

QMS Awareness Examination



Name	DAISY MAE J. LOPINA	Position	CSR	Department	
Immediate Superior		Date	06/11/2024	Score	28/30

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?

The two clauses that are not covered in our QMS is Clause 8.3 which is the design and Development of products and services and Clause 7.1.5 which is the monitoring and measuring resources.

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

The first Quality Policy of iPloy is customer focus which refers to giving the customers needs and expectation. Second, Leadership which refers to creating and maintaining a good working environment. Third, Engagement of People refers to having full involvement to business and people. Fourth, Process Approach refers to achieving the desired results. Fifth, Improvement refers to continual improvement. Sixth, Evidence based decision making and lastly, Relationship management.

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

As a Customer ^{service} Representative in order to ensure that the Quality Policy is implemented it through developing a good character that also sees the goals and objectives of the company. And my role is to do the roles of the company.

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, so that our goals and vision will be aligned to the company's objectives and goals.

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 QMC 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 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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