

GOVERNANCE & CERTIFICATION

Continuous Improvement & Review Policy

Policy | COR-POL-009 | Version 1.0

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Version	1.0
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 will improve through disciplined review of facts, causes, risk and effectiveness. Improvement is not limited to fixing failures; it includes simplifying work, preventing recurrence, strengthening capability and acting on opportunities.

1. Purpose

Ensure MISCO uses evidence, review and corrective action to improve management systems and business performance.

2. Scope

Quality, WHS, environment, people, finance, information, customer, supplier, governance and operational processes.

3. Policy statement and commitment

MISCO will improve through disciplined review of facts, causes, risk and effectiveness. Improvement is not limited to fixing failures; it includes simplifying work, preventing recurrence, strengthening capability and acting on opportunities.

4. Mandatory requirements

- Collect reliable information from objectives, complaints, nonconformity, incidents, audits, supplier performance, training, financial and operational results.
- Correct and contain immediate issues before pursuing longer-term root cause where needed.
- Use proportionate cause analysis for material, recurring or systemic problems.
- Assign actions with owners, due dates, resources and clear expected outcomes.
- Verify implementation and effectiveness before closure.
- Review policies and controlled documents after relevant legal, standard, organisational, process or system change.

- Communicate lessons and update training, risk controls, specifications or supplier arrangements where necessary.

5. Implementation and operational controls

- Maintain corrective-action and improvement registers.
- Use management review to prioritise cross-functional issues.
- Escalate overdue high-risk actions.
- Recognise practical employee suggestions and measure outcomes where feasible.

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

Anyone may submit an improvement suggestion or report a failed control. High-risk or recurring issues must be escalated to a Director.

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-POL-001 Quality Policy
- WHS-POL-001 Work Health and Safety Policy

- ENV-POL-001 Environmental Policy
- QA-POL-002 Customer Satisfaction & Continuous Improvement Commitment

11. External references

- [International Organization for Standardization - management system standards and certification information](#)
- [Occupational Health and Safety Act 2004 \(Vic\) and Occupational Health and Safety Regulations 2017 \(Vic\)](#)
- [Environment Protection Act 2017 \(Vic\), Environment Protection Regulations 2021 \(Vic\) and EPA Victoria guidance on the general environmental duty](#)

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.