



QMS Awareness Examination

Name	IVY MEJARES	Position	CSR	Department	
Immediate Superior		Date	07/18/2024	Score	
Test I. Instructions: Answer the questions in the spaces provided for.					

- What is the name of the Seminar?
Quality Management ~~System~~ system
- What are the two clauses mentioned under the scope of our Management System that is not covered in our QMS?
clause 8.5 & clause 7.1.5
design and development of product and review are not covered in the QMS
Monitoring and measuring resources is not covered in the quality management system.
- 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
and relationship management
- In your current role, how can you contribute to ensure that the Quality Policy is implemented?
By being committed, passionate and always making sure that I am abiding to the house rules and policy of the company, maintaining focus, and ~~open to the~~ being industrious. Since I know that being the customer service representative means being the face of the company.
- In your opinion, why is it important to have a Quality Policy in the Organization?
To make sure that the consistency and purpose of the organization is being monitored and practice, to set a proper direction and goal to achieve by 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.



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 Process approach.
6. IPLOY, OPC recognizes that an organization and the relationship it has with its external 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

Thank you