

QMS Awareness Examination



Name	Jury Ann D. Furog	Position	CSR	Department	
Immediate Superior		Date		Score	

Test I. Instructions: Answer the questions in the spaces provided for.

1. What is the name of the Seminar?
Quality Management System
2. What are the two clauses mentioned under the scope of our Management System that is not covered in our QMS?
Clause 8.3 and Clause 7.1.5 are the two clauses that is not covered in QMS.
3. What are the seven (7) Quality Policy of iPloy that were mentioned in the seminar?
The seven quality policy of iPloy that were mentioned in the seminar are the following:
Customer focus, leadership, Engagement of people, process approach, Improvement, Evidence-based decision making, Relationship and Relationship management.
4. In your current role, how can you contribute to ensure that the Quality Policy is implemented?
As a CSR, it is very essential to know the quality policy to ensure that will provide quality assistance to the customer. Moreover, by following the quality policy, and applying it as to commitment and being consistent, that's how I'll contribute to ensure that it is being implemented.
5. In your opinion, why is it important to have a Quality Policy in the Organization?
Quality Policy is important in the organization to be consistent with its purpose and context. It provides a framework for the setting and review of objectives in order to addition to the commitment to satisfying applicable customers, regulatory and legislative requirements as well as the commitment to continually improve the management system.

Test II. Fill-in the blanks. Find the answers from the words listed below:

Top Management people interconnected processes Commitment
 external providers QMS continual improvement

1. As an organization, we have made a commitment to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations.

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2. We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives.
3. As an organization, we recognize that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit.
4. Our TOP Management has committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.
5. As an organization, we understand that the desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected process.
6. IPLOY, OPC recognizes that an organization and the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.
7. As an organization, we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.

Test III. Matching Type. Match Column A with Column B.

Column A

Column B

1. As an organization, we understand that the desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.
2. As an organization, we have made a commitment to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations.
3. IPLOY, OPC recognizes that an organization and the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.
4. Our Top Management has committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.
5. As an organization, we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.
6. We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives.
7. As an organization, we recognize that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit.

- a. Evidence-based decision making
- b. Process approach
- c. Improvement
- d. Engagement of people
- e. Leadership
- f. Customer focus
- g. Relationship management