

**QMS Awareness Examination**



Name	CHERAMIE V. CAÑON	Position	CSR	Department	
Immediate Superior		Date	MAY 14, 2024	Score	24/25

**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?

the clause 8-3 (design and development) and clause 15 (monitoring and measuring).

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

The seven Quality of Iploy include:  
Customer focus, leadership, Engagement of people, process approach, improvement, evidence-based decision making, and relationship management

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

As a newbie for CSR position, I think my skills and ability to adapt will ensure that the Quality Policy will be implemented. As my ability to engage to other people as well as my strengths and skills will be beneficial for the team, in the sense that I want to thus, to ensure quality policy to be implemented, I'll use my strengths, skills and ability to adapt.

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

I think it is really significant to have quality policy in the organization in order to achieve mission of the Iploy as well as to continually give superb customer service experience.

**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**

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.

● a. Evidence-based decision making

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.

● b. Process approach

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.

● c. Improvement

e

4. Our Top Management has committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

● d. Engagement of people

g

5. As an organization, we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.

● e. Leadership

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.

● f. Customer focus

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.

● g. Relationship management