

QMS Awareness Examination



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Immediate Superior		Date	08-31-24	Score	30/30

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

1. What is the name of the Seminar?

It is the "Quality Management System"

2. What are the two clauses mentioned under the scope of our Management System that is not covered in our QMS?

The first one is the Clause 8.3, which states that design & development of products & services are not covered in the quality management. The 2nd one is Clause 7.1.5, which states that monitoring & measuring resources is not covered in the quality management system.

3. What are the seven (7) Quality Policy of iPloy that were mentioned in the seminar?

First, is the customer focus, which focuses on meeting the customers needs & to make a commitment to understand their needs. Second is the leadership which is very important to maintain a working environment that has involvement and productivity in achieving the company's objectives. Third, is the engagement of people to be able to create a balanced work-life experience. Fourth, is the process approach which is vital to be able to achieve an organized and productive approach for the company's success. Fifth is the improvement, which serves as the stepping stone that every employee must possess to have a career development. Sixth is the Evidence-based decision making & lastly is Relationship Management.

4. In your current role, how can you contribute to ensure that the Quality Policy is implemented?

As a customer service representative and a first timer in this field I will do my very best to ensure and maintain the quality policy by embodying these policies in my work ethics.

5. In your opinion, why is it important to have a Quality Policy in the Organization?

It is really important to have a Quality Policy in the organization to be able to achieve productivity at the same time to create a harmonized flow of company flow management.

Test II. Fill-in the blanks. Find the answers from the words listed below:

Top Management
external providers

people
QMS

interconnected processes
continual improvement

Commitment

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.

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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

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| <p>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.</p> | <p>● a. Evidence-based decision making</p> |
| <p>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.</p> | <p>● b. Process approach</p> |
| <p>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.</p> | <p>● c. Improvement</p> |
| <p>E 4. Our Top Management has committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.</p> | <p>● d. Engagement of people</p> |
| <p>A 5. As an organization, we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.</p> | <p>● e. Leadership</p> |
| <p>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.</p> | <p>● f. Customer focus</p> |
| <p>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.</p> | <p>● g. Relationship management</p> |