

QMS Awareness Examination



Name	Hernando, Cris Daniche	Position	CSR	Department	
Immediate Superior		Date	9/20/24	Score	28/30

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, Design and Development of products and services

Clause 7.1.5, Monitoring and measuring resources

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?

As a customer service representative, I can contribute to ensure Quality Policy is implemented through attending ~~to~~ our customer or patient's need thoroughly and properly, also engage with my co-workmates to ~~also~~ be able to utilize their abilities and fulfill our goals, to help the company succeed.

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

So that the company or the organization has a purpose, and commitment to satisfy the needs of our customers.

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.

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 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

- | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><u>B.</u> 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><u>F.</u> 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><u>G.</u> 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><u>E.</u> 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><u>A.</u> 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><u>C.</u> 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><u>D.</u> 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> | <ul style="list-style-type: none"> ● a. Evidence-based decision making ● b. Process approach ● c. Improvement ● d. Engagement of people ● e. Leadership ● f. Customer focus ● g. Relationship management |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|