

Name	LEUMAR BIGCAS	Position	CSR	Department	
Immediate Superior		Date	04/24/2024	Score	28/70

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

1. What is the name of the Seminar?
 The name of the seminar is "Quality Management System" iPloy OPC.
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 are not covered in the quality management system scope because the organization does not do any design and development process."
 ✓ Clause 7.1.5 "Monitoring and measuring resources is not covered in the quality management system because the organization uses any monitoring or measuring resources to verify the conformity of products and services to requirements."
- 7 3. What are the seven (7) Quality Policy of iPloy that were mentioned in the seminar?
 The seven Quality Policy of iPloy that were mentioned in the seminar are: (1) customer focus, (2) leadership, (3) engagement of people, (4) process approach, (5) improvement, (6) evidence-based decision making, and relationship management.
- 14 4. In your current role, how can you contribute to ensure that the Quality Policy is implemented?
 As an agent, I can contribute to ensure that the Quality Policy is implemented by doing the best that I can do in every thing that I do in my work. I must ensure to do things accordingly considering the things I should keep in mind to provide good service to customers which in return could help the company excel/progress.
5. In your opinion, why is it important to have a Quality Policy in the Organization?
 In my perception, it is important to have a Quality Policy in the Organization to know the things needed to be kept in mind to satisfy customers which could continually improve the 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

- 7 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 continued 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