



**QMS Awareness Examination**

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Immediate Superior		Date		Score	

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

- What is the name of the Seminar?  
SCOPE OF 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 and services because the organization does not do any design and development process. Clause 7.1.5 - Monitoring and measuring resources because the org uses any monitoring or measuring resources to verify.
- 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?  
By giving the quality and doing a positive approach to help the agents improve and match or going beyond the client's expectation and by following the best practices that was given from the team lead that can help the company grow.
- In your opinion, why is it important to have a Quality Policy in the Organization?  
To make sure that we can satisfy the client's expectation by following a quality needs and providing the CX a high quality assurance while giving an excellent customer service experience.

**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

- |   |   |                                   |
|---|---|-----------------------------------|
| 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 |
| 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               |
| 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                    |
| 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           |
| 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                     |
| 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                 |
| 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        |