

QMS Awareness Examination



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Immediate Superior		Date	01/03/2024	Score	20/20

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

- What is the name of the Seminar?
Quality Management System
- What are the two clauses mentioned under the scope of our Management System that is not covered in our QMS?
 - Clause 8.3 - design & development of products & services are not covered
 - Clause 7.1.5 - Monitoring & measuring resources are not covered
- What are the seven (7) Quality Policy of iPloy that were mentioned in the seminar?
 - 1 Customer Focus
 - 2 Leadership
 - 3 Engagement of People
 - 4 Process Approach
 - 5 Improvement
 - 6 Evidence-based decision making
 - 7 Relationship management
- In your current role, how can you contribute to ensure that the Quality Policy is implemented?
I can contribute in ensuring that Quality Policy is implemented through making the needs of clients/customers a top-one priority wherein I would cater (through) their needs in order to assure that they will be satisfied and at the same time, we, CSRs can establish good relationship & loyalty from customers for the good of the company.
- In your opinion, why is it important to have a Quality Policy in the Organization?
Quality Policy ensures success in achieving the goals of the company through a chain of command. Through the different workers in the company observing the quality policy, we would be able to mold excellence in the name of the company & build trust to current clients & future interested customers.

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

- 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