

**QMS Awareness Examination**



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Immediate Superior		Date	11/14/23	Score	11/20

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

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1. What is the name of the Seminar?  
 Quality management system is the name of the seminar.

2. What are the two clauses mentioned under the scope of our Management System that is not covered in our QMS?  
 The two clauses under the scope of management system that are not covered in QMS are the following:  
 • Clause 8.3 - Designing and developing products and services  
 • Clause 7.15 - monitoring and measuring resources

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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 are customer focus, leadership, engagement of people, process approach, improvement, evidence-based decision making and relationship management. With these qualities, iPloy can create an impact in the fast-changing world, especially in the business and competitive business environment.

4. In your current role, how can you contribute to ensure that the Quality Policy is implemented?

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As a customer service representative, I can contribute in a way of observing these policies and help the iPloy in attaining its mission and vision. Also by catering the needs of the customers and delivering quality and efficient services. Additionally, I will always be mindful to consider any feedbacks from a customer, seniors and other employees as constructive feedback that opens an opportunity to improve more.

5. In your opinion, why is it important to have a Quality Policy in the Organization?

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The importance of having a quality policy in the organization is that it ensures that the organization, iPloy, can create an impact in the competitive business environment. It also helps in attaining its mission and vision. It also helps. Furthermore, it will serve as framework to continuously grow in the fast changing and adapt in the fast-changing society.

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

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- |                    |        |                          |            |
|--------------------|--------|--------------------------|------------|
| 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 processes.
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