

QMS Awareness Examination



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Immediate Superior		Date	March 12, 2024	Score	28/70

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

1. What is the name of the Seminar?

Quality Management System (QMS)

2. What are the two clauses mentioned under the scope of our Management System that is not covered in our QMS?

- ① design and development of products and services 7 clause not mentioned
- ② monitoring and measuring resources

3. 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

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

As a CSR, how I understand future and current customers' needs in an in-depth sense is essential. So goes with better cooperation and understanding with our team leads in creating and maintaining a fully-involved process and communication to achieve our objectives. Lastly, is to put value on the process approach with objective decision-making thru evidence-based data and resources so that we can both attain and maintain relationship not just to our clients but to those involved in the process

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

Quality Policy serves as a "bible" for organizations especially those providing services to ensure that everything we provide and do meets and exceeds our customers/clients. Without it would be pointless and less effective for an institution to progress and succeed.

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

- ④ Top Management external providers
- ③ people QMS
- interconnected processes
- ① Commitment
- ② 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 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

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