CORPORATE MANAGEMENT POLICY MANUAL

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		Issue No. 3	Issue Date 03/22/2018
Scope	Effective Date	Approved by:	
WORLDWIDE	10/01/2003	N/A	
		Organization:	
		Enterprise Quality	

POLICY PERSPECTIVE

Delivering solutions and services that provide value to our customers is critical to NCR's ongoing success. A key component in the value we bring to our customer is the quality of our solutions and services. In support of this component, everyone in NCR has a shared responsibility to ensure that their daily activities deliver quality to the next step in the process, and ultimately to the end customer.

POLICY

NCR is committed to providing our customers with solutions and services that meet or exceed expectations, are free of defects, comply with all applicable standards and regulatory requirements, and offer greater value than those of our competitors. We will utilize and continually improve our global business processes as a means of delivering outstanding customer value.

POLICY STATEMENTS

1. NCR supplies products, services, and solutions to the market place with the quality and value to:
   a) Consistently meet, or exceed, customer expectations
   b) Consistently meet, or exceed, the capabilities of competitive offerings
   c) Comply with all applicable specifications and legal standards
2. NCR's commitment to quality delivers business impact in three areas: preventing, detecting, and eliminating defects through monitoring for process compliance, continuous process improvement and risk based thinking.
3. NCR uses global business processes to consistently meet the needs of internal and external customers in a timely and complete manner. We consistently strive to improve those business processes by eliminating waste and non-value added activities that detract from delivering timely, high quality products, services and solutions to our customers.
4. NCR's quality approach will support the key business processes and represent the voice of the customer through:
   a) Designing and documenting processes
   b) Developing process measurements
   c) Tracking and analyzing process measurement results
   d) Monitoring for process compliance
   e) Assessing process performance and capabilities for improvement opportunities
5. Within each Organization, as appropriate, Quality supports the Engineering, Procurement, Manufacturing, and Services functions by ensuring that product and process integrity exists. The Organization is responsible for establishing, reviewing, and taking action to achieve quality objectives.
6. In order to achieve NCR's quality objectives, we will adopt, develop, and train employees on industry best practices for process improvements, measurement, and assessments.

7. NCR will ensure that product and process standards (ISO, CMM/CMMI, Class A), certifications and registrations are achieved, leveraged and integrated with the quality initiatives, as well as environmental, health and safety legal requirements achieved, resulting in material improvements to the total business system.
8. NCR holds our suppliers accountable for meeting performance expectations in terms of quality, cost, delivery, integrity, and innovation to consistently meet our customers' requirements.

RESPONSIBILITIES

1. Each employee is responsible for ensuring quality by:
   a) Understanding and executing the business process(es) to which the employee is assigned, and understanding how their activities support meeting or exceeding customer expectations
   b) Participating in fact-based, process improvement activities
   c) Eliminating waste and non-value add activities
   d) Generating, and sharing ideas with their management, which could result in cost-reductions, revenue generation, or increased customer loyalty
2. Each manager is responsible for ensuring quality through people, processes, or systems by:
   a) Sustaining and enhancing the competence of their organization and individual associates
   b) Deploying and improving common global processes, systems and job responsibilities to better serve customers
   c) Ensuring NCR's readiness to consistently meet, or exceed, our customer's expectations in terms of
      - industry knowledge and Solutions expertise
      - completeness of offerings
      - quality and timely execution of key business processes
   d) Monitoring and continually improving customer satisfaction, key operational and financial performance measures
   e) Providing associates with education and training in quality disciplines to improve NCR's performance

Policy Owner

Quality Director, NCR Corporation