

QUALITY, SAFETY & COMPLIANCE

Supplier Quality Assurance Policy

Policy | QA-POL-003 | Version 1.0

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Document owner	Rhiannon Frankas, Director
Approver	Daniel Frankas, Managing Director
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Review date	19 July 2028 or earlier following material change
Status	For approval and website publication

MISCO uses risk-based supplier controls proportionate to the effect of the supplied product or service on final quality, safety, compliance, delivery and traceability.

1. Purpose

Control supplier selection, approval, monitoring and corrective action so purchased product and services meet MISCO and customer requirements.

2. Scope

Material manufacturers, distributors, subcontract processors, transport providers, calibration, maintenance, testing and other externally provided products or services affecting quality.

3. Policy statement and commitment

MISCO uses risk-based supplier controls proportionate to the effect of the supplied product or service on final quality, safety, compliance, delivery and traceability.

4. Mandatory requirements

- Evaluate suppliers using capability, product evidence, consistency, delivery, responsiveness, ethical conduct and commercial risk.
- Purchase documents must clearly state material, grade, dimensions, quantity, applicable specifications, documentation and special process requirements.
- Verify received product and documents against purchase requirements before release to stock or production.
- Apply heightened controls to critical materials, special processes, unfamiliar suppliers, repeated failures and counterfeit risk.
- Communicate nonconformity promptly, require containment and corrective action where warranted, and verify effectiveness.

- Do not change an approved source or specification where customer approval is required without obtaining that approval.
- Suspend or remove suppliers whose performance or conduct presents unacceptable risk.

5. Implementation and operational controls

- Maintain an approved supplier list and evaluation records.
- Track material nonconformity, delivery and documentation performance.
- Re-evaluate suppliers at planned intervals and after material incidents.
- Flow down relevant customer, legal, ethical and traceability requirements.

6. Roles and responsibilities

Role	Responsibility
Directors	Approve the document, provide resources, set the expected standard and review material breaches or exceptions.
Managers and supervisors	Apply the requirements in daily work, communicate expectations, retain required records and escalate concerns.
Employees and contractors	Follow the document, complete required training, protect MISCO interests and promptly report suspected breaches.
Suppliers and business partners	Meet applicable contractual, ethical, safety, quality, security and legal requirements when acting for or supplying MISCO.

7. Reporting, complaints and escalation

Supplier issues affecting customer product, certification, safety or delivery must be escalated to purchasing and a Director before acceptance, substitution or dispatch.

MISCO will assess concerns proportionately, preserve confidentiality as far as lawful and practicable, prevent retaliation, and refer matters to regulators, emergency services, insurers, professional advisers or law enforcement where required.

8. Monitoring and assurance

- The Document Owner will monitor relevant complaints, incidents, nonconformities, legal or standards changes, website accuracy and overdue actions.
- Material findings will be considered through management review, internal review or corrective action as appropriate.
- Public claims and linked downloads will be checked when evidence, certification, licensing, supplier, product, website technology or business practice changes.

9. Records and retention

Approvals, declarations, registers, reports, investigations, training, complaints, correspondence and other records created under this document must be accurate, protected, accessible to authorised personnel and retained under IT-POL-003 and applicable legal, contractual and evidentiary requirements.

10. Related MISCO documents

- QA-PRO-004 Purchasing & Supplier Control Procedure

- PUR-POL-001 Supplier Code of Conduct
- PUR-POL-002 Procurement & Responsible Sourcing Policy

11. External references

- [International Organization for Standardization - management system standards and certification information](#)
- [Modern Slavery Act 2018 \(Cth\) and Australian Government reporting guidance](#)

References were verified from primary or authoritative sources on 19 July 2026. Standards are identified but not reproduced; current licensed editions and legal advice should be consulted where exact requirements determine a decision.

12. Approval and review

Role	Name	Approval / signature	Date
Document owner	Rhiannon Frankas		
Approver	Daniel Frankas		

Review due 19 July 2028, or earlier following material legislative, regulatory, standards, certification, system, operational or organisational change.

Revision history

Version	Date	Change
1.0	19 July 2026	Initial controlled issue prepared for management approval and website publication.