

**QMS Awareness Examination**



Name	<del>RONA</del> <del>MMY</del> <del>ALUMNUS</del>	Position	CSR	Department	
Immediate Superior		Date	1/20/24	Score	29/20

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

- What is the name of the Seminar?  
Scope of Quality Management.
- What are the two clauses mentioned under the scope of our Management System that is not covered in our QMS?  
(types of products and services covered and justification for any requirement) \* Design and development of products and services  
\* Monitoring and measuring resources.
- 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, and relationship management are the seven quality Policy of iPloy.
- In your current role, how can you contribute to ensure that the Quality Policy is implemented?  
the Quality policy of the organization is more of like a self behavioral task. With this, I am more challenged to follow these quality policy implemented. I will be more of a willing individual to follow and exert my natural behavior for this. This will not only help me as an employee but also as an individual.
- In your opinion, why is it important to have a Quality Policy in the Organization?  
It is important to have a Quality Policy in the Organization for it stands as a basis and guide to produce exceptional service. Providing such exceptional service will help the organization to compete with the market.

**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 continued 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
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