

QMS Awareness Examination



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Immediate Superior	Ramelyn Castañares	Date	May 10, 2025	Score	35

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?

1. Clause 8.3: Design and development of products and services...
2. Clause 7.1.5: Monitoring and measuring resources ...

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

1. Customer focus
2. Leadership
3. Engagement of people
4. Process Approach
5. Improvement
6. Evidence-based decision-making
7. Relationship management

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

As an Employee Relations handling the Behavioral Concerns, I can contribute by ensuring consistency of the policy, compliance, and fairness, which helps uphold service quality, employee accountability, and adherence to standards.
Specifically, I could promote consistency and fairness via applying due process and document incidents thoroughly to identify recurring issues to recommend proper / appropriate preventive / corrective actions.

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

QMS is important in an organization as it serve as a unified system since it is composed of variety group of people, roles and department. As the organization grows in size, the operations become complex, multiple departments involvement, processes and personnel. Without it - QMS, a unified system to manage and monitor quality inconsistencies, inefficiencies, and errors can easily occur. with QMS, it provides a structured framework.

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.

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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

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.

Column B

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