

Service Promise

Policies and Procedures Bulletin

Seagate Recovery Services™

Seagate Recovery Services have implemented a rigid quality management system to ensure that our clients are provided with the highest professional service standards.

We are staunchly committed to improving the effectiveness of our quality systems and processes on an ongoing basis. We continually strive to meet or exceed our clients' expectations relative to service quality, client care and overall client satisfaction.

It is our desire, through our passionate dedication to client service, technological innovation and realization of our quality objectives, to be the most reliable and trusted data recovery service provider in the world, recovering data for more clients more effectively and efficiently than anyone else.

Quality objectives are established and continuously reviewed through a management review process. Performance data is analyzed to assess the continuing suitability of the organization's Quality Objectives and Quality Policy.

Our organization's quality objectives are simple:

- 100% recovery of the data that our clients require
- 100% on-time delivery of recovered data
- 100% customer acceptance of recovered data as valid and usable, in accordance with the contract
- 100% client communication within the promised timeframe throughout the entire recovery process
- Meet or exceed the requirements of ISO 9001:2000 certification

We ensure that all members of our staff and management teams receive the necessary training, resources and facilities required to achieve these objectives.

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