

QUALITY, SAFETY & COMPLIANCE

Product Compliance & Standards Statement

Statement | QA-STD-001 | Version 1.0

Document number	QA-STD-001
Version	1.0
Document owner	Rhiannon Frankas, Director
Approver	Daniel Frankas, Managing Director
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Effective date	On management approval
Review date	19 July 2028 or earlier following material change
Status	For approval and website publication

MISCO supplies product against agreed specifications and available evidence. Compliance is product-, grade-, thickness-, colour-, batch- and application-specific; it is not inferred merely from a family name or general datasheet.

1. Purpose

Explain how MISCO manages product specifications, standards, documentation, traceability and technical claims.

2. Scope

Materials and components supplied, cut, machined, fabricated, assembled, kitted or distributed by MISCO.

3. Policy statement and commitment

MISCO supplies product against agreed specifications and available evidence. Compliance is product-, grade-, thickness-, colour-, batch- and application-specific; it is not inferred merely from a family name or general datasheet.

4. Mandatory requirements

- Customer orders must identify critical material, grade, dimensions, tolerances, standards, certification and end-use requirements before acceptance.
- MISCO will distinguish manufacturer evidence from MISCO inspection and will not represent that MISCO operates an accredited laboratory unless current evidence supports that claim.
- Certificates, test reports and declarations are supplied where agreed and available; availability must be confirmed before order acceptance.
- Material traceability is maintained to the level agreed with the customer and supported by supplier documentation and internal batch or job records.
- Substitution of material, grade, source or specification requires authorised review and, where it changes an agreed requirement, customer approval.

- Application examples are indicative. Final material selection, engineering design, regulatory approval and fitness for the customer's assembly remain with the customer and its competent advisers unless expressly contracted otherwise.
- Suspected counterfeit, altered or unsupported documentation must be quarantined and investigated.

5. Implementation and operational controls

- Use contract review and purchasing controls to capture evidence requirements.
- Link incoming records and certificates to purchase and customer-job records where required.
- Review website, quotation and datasheet claims before publication.
- Retain superseded technical records where needed to support supplied product history.

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

Direct technical or certification queries to sales@misco.net.au before ordering. Report discrepancies immediately and do not use affected material pending review.

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
- QA-PRO-002 Record Control Procedure
- QA-PRO-003 Contract Review Procedure
- QA-PRO-004 Purchasing & Supplier Control Procedure
- QA-STD-002 Product Certification & Compliance Declaration

11. External references

- [International Organization for Standardization - management system standards and certification information](#)
- [Competition and Consumer Act 2010 \(Cth\), Schedule 2 - Australian Consumer Law, and ACCC consumer guarantees 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.