

QMS Awareness Examination

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Immediate Superior		Date	11/23/2024	Score	80

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 development of products and services are not covered

Clause 7.1-5 Monitoring and measuring resources is not covered in this Management

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, these are

the seven Quality Policy that iPloy OPC has established. This Policy

is essential to provide a management that is committed in

giving quality service.

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

As my role of being customer service and provide a good quality of

service I can contribute by being a Customer focus, because I can

and will understand my customer needs and should give my all

attention

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

The Quality policy in Organization is important in establishment in order

to have a management that is consistent with the purpose. It also

give the backbone for us to be committed and improve our

management system.

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.

7 Test III. Matching Type. Match Column A with Column B.

Column A

- 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.

Column B

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