

QMS Awareness Examination



Name	Kristha Freca Mae Cantina	Position	CSR	Department	
Immediate Superior		Date	March 19, 2021	Score	28/35

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?

Clause 2.8.3 design & development of products and services
Clause 7.1.5 Monitoring and measuring resources

3. 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
- Relationship management

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

As a customer service representative I can contribute by following the expected or given standard of Quality Policy / Quality Management system. Follow what is being provided and avoid violating those policy provided.

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

In my opinion, it is important to have a Quality Policy in the organization to be guided on what is in our scope or are not part of it so that we can be effective and efficient in providing quality of service.

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 (~~Top Management~~) 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

- 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