

# Liferay Excellence

## A Guided Overview of Our Quality Management System (QMS)

At Liferay, Inc., our mission centers on delivering flexible, innovative, and high-quality open-source digital experience platform solutions that empower our customers, partners, and global communities. To ensure absolute reliability and consistency across our operations, software products, and support services, Liferay operates under a robust Quality Management System (QMS) aligned with international best practices and industry-recognized governance standards.

### Strategic Scope of Assurance

Liferay's certified QMS comprehensively governs the design, development, delivery, support, and maintenance of our core software solutions. This encompasses the Liferay Digital Experience Platform (DXP), Liferay Commerce, Liferay Analytics Cloud, Liferay Portal, Liferay DXP Cloud, and all associated enterprise professional services including technical consulting, specialized training, and global support.

## Regulatory Compliance & Governance Standards

To align with evolving global frameworks, our operational mechanisms are established as a continuous foundation to identify risks, evaluate organizational context, and maintain regulatory health across all business sectors. Liferay's framework actively cross-references and fulfills criteria under multiple essential baseline standards:

- **ISO 9001:2015:** The operational core blueprint dictating structured process ownership, performance monitoring, and systemic quality assurance.
- **Information Security & Privacy:** System standards tightly integrated with **ISO 27001** frameworks, **SOC 2 Type II** validations, and strict data privacy directives under the **General Data Protection Regulation (GDPR)** and **HIPAA** benchmarks.

## Core Pillars of Operational Excellence

### 1. Quality by Design (Software Development Lifecycle)

Liferay ensures software excellence by embedding stringent verification and validation workflows directly into the development roadmap. Led by cross-functional leadership spanning product management and engineering operations, each initiative undergoes careful planning and peer-reviewed code verification. Continuous integration platforms automate security analysis, functionality tests, and code vulnerability scans before any release candidate undergoes formal manual sign-off for deployment.

## 2. Customer-Centric Support & Feedback Loops

Our Quality Policy places customer focus as a leading priority. Customer satisfaction metrics are actively gathered through automated post-resolution feedback systems and structured business reviews with clients. Results are continuously fed back to specialized customer insight platforms to generate actionable optimizations for our engineering and professional services roadmaps.

**96.7%**

Average Customer Satisfaction (CSAT) Rating

**100%**

ISO 9001 Compliance Scope Across Core Products

## 3. Proactive Risk-Based Thinking

Risk management is an active tool incorporated across all business levels. Liferay utilizes a centralized risk framework to evaluate external market dynamics, supply chain integrity, technology shifts (including AI implementation), and global business continuity variables. High-scoring risk vectors are systematically mapped to predefined treatment protocols (Mitigation, Transfer, or Avoidance) to maintain system stability before impacting product distribution or service delivery timelines.

## 4. Vendor & Third-Party Management

To guarantee that externally provided assets match Liferay's benchmark quality, our purchasing frameworks incorporate thorough pre-qualification screenings for vendors. Critical third-party providers are categorized by data exposure risk and strategic dependency, requiring dedicated legal compliance checks, mandatory security annex adherence, and routine re-evaluations to enforce service continuity.

## Continuous Improvement and System Resilience

A key hallmark of our commitment to quality is the continuous optimization of internal processes. Liferay evaluates organizational health through a multi-tiered review strategy:

- **Independent Internal Audits:** Formally executed at planned intervals by certified internal auditors to assess compliance, identify process gaps, and implement early corrective actions.
- **Executive Management Reviews:** Formal annual evaluations held by Top Management to assess overall QMS suitability, review global key performance indicators, fund strategic improvements, and verify resource adequacy.

Through this holistic governance architecture, Liferay systematically eliminates communication barriers, accelerates operational speed, and preserves the absolute integrity of our digital platforms—ensuring long-term value, transparency, and operational peace of mind for our customers worldwide.

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For further technical specifics or documentation requests regarding our compliance frameworks, please contact your account representative or visit our official portal.