



**QMS Awareness Examination**

Name	Login A. Cotamisan	Position	CSR	Department	
Immediate Superior		Date	06/04/2024	Score	26/30

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

- What is the name of the Seminar?  
Quality Management System
- What are the two clauses mentioned under the scope of our Management System that is not covered in our QMS?  
Design and development of products and services
- 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?  
I will follow the said Quality Policy in order to be an asset to this company.
- In your opinion, why is it important to have a Quality Policy in the Organization?  
In order to achieve the goal of the company and to become an effective and leading BPO company.

**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 inter-connected process <sup>continual improvement</sup> across all aspects of our quality management system; it is one of our main annual objectives.
3. As an organization, we recognize that people <sup>people</sup> ~~original providers~~ 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 continual improvement interconnected process.
6. IPLOY, OPC recognizes that an organization and the relationship it has with its people <sup>external provider</sup> 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**

- |   |   |
|---|---|
| <p><b>b</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>               | <ul style="list-style-type: none"> <li>● a. Evidence-based decision making</li> </ul> |
| <p><b>f</b> 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>                                      | <ul style="list-style-type: none"> <li>● b. Process approach</li> </ul>               |
| <p><b>g</b> 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> | <ul style="list-style-type: none"> <li>● c. Improvement</li> </ul>                    |
| <p><b>e</b> 4. Our Top Management has committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.</p>  | <ul style="list-style-type: none"> <li>● d. Engagement of people</li> </ul>           |
| <p><b>a</b> 5. As an organization, we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.</p>   | <ul style="list-style-type: none"> <li>● e. Leadership</li> </ul>                     |
| <p><b>c</b> 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>   | <ul style="list-style-type: none"> <li>● f. Customer focus</li> </ul>                 |
| <p><b>d</b> 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>                                      | <ul style="list-style-type: none"> <li>● g. Relationship management</li> </ul>        |