

QMS Awareness Examination



Name	Carmille Rubio	Position	CSR	Department	
Immediate Superior		Date	11/21/2023	Score	20/20
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

3. What are the seven (7) Quality Policy of iPloy that were mentioned in the seminar?

Customer focus

leadership

Engagement of People

Process approach

Improvement

Evidence-based decision making

Relationship Management

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

As a Customer Service Representative, I can contribute in implementing the Quality Policy by providing excellent service to customers, by being able to understand their needs and assist their concerns. (of our customers, I can help in) I can also help by making sure that I am consistent with my performance and also by showing and executing growth in my role.

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

A Quality Policy is established to assess the consistency of organization's purpose and goals. It is a basis of how the organization review their objectives and performance. This policy is also made to meet the requirements of involved parties and in meeting our social, environmental, charitable, regulatory and legislative responsibilities.

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

- ✓ Top Management
- ✓ external providers
- ✓ people
- ✓ QMS
- ✓ interconnected processes
- ✓ continual improvement
- ✓ Commitment

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 QMC following an analysis of relevant data and information.

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

Column A

Column B

- 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.
- f 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.
- g 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.
- e 4. Our Top Management has committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.
- a 5. As an organization, we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.
- c 6. We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives.
- d 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
- e. Improvement
- d. Engagement of people
- e. Leadership
- f. Customer focus
- g. Relationship management