

QMS Awareness Examination



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Immediate Superior		Date	May 07, 2024	Score	22/20

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 Scope of 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 that is not covered in QMS (one) first clause 8.7 Design and development of products and services means the products are not designed or covered by the quality management scope, and the second one is clause 7.1.5 ^{monitoring and measuring resources}

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 includes: customer focus, leadership, engagement of people, process approach, improvement, evidence-based decision making, (rel) and relationship management.

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

As a customer service, I really need to provide my best services in the needs of my customer or clients. I should not focus on my own idea or perceptions, instead I need be more objective and give the best and good services to my clients to satisfy them. I should always bear in my mind that my focus is to satisfy our customers.

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

In my own perception, it's really important to have a Quality Policy in the organization, because ^{by} this we can keep improving and we can also satisfy our customers. We are not just stick to what we have learned or what we have given or provide services to our customers but we can improve and think more what could be the best.

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.

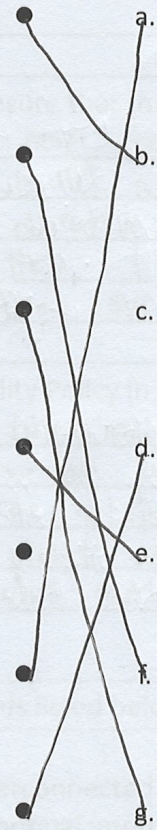
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2. We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives.
3. As an organization, we recognize that people are the essence of any good business and that their 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

- | | |
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| <ol style="list-style-type: none"> 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. |  <ol style="list-style-type: none"> a. Evidence-based decision making b. Process approach c. Improvement d. Engagement of people e. Leadership f. Customer focus g. Relationship management |
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