

QMS Awareness Examination



Name	COLTA, NIÑA MAE A.	Position	CSR	Department	
Immediate Superior		Date	06/04/24	Score	26/20

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?

Clause 4.3 Design and development of products and services and clause 7.1.5 Monitoring and measuring resources

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

The seven Quality policy of iploy includes 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?

I can assimilate the Quality Policy in my role as a customer service representative by providing excellent customer service and embodying the right attitude and behavior in accordance with the Quality Policy. We should also assess our performances ourselves and continuously work on it incorporating the feedbacks of your superusers.

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

It is important to have a quality policy in the organization to ensure that everyone is involved and behaves accordingly to reach the company's goals. Being stagnant or providing mediocrity could hinder the company's growth especially in a competitive and revolving market environment. Hence, having a set policy of policy which aims for the company's growth is a must.

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.

QMS Awareness Examination

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.

<u>Column A</u>	<u>Column B</u>
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
A 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