

QMS Awareness Examination



Name	Many Rose B. Mulato	Position	CSR	Department	
Immediate Superior		Date	08/01/2024	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 and Clause 7.1.5 in where in clause 8.3 it is Design and development of products and services are not covered in the quality management systems scope because the organization does not any design and development process while clause 7.1.5 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
Relationship Management
- In your current role, how can you contribute to ensure that the Quality Policy is implemented?
In my current role as an CSR, I need to make sure that I can provide the good quality service to customers by resolving their issue and helping them out as soon as possible or in a short period of time, and aside from that I need to make sure that I followed all the standards in maintaining a good service, the policy implemented should be followed all the time to make sure it is implemented in a good way.
- In your opinion, why is it important to have a Quality Policy in the Organization?
It is important because Quality Policy in our organization, is a measurement or standard on how we contribute and how we do our job as CSR, we have a lot of policy to follow for us to provide good quality service, not just assist by providing assistance to customers but also we need to make sure that we're able to adhere the steps and guidelines in each of our call, so the 7 Quality Policy of iPloy that we have should be followed and adhere.

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 (contin) 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.

