

PAOLO RONALD TORMIS
9/27/24



QMS Awareness Examination

Name	PAOLO TORMIS	Position	CSP	Department	
Immediate Superior		Date	9/27	Score	27/30

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?

MONITORING & MEASURING RESOURCES IS NOT COVERED IN QMS BECAUSE THE ORGANIZATION USES ANY MONITORING OR MEASURING RESOURCES TO VERIFY THE CONFORMITY OF PRODUCTS & SERVICES TO REQUIREMENTS

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?

WE NEED TO MAKE SURE THAT WE ASSIST ALL OUR CUSTOMERS TO THE BEST OF OUR ABILITY TO EXCEED THEIR EXPECTATION

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

IN ORDER TO GET EVERYONE'S COMMITMENT IN PROVIDING EXCELLENT CUSTOMER SERVICE.

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 QUALITY POLICY to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations.

QMS Awareness Examination

CONTINUAL IMPROVEMENT

2. We have committed to achieving CUSTOMER FOCUS 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

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.

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.

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.

E

4. Our Top Management has committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

A

5. As an organization, we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.

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.

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.

- a. Evidence-based decision making
- b. Process approach
- c. Improvement
- d. Engagement of people
- e. Leadership
- f. Customer focus
- g. Relationship management