

**QMS Awareness Examination**



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Immediate Superior		Date	May 28, 2024	Score	29/30

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

- What is the name of the Seminar?  
Quality Management System (QMS)
- What are the two clauses mentioned under the scope of our Management System that is not covered in our QMS?  
Clause 8.3 / Clause 7.5
- What are the seven (7) Quality Policy of iPloy that were mentioned in the seminar?  
Customer focus  
Leadership  
Engagement of people  
Process approach  
Improvement  
Evidence-based decision making  
Relationship management
- In your current role, how can you contribute to ensure that the Quality Policy is implemented?  
For me to provide or contribute this policy by making sure that our customers can feel the assurance or peace of mind they should regard what their current situation or problem maybe. Lets help customer focus on our systems and making sure to build connection with them.
- In your opinion, why is it important to have a Quality Policy in the Organization?  
For me its very important given with how our industry itself. We should know how to deal with our customer, showing them that we can resolve their concern - by the end of the call. Important as well on how we improve ourself in the next calls or making sure we are improving day by day.

**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

- 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.**

7

**Column A**

**Column B**

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| <p>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.</p> <p>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.</p> <p>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.</p> <p>E. 4. Our Top Management has committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.</p> <p>A. 5. As an organization, we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.</p> <p>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.</p> <p>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.</p> |  | <p>a. Evidence-based decision making</p> <p>b. Process approach</p> <p>c. Improvement</p> <p>d. Engagement of people</p> <p>e. Leadership</p> <p>f. Customer focus</p> <p>g. Relationship management</p> |
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