

**QMS Awareness Examination**



Name	Reicil Ann R. De La Cruz	Position	CSR	Department	
Immediate Superior		Date	03-26-24	Score	28/30

**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 (clause 8.3)  
Monitoring and measuring resources (clause 7.1.5)

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

Relationship management  
Customer focus  
Leadership  
Engagement of people  
Process Approach  
Improvement  
Evidenced-based decision making

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

As a CSR agent I would do my best to order for me to follow and implement the Quality policy for me to provide a better service to our customer as well as to help them out and resolve their concern or reason for call.

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

to provide better service to the customer as well as you have a guide all through out the process.  
commitment

**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.

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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