

GOVERNANCE & CERTIFICATION

ISO 9001 - Quality Management Commitment

Commitment | QA-POL-004 | Version 1.0

Document number	QA-POL-004
Version	1.0
Document owner	Rhiannon Frankas, Director
Approver	Daniel Frankas, Managing Director
Issue date	19 July 2026
Effective date	On management approval
Review date	19 July 2028 or earlier following material change
Status	For approval and website publication

MISCO is developing and maintaining a risk-based quality management system aligned with ISO 9001. This document does not state that MISCO is ISO 9001 certified; certification will be claimed only after a current accredited certificate has been issued for the relevant scope and site.

1. Purpose

State MISCO's commitment to building and maintaining a quality management system aligned with ISO 9001 requirements.

2. Scope

The management system for manufacture, machining, fabrication, distribution and supply of electrical insulation materials and components.

3. Policy statement and commitment

MISCO is developing and maintaining a risk-based quality management system aligned with ISO 9001. This document does not state that MISCO is ISO 9001 certified; certification will be claimed only after a current accredited certificate has been issued for the relevant scope and site.

4. Mandatory requirements

- Understand organisational context, interested parties and the boundaries of the quality management system.
- Demonstrate leadership, customer focus and accountability for process effectiveness.
- Manage risks and opportunities and set measurable quality objectives.
- Provide competent people, suitable infrastructure, controlled information and monitoring resources.

- Control customer requirements, design responsibility where applicable, external providers, production, inspection, release and nonconforming outputs.
- Evaluate performance through data, customer feedback, audits and management review.
- Correct nonconformity and continually improve suitability, adequacy and effectiveness.

5. Implementation and operational controls

- Maintain QA-MAN-001 and the approved procedure suite.
- Complete internal audits and close findings.
- Conduct management review using defined inputs and actions.
- Use a competent accredited certification body when management approves certification.

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

Any public certification claim, certification mark or scope wording requires evidence and Director approval before use.

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-MAN-001 Quality Assurance Manual
- QA-POL-001 Quality Policy
- COR-POL-009 Continuous Improvement & Review Policy

11. External references

- [International Organization for Standardization - management system standards and certification information](#)

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.
-----	--------------	--