

**QMS Awareness Examination**

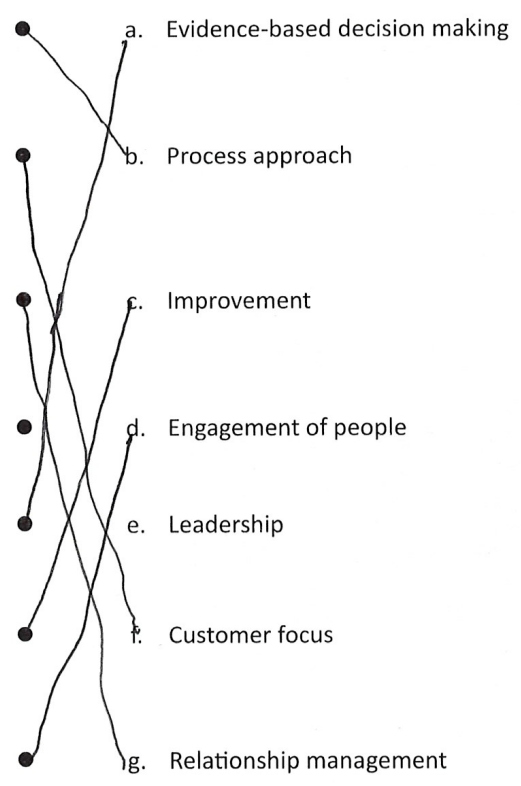
2. We have committed to achieving CONTINUAL IMPROVEMENT across all aspects of our quality management system; it is one of our main annual objectives.
3. As an organization, we recognize that PEOPLE are the essence of any good business and that their full involvement enables their abilities to be used 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 INTER CONNECTED 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.





**QMS Awareness Examination**

Name	ARIES MERCADO	Position	CSR-VOICE	Department	
Immediate Superior		Date		Score	

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

1. What is the name of the Seminar?  
QUALITY MANAGEMENT SYSTEMS
2. What are the two clauses mentioned under the scope of our Management System that is not covered in our QMS?  
THE 2 CLAUSE THAT IS NOT COVERED ARE CLAUSE 8.3 DESIGN & DEVELOPEMENT OF PRODUCTS & SERVICES SINCE ORGANIZATION DOES NOT DO ANY DESIGN & DEVELOPEMENT. THE OTHER ONE IS CLAUSE 7.1.5 MONITORING OR MEASURING RESOURCES TO VERIFY CONFORMITY.
3. What are the seven (7) Quality Policy of iPloy that were mentioned in the seminar?

<u>CUSTOMER FOCUS</u>	<u>RELATIONSHIP MANAGEMENT</u>
<u>LEADERSHIP</u>	
<u>ENGAGEMENT OF PEOPLE</u>	
<u>PROCESS APPROACH</u>	
<u>IMPROVEMENT</u>	
<u>EVIDENCE-BASED DECISION MAKING</u>	

- 3 4. In your current role, how can you contribute to ensure that the Quality Policy is implemented?  
ON MY OWN WORD. I WOULD BE ABLE TO DO CONTRIBUTION BY FOLLOWING WHAT THE STEPS TO INSURE THAT PROCESSES ARE CORRECT. FOR THIS TO HAPPEN I WILL CHECK ALL AVAILABE RESOURCES GIVEN TO MAKE SURE THAT ALL OF PROCEDURES ARE CORRECT

- 3 5. In your opinion, why is it important to have a Quality Policy in the Organization?  
IT IS IMPORTANT TO MAINTAIN THE QUALITY AND INSURING THAT ALL INFORMATION ARE THE SAME WHETHER THATS FROM A PREVIOUS CSR TO THE NEW THAT HANDLES PATIENTS CONCERN. ALSO TO GAIN THE TRUST OF OUR CUSTOMERS & CLIENTS.

**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.