

CAPABILITY STATEMENT

NAICS CODES

- 541618
- 561421
- 561422
- 611430
- 561990

CAGE CODE: 984G0

UNIQUE ENTITY ID: LXF1KPM2MD86

COMPANY

S.E.A. Leaders is a minority & woman owned customer experience consulting firm, located in Indiana, founded in 2018. At S.E.A. Leaders, we specialize in equipping businesses with the necessary education and resources to elevate their customer experience strategies, fostering sustainability, and cultivating loyal customer relationships.

MISSION STATEMENT

At S.E.A. Leaders, our mission is to empower businesses and individuals to achieve unparalleled excellence in customer service and customer experience. Through innovative training programs, strategic partnerships and leadership development, we drive sustainable growth and create impactful results that improve customer relationships and loyalty.

DIFFERENTIATORS

- **Expertise:** Our team comprises seasoned professionals dedicated to advancing customer experience strategies.
- **Tailored Solutions:** We recognize the uniqueness of each business and craft bespoke solutions aligned with your specific goals and needs.
- **Holistic Approach:** We take a comprehensive view of customer experience, focusing not only on immediate improvements but also on fostering long-term customer relationships.
- **Result-Oriented:** Our methodologies are geared towards measurable outcomes, ensuring that efforts translate into tangible improvements in customer satisfaction and loyalty.
- **Six Sigma Methodology Infused with Human Centric Design**-Six Sigma's precision with Mindful Design's empathy forms the backbone of our approach, ensuring robust, efficient strategies that resonate authentically with customers while driving business success.

CORE COMPETENCIES

CONSULTING

Our expert consultants work closely with businesses to design and implement tailored customer experience strategies. We collaborate with you to create impactful experiences that resonate with your audience, driving customer satisfaction and loyalty.

CUSTOMER SURVEY DESIGN AND ADMINISTRATION

Our proficiency in survey design and administration enables businesses to gather crucial insights into customer sentiment and satisfaction. We craft surveys tailored to your objectives, allowing you to make data-driven decisions to enhance your customer interactions.

TRAINING

We offer curated educational programs and workshops focused on customer experience and service excellence. These meticulously crafted curricula empower businesses and their teams with the skills and knowledge necessary to deliver exceptional customer interactions.

COMPANY DATA


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