

**QMS Awareness Examination**



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Immediate Superior		Date	12-06-24	Score	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?

Design and development of products - under Clause 8.3

Monitoring and measuring resources - under Clause 7.1.5

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?

I can contribute to ensure that the Quality Policy is implemented by following the guidelines, ensuring customer satisfaction, engaging to other people or colleague, and being an evidence based in making decisions.

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

It is important to have a Quality Policy in order to have improvements inside and outside the organizations and also to provide best customer services.

**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~~ 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.**

7

### Column A

### Column B

- |   |   |
|---|---|
| <p><del>B</del> 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.</p>               | <ul style="list-style-type: none"> <li>● a. Evidence-based decision making</li> </ul> |
| <p><del>F</del> 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.</p>                                      | <ul style="list-style-type: none"> <li>● b. Process approach</li> </ul>               |
| <p><del>G</del> 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.</p> | <ul style="list-style-type: none"> <li>● c. Improvement</li> </ul>                    |
| <p><del>E</del> 4. Our Top Management has committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.</p>  | <ul style="list-style-type: none"> <li>● d. Engagement of people</li> </ul>           |
| <p><del>A</del> 5. As an organization, we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.</p>   | <ul style="list-style-type: none"> <li>● e. Leadership</li> </ul>                     |
| <p><del>C</del> 6. We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives.</p>   | <ul style="list-style-type: none"> <li>● f. Customer focus</li> </ul>                 |
| <p><del>P</del> 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.</p>                                      | <ul style="list-style-type: none"> <li>● g. Relationship management</li> </ul>        |