

QMS Awareness Examination



Name	Ferdinand Quimpo	Position	CSR	Department	
Immediate Superior		Date	12/13/24	Score	29

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

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?

We can contribute to ensure that the Quality Policy is implemented by just simply following basic rules because as a CSR we are committed to provide customer satisfaction and high quality of service.

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

It is very important to have Quality Policy in the Organization in order for the employees know the basic rules and regulations in the organization. By following of these Quality Policy we can achieve high quality of service towards to our clients and customer. It gives impact also to the community that our company has the standard.

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.

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 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

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|---|---|---|-----------------------------------|
| 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. | ● | a. Evidence-based decision making |
| 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. | ● | b. Process approach |
| 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. | ● | c. Improvement |
| e | 4. Our Top Management has committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives. | ● | d. Engagement of people |
| a | 5. As an organization, we have committed to only make decisions relating to our QMS following an analysis of relevant data and information. | ● | e. Leadership |
| 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. | ● | f. Customer focus |
| 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. | ● | g. Relationship management |