



**QMS Awareness Examination**

Name	JENESIA R. CLOMA	Position	CSR	Department	
Immediate Superior		Date	MAY 29, 2021	Score	29/30

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

1. What is the name of the Seminar?

QUALITY MANAGEMENT SYSTEM (IPLAY 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. The other one is CLAUSE 7.1.5.

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

- CUSTOMER FOCUS

- LEADERSHIP

7 - ENGAGEMENT OF PEOPLE

- PROCESS APPROACH

- IMPROVEMENT

- EVIDENCE-BASED DECISION MAKING

- RELATIONSHIP MANAGEMENT.

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

- ENSURING THE POSSIBILITY OR PROVIDING A LONG TERM RESOLUTION TO THE CUSTOMER.

3 - MAKE THE CUSTOMER AS IMPORTANT AND TO GIVE THEM A QUALITY AND SATISFACTION SERVICES.

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

- TO HAVE A GOOD IMPACT TO THE CUSTOMER,

2 BY PROVIDING THEM AND ENSURING A GOOD SERVICE, SO THAT THE COMPANY/BUSINESS GROW.

**Test II. Fill-in the blanks. Find the answers from the words listed below:**

Top Management  
external providers

people  
QMS

interconnected processes  
continual improvement

Commitment

1 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 inter-connected 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.

