of our *Basic Beliefs*. It has been fundamental to the identity of our Company for more than 120 years. Our founder, Jerome Monroe (J.M.) signed every jar of jelly that left our facility, and we continue to take the same care with every single jar, can, and bag we sell. Today, that commitment extends to a broad array of safe, high-quality products that our consumers can trust for themselves, their loved ones, and their pets.

Taking this commitment personally, from the Smucker family through every level of our organization, is nothing new. However, the methods we use to ensure quality have evolved a great deal. We constantly push ourselves to introduce new ways of ensuring quality and accountability.

Our work starts with ensuring the ingredients we receive from our suppliers are the quality we demand, and our consumers expect. A key contributor to our success is the relationships we build with our suppliers. These often decades-old relationships allow us to focus our efforts to assure only the highest quality, ethically, and sustainably-sourced ingredients and packaging materials make it to our manufacturing sites.

Another example of our commitment to continuous improvement has been the restructuring of our process for evaluating individual quality incidents, so we not only address any issue that arises, but learn from it as well. In our system, a quality incident is any issue that occurs at any stage of production. We are proud to have internal expectations that are stricter than industry requirements and recording and tracking capabilities to help us detect issues immediately. Our process is designed to be predictive in nature, which greatly reduces the risk of issues actually reaching a consumer.

We maintain this unwavering commitment to quality while also supporting efforts around cost management and innovation. We're pioneering new ways to use data to improve processes and create greater efficiency, and we are exploring potential uses of automation or smart manufacturing that complements our work and provides demonstrable benefits. The cost savings derived from these efforts are then reinvested in innovation and process improvements.

One example of how technology automation can help promote quality is in the production of *Smucker's® Uncrustables®* sandwiches. Our manufacturing facility in Scottsville, Kentucky, produces more than 2 million sandwiches a day. With this volume, there is a need for sophisticated systems to help ensure the appropriate production of each sandwich. We are in pilot development of an imaging system that photographs every sandwich. This data will then be used to optimize upstream controls to deliver quality and consistency.

From our raw ingredients to our finished products, from our packaging to the people who put it all together, quality at Smucker has no finish line. We strive to improve every single day to ensure we are delivering excellence to every consumer.



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