

QMS Awareness Examination



Name	Romano King Leyera	Position	CSR	Department	
Immediate Superior		Date	03/12/2024	Score	30/20
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?

The two clauses mentioned under scope of our Management System are; Clause 8.3 Design and Development of products and services which is beyond our scope and Clause 7.1.5 Monitoring and Measuring resources is also beyond our scope of support.

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

The seven (7) Quality Policy of iPloy:

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?

In my current role, I can ensure that the Quality Policy will be followed by contributing in any aspect of the job especially the integrity in workplace which focuses on having the work ethics and satisfaction in every assistance you do. Also, by thinking outside the box and some suggestion which can help to improve the quality service of IPLAY, OPC.

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

In my own perception, it is important to have Quality Policy in an organization for them to be guided on how to provide quality service to their clients, members, etc. By this we will ~~bring the best~~ hit two birds with one stone. Satisfied service and promote good things about that organization.

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 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.

