

QMS Awareness Examination



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Immediate Superior		Date	04/11/2024	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 Awareness

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

Clause 8.3 Design and 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
 Evident based decision making
 Relationship management

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

As a CSR, who is directly communicating with patients in need of service, to ensure that Quality Policy is implemented we have to adhere with the guidelines or the policies implemented to provide quality service.

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

Quality Policy was established to maintain the integrity or improve integrity and accuracy of the information or service provided by an 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.

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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 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

7

- 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