

**QMS Awareness Examination**



Name	LOTCHIE GUMADLAS	Position	CSR	Department	
Immediate Superior		Date	01 / 09 / 24	Score	29/30

**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?  
Design and development of products and services are not covered in the quality management scope.
3. What are the seven (7) Quality Policy of iPloy that were mentioned in the seminar?  
The 7 quality policy are customer focus, leadership, engagement of people, process approach, improvement, evidence-based decision making and relationship management.
4. In your current role, how can you contribute to ensure that the Quality Policy is implemented?  
As a qualified agent or customer service representative, I will do my best for this job, show my potentials and to adhere by the rules and regulations of the company or the process itself.
5. In your opinion, why is it important to have a Quality Policy in the Organization?  
It is deemed necessary to have Quality Policy in the Organization to have clearer goals and objectives. Agents / employees will have the awareness and will also be challenged in committing to excellence.

**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.

**QMS Awareness Examination**



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**

- 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
- c. Improvement
- d. Engagement of people
- e. Leadership
- f. Customer focus
- g. Relationship management