Our Commitment to Quality

Going the Extra Mile for Customer Success

At **Cumulocity**, we understand that our customers rely on **high-quality and highly available** digital infrastructure. That's why we deliver our software and services with a **customer-first mindset**, ensuring that everything we do is driven by their success. Our **ISO-certified Quality Management System (QMS)** reflects our unwavering commitment to **helping customers thrive in the digital world**.

Cumulocity Quality Policy

Customer success is at the core of our mission. We empower our customers to **succeed and differentiate themselves** in the digital landscape. To achieve this, every **Cumulocity GmbH** employee is committed to:

- **Placing the customer at the center** of everything we do—from product innovation driven by collaboration to the way we deliver and support our solutions.
- **Ensuring compliance** with all relevant quality, safety, and performance regulations in every country where our products and services are available.
- **Maintaining and continuously improving** Cumulocity GmbH's **Quality Management System (QMS)** to uphold the highest standards.

These commitments are upheld with **transparency and integrity** through Clearly documented processes, Quality performance metrics and objectives, Routine quality management reviews and a culture dedicated to continuous improvement

Cumulocity GmbH follows the principles outlined in **ISO 9001:2015**, the internationally recognized standard for Quality Management.

ISO 9001 Certification

Independent third-party certification bodies validate our adherence to international standards. **Cumulocity GmbH's Quality Management System** is **ISO 9001-certified**, covering:

- **Product Development**
- **Global Support**
- **Professional Services**