



Quality Policy

Secure Enterprise Asset Management, Inc. is committed to delivering quality services and is focused on continuous improvement. SEAM's approach to Quality is based on the following principles:

- **Customer Focus.** We are committed to supplying clients with a high-quality service that conforms to their requirements. We aim to always meet or exceed our clients' expectations.
- **Leadership.** SEAM's top management is committed to maintaining compliance with all statutory, regulatory, legislative and contractual requirements. We are committed to providing a culture in which all team members are fully involved in achieving SEAM's quality objectives, with relevant roles being assigned, communicated and understood within the organization. SEAM's top management has assigned team members to a Quality Committee to monitor and manage quality assurance and to report on performance and opportunities for improvement to management.
- **Team Engagement.** We are committed to recruit and retain highly motivated, competent team members. We depend on our team and believe they are our most important asset. We encourage full involvement from all team members to develop their abilities for the benefit of the individual and the company.
- **Process Approach.** We manage our activities and associated resources as a series of planned processes to deliver full-service end-of-cycle/life electronic recycling in a manner protecting the environment, worker health and safety, data security, our clients and our community. Our processes are structured into a documented Quality Management System which meets the requirements of ISO 9001:2015 and we are committed to maintain its effectiveness.
- **Continual Improvement.** We are committed to the continuous improvement of the services and products that we provide. Top management sets clear quality objectives and monitors progress towards their successful achievement. When planned changes occur, we monitor performance to ensure integrity of the Quality Management System is maintained.
- **Decision Making.** We regularly measure our performance on key activities and use the data collected to make informed and effective decisions on how to improve our processes.
- **Relationship Management.** We seek to develop mutually beneficial relationships with our clients, suppliers and collaborative business partners to improve Quality, leading to greater reliability, enhanced services, and increased efficiency.



Jake Anderson
Owner/CEO

1/2/20
Date