

The Coca-Cola Quality System

The Coca-Cola Quality System (TCCQS) is our branded quality management system. Developed by a global, cross-functional team and endorsed by senior management of The Coca-Cola Company along with our top bottling partners, it is the framework around which the Coca-Cola system coordinates and guides its activities, drives continuous improvement and relentlessly strives for quality in everything we do.

This third evolution of TCCQS supports the four principles of our corporate citizenship framework -- providing quality in the marketplace, enriching the workplace, strengthening the community and preserving the environment. The quality system reflects our integrated approach to managing quality, the environment and health and safety.

Systems & Expectations

Four publications govern the management of our activities regarding quality, environment and safety. The Quality Management System Standard, Environmental Management System Standard and Safety Management System Standard are aligned against the same 14 Elements that guide our management routines in these key areas. The Supplier Expectations publication plays a critical role in managing our upstream quality efforts by enabling our suppliers to consistently deliver against one well-defined set of expectations.

International Standards

SGS-ICS (Société Générale de Surveillance - International Certification Services) and LRQA (Lloyd's Register Quality Assurance), internationally recognized registrars, benchmarked TCCQS - Evolution 3 against quality (ISO 9001:2000), environmental (ISO 14001:1996), and occupational health and safety (OHSAS 18001:1999) standards. They found TCCQS - Evolution 3 to meet the requirements of all three.

TCCQS - Evolution 3 was constructed with the intent to embody the management system requirements of the Global Food Safety Initiative (GFSI) Guidance Document, Third Edition January 2003:(Part II) - Requirements for a conforming Food Safety Standard (Key Elements), and to stay current with the most stringent, up-to-date global requirements governing food safety.

TCCQS - Evolution 3 offers The Coca-Cola Company and its bottling partners greater efficiencies in implementing and managing the system.

Keeping The Coca-Cola Promise

The Coca-Cola Company exists to benefit and refresh everyone it touches.

Keeping that promise requires the Coca-Cola system to keep pace with new regulations, industry best practices, marketplace conditions and ever-increasing customer and consumer expectations. By periodically evolving, we ensure that TCCQS:

- Embodies the most up-to-date, stringent manufacturing practices... because Coca-Cola is the Symbol of Quality.
- Concentrates on customer and consumer satisfaction... because Coca-Cola is Customer and Consumer Satisfaction.
- Provides a framework for safety and environmental stewardship... because Coca-Cola is a Responsible Citizen of the World.