

QMS Awareness Examination



Name	Analya Conine A. Dyao	Position	CSR	Department	
Immediate Superior		Date	06/04/2024	Score	28/30
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 all about the Quality Management System of iPloy, OPC.

2. What are the two clauses mentioned under the scope of our Management System that is not covered in our QMS?

The two clauses mentioned under the scope of our management system that is not covered in our QMS are the clause 8.3 and the clause 7.1.5.

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 are the Customer focus, Leadership, Engagement of People, Process approach, Improvement, Evidence-based decision making and lastly the Relationship management.

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

In my current role as a CSR, I can contribute to the implementation of the quality policy by simply following the policies implemented and by not neglecting it. It is also better to fully understand the following policies and also to have a better grasp of following these.

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

In my own personal opinion, it is important to have a quality policy in the organization because it is to ensure the clients and customers get the best service that they needed. It is also important because it serves as a guide for us to do our job at the best service possible.

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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| <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> | <ul 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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