

QUALITY, SAFETY & COMPLIANCE

Customer Satisfaction & Continuous Improvement Commitment

Commitment | QA-POL-002 | 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 aims to be reliable, responsive and straightforward. Satisfaction is built by confirming requirements, communicating honestly, supplying conforming product and correcting problems without delay or concealment.

1. Purpose

Define how MISCO listens to customers, resolves issues and uses evidence to improve products, services and processes.

2. Scope

Enquiries, quotations, order acceptance, supply, machining, delivery, complaints, returns, technical communication and account relationships.

3. Policy statement and commitment

MISCO aims to be reliable, responsive and straightforward. Satisfaction is built by confirming requirements, communicating honestly, supplying conforming product and correcting problems without delay or concealment.

4. Mandatory requirements

- Provide clear quotation scope, assumptions, price, GST, freight, validity, lead-time and evidence requirements.
- Acknowledge material changes, delays or shortages promptly and agree the next action with the customer.
- Record and assess complaints, returns, credits, replacements, delivery issues and technical concerns consistently.

- Protect statutory consumer rights and do not use commercial terms to misrepresent or exclude rights that cannot lawfully be excluded.
- Analyse recurring complaints, rework, late delivery, supplier failures and communication breakdowns for systemic causes.
- Close corrective actions only after checking implementation and effectiveness.
- Use feedback and performance data to set practical improvement priorities and assign accountable owners.

5. Implementation and operational controls

- Maintain accessible sales and complaint channels.
- Set response and follow-up expectations appropriate to issue severity.
- Review customer and quality trends during management review.
- Communicate relevant lessons to sales, purchasing, production, dispatch and suppliers.

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

Customers may contact info@misco.net.au or (03) 9706 5185. Urgent safety, compliance or production-stopping issues should be clearly identified for Director 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

- SAL-STD-004 Customer Service Charter
- SAL-POL-001 Returns, Refunds & Replacements Policy
- QA-POL-001 Quality Policy
- COR-POL-009 Continuous Improvement & Review Policy

11. External references

- [Competition and Consumer Act 2010 \(Cth\), Schedule 2 - Australian Consumer Law, and ACCC consumer guarantees guidance](#)
- [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.