



Quality Policy

Classification: Public	Risk Classification: Low
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Cerence Inc. ("Cerence"), in keeping with its mission of being innovative in the field of automotive voice interaction technologies, the result of years of studies and research, intends to attribute ever greater importance to the adoption of best business practices in order to strengthen its commercial positioning and its image by adhering to the ISO 9001: 2015 quality standards.

Cerence management is committed to involving all employees in quality management system in order to have continual improvement in the performance of the organization with focus on excellence.

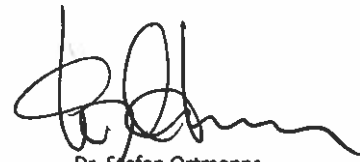
Consistent with this design, the objectives that the organization has set itself and which it will continue to pursue to strengthen its credibility with stakeholders (customers, employees, suppliers) must allow it to achieve and maintain excellence not only in technological competence, but more fully in all aspects of the process that affect the quality of products and services. Cerence believes that this is a sign of professionalism of the company, and this must be valid both internally and in the interactions with external subjects, in particular towards customers, which our organization always intends to place at the center of its production system.

Cerence commits to the following:

- To seek continuous improvement of the processes and behaviors adopted, in order to guarantee the maximum Quality of products and solutions throughout their life cycle
- Pursue the satisfaction of specific customer needs, in terms of timeliness, completeness, originality and innovativeness of technologies and solutions, even in the post-sales phase
- Pay attention to the unexpressed needs of the market in the development of new products and solutions, considering from the conception the factors that will most easily allow customers to use them effectively and promptly
- Responsibility of all personnel - executives, middle managers and employees - for the constant pursuit of these objectives, which are inspired by the values of transparency, efficacy and efficiency
- Promote an effective organization for quality management in the company, with clear and defined responsibilities
- Support the constant learning and open attitude in order to allow ideas to flow to support improving QMS with the suitable innovative trends
- Obtain from the suppliers the punctual application of the rules as well as an approach that favors the interchange and the adoption of the best practices



- Remain constantly and attentively listening to customer feedback, which will guide the company to continuously improve its product cycle, while ensuring an efficient use of internal resources



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