



## **LATERAL SOLUTIONS (PTY) LTD**

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### **Quality Policy Statement**

Lateral Solutions aims to be a leader in our industry by providing high-quality solutions that meet the needs and expectations of our customers. Our commitment to quality is fundamental to our success and is reflected in the following principles:

**1. Customer Focus**

We prioritize understanding and meeting the needs of our customers. We strive to exceed their expectations through continuous improvement and innovation in our products and services.

**2. Leadership Commitment**

Our leadership team is dedicated to fostering a culture that promotes quality, integrity, and continuous improvement. We encourage all employees to take ownership of their contributions to our quality objectives.

**3. Engagement of People**

We recognize that our employees are our most valuable asset. We invest in their development and foster a collaborative environment where everyone is empowered to contribute to our quality goals.

**4. Process Approach**

We adopt a process-oriented approach to manage and improve our operations. This ensures that our processes are efficient, effective, and aligned with our quality objectives.

**5. Continuous Improvement**

We are committed to a culture of continuous improvement. We regularly assess our processes, products, and services to identify opportunities for enhancement and to implement corrective actions.

**6. Evidence-Based Decision Making**

Our decisions are based on data and factual analysis. We utilize appropriate metrics to evaluate performance and guide our strategic direction.

**7. Relationship Management**

We build and maintain mutually beneficial relationships with our suppliers and partners. Collaboration enhances our ability to deliver superior solutions to our customers.

Mark Stravino

*Mark Stravino*

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**Managing Director**  
**Lateral Solutions**