

QMS Awareness Examination



Name	PHILIP CAMERON	Position	CSR	Department	
Immediate Superior		Date	8/23/24	Score	22/30

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?
CLAUSE 8.3 / CLAUSE 7.15
3. 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
4. In your current role, how can you contribute to ensure that the Quality Policy is implemented?
PATIENT NEEDS & EXPECTATION
ARE MET BY SERVICE
5. In your opinion, why is it important to have a Quality Policy in the Organization?
ITS IMPORTANT TO HAVE A QUALITY POLICY BECAUSE
IT IS WHERE ALL DISCIPLINE BEGIN. WE NEED TO HAVE RULES
TO BE FOLLOW FOR US TO BE ORGANIZED

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.

QMS Awareness Examination



2. We have committed to achieving IMPROVEMENT across all aspects of our quality management system; it is one of our main annual objectives.
3. As an organization, we recognize that ~~PROCESSES APPROACH~~ are the essence of any good business and that their full involvement enables their abilities to be used for our benefit.
4. Our LEADERSHIP 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 ~~RELATIONSHIP~~ MANAGEMENT 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~~ EVIDENCE-BASED DECISION MAKING 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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|---|---|---|-----------------------------------|
| 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 |
| 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. | ● | b. Process approach |
| 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. | ● | c. Improvement |
| E | 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 |
| A | 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 |
| 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. | ● | f. Customer focus |
| 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. | ● | g. Relationship management |