

QMS Awareness Examination



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Immediate Superior		Date	06/04/2024	Score	29/30

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

- What is the name of the Seminar?
 The name of the seminar was Quality Management System of iPloy OPC or QMS.
- What are the two clauses mentioned under the scope of our Management System that is not covered in our QMS?
 The two (2) clauses mentioned under the scope of our QMS that is not covered in our QMS are CLAUSE 8-3 which is the design and development of product and services, and CLAUSE 7-1.5 which is the monitoring and measuring resources.
- What are the seven (7) Quality Policy of iPloy that were mentioned in the seminar?
 ① Customer focus: As an organization, we have made a commitment to understand our current and future needs; meet their requirements and strive to exceed their expectations.
 ② Leadership: Our top Management has committed to creating and maintaining a great working environment.
 ③ Engagement of people: People are the essence of any good business.
 ④ Process Approach: The desired result is achieved more efficiently when activities are managed.
 ⑤ Improvement: Committed to achieving continual improvement.
 ⑥ Evidence-based decision making, and ⑦ Relationship management.
- In your current role, how can you contribute to ensure that the Quality Policy is implemented?
 In my current role as a Voice Customer Service Representative, I can contribute by not just being consistent to working on the seven (7) Quality Policy of iPloy but to also meet the requirements and to ensure that the Quality Policy is well implemented. Good team lead starts with a healthy observance of the mentioned Quality policy and would bring betterment to the organization.
- In your opinion, why is it important to have a Quality Policy in the Organization?
 As most would really agree, implementing a good Quality Policy in the organization provides customer satisfaction, regulatory and legislative requirements and also it would show our true commitment to improve our management system continuously so that all the people involved or behind these policies will be achieving their objectives.

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 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>7</p> <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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