

QMS Awareness Examination



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Immediate Superior		Date	12/20/24	Score	28

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

1. What is the name of the Seminar?
Quality Management System of iPloy, OPC
2. What are the two clauses mentioned under the scope of our Management System that is not covered in our QMS?
According to clause 8.3, ~~Design~~ ^{Service} Design and development of products and services are not covered.
7. What are the seven (7) Quality Policy of iPloy that were mentioned in the seminar?
The seven Quality Policies of iPloy are Customer focus, Leadership, Engagement of People, Process approach, Improvement, Evidence-based decision making, and Relationship management.
3. In your current role, how can you contribute to ensure that the Quality Policy is implemented?
I can ensure that the company's quality policy is implemented through my contributions in customer satisfaction. My role as a customer service representative requires me to engage with customers and make sure their needs and concerns are met or addressed.
3. In your opinion, why is it important to have a Quality Policy in the Organization?
It is crucial to have a quality policy in an organization so ~~the~~ ^{there} a set standard is followed in ensuring the products or services given by the company and its employees are top of the line. This ensures customer ~~the~~ satisfaction and yields great results both for the company and 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.

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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

Column B

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