



SEDEM's primary focus is customer satisfaction and respect for the environment; it's the essence of my plastic-recycling company.

So I decided to manage and support the development strategy of my company with the deployment of a Quality Management System adapted and efficient across all of our processes, base of necessary and reliable information to choose from strategic directions.

The ISO 9001 / V2015 certification, obtained the day before the international health crisis, is an essential asset to allow me to calmly continue the development of my business, and in particular a recent external growth accompanied by a new hiring for our development at export.

Our dynamism, responsiveness, taste for innovation, customer focus and team involvement ensure that SEDEM possesses the necessary virtues for consistent and ongoing improvement for not only our customers, my employees but also all the stakeholders.

As Director, I commit myself every day to:

- Compliance with all legal requirements and those of my collaborators.
- Allocation of the necessary resources to ensure that our Quality Policy and Quality Management System achieve the set results.
- Collaboration with and supervision of my employees so that everyone is involved in this process and attentive to everyday situations.

In its quest for continuous improvement, the regular analysis of our processes must allow us to achieve and progress in the following objectives :

- The quality of our materials
- The quality of our service
- Good collective progression

Our policy will be reviewed annually during our Management Review, and updated as often as is necessary. It is communicated to all our collaborators and partners and remains available on our premises for the public.

SEDEM, the quality we love!

Guillaume MOUROT