



QMS Awareness Examination

Name	Princess Gate Tangerang	Position	CSR-Voice	Department	
Immediate Superior		Date	Sept. 27, 2024	Score	80 / 100

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

1. What is the name of the Seminar?

200 Quality Management System

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

2 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?

7 Customer focus - a commitment to understand our current and future customers' needs.
Leadership - create & maintain a working environment to make people fully involved.
Engagement of people - involvement of people enables their abilities to be used.
Process approach - understand the process to have the desired result.
Improvement - committed to achieving continual improvement.
Evidence-based decision making - make decision based of relevant data.
Relationship management - maintain relationship to enhances ability of both parties.

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

2 In order for me to implement the Quality policy, I should made sure that I internalize the knowledge or the information about the policy and put it into action. Building relationship that is funded by trust towards our customers will bring us toward our goal.

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

2 To have an organize management or workplace that are beneficial to the company and the employee. It provides the framework to satisfy our customers' needs.

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

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.

