

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.

Column A

Column 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.
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.
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.
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 have committed to only make decisions relating to our QMS following an analysis of relevant data and information.
6. We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives.
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.

- 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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Name	Mary Jane Piang	Position	CSR	Department	
Immediate Superior		Date	06/20/2024	Score	
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?
Clause 8.3 - Design and development of products & services are not covered in the quality management system scope because we do not do design & development process
Clause 7.1.5 Monitoring and measuring resources because organization does not monitor or measure of products.
- 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?
As a CSR, I need to make sure that the quality policy was implemented by giving proper customer service and satisfaction to customer, building relationship across in making sure that decision and approach were accurate and correct as per the policy and the quality of work were evident based on the customer response and feedback.
- In your opinion, why is it important to have a Quality Policy in the Organization?
It is important to make sure the organization were working properly on promoting and providing as per the client. To also make sure that the goal and purpose were meet in achieving the quality of work on the policy being implemented. We also need to make sure that the purpose of the quality policy were properly implemented and applied to the organization.

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.