

QMS Awareness Examination



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Immediate Superior		Date	12/20/2024	Score	20

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

1. What is the name of the Seminar?

Quality Management System (QMS)

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 and services are not covered in the quality management system scope because the organization does not do any design and development processes.

3. What are the seven (7) Quality Policy of iPloy that were mentioned in the seminar?

- ① Customer focus - understand our current and future customers needs
- ② Leadership - maintaining a work environment to achieve objectives
- ③ Engagement people - essence of any good business
- ④ process approach - process of interconnected processes
- ⑤ improvement - achieving continual improvement across all aspects
- ⑥ evidence-based decision making - committed making decisions related to QMS
- ⑦ Relationship management - mutual beneficial relationship with its external providers.

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

To be a CSR voice, I should contribute my skills and strengths to ensure quality policy, by following the policy and making sure that you receive a good service to the customer. Enhancing your customer focus and by following process approach will also help us to build a strong foundation that we really prove quality policy.

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, to maintain peace and seamless experience for the agents and customer, that allow us to (the) know how to serve right things to the customer.

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 inter connected process
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

- | | |
|---|---|
| <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>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>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>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>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>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>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> | <ul style="list-style-type: none"> ● a. Evidence-based decision making ● b. Process approach ● c. Improvement ● d. Engagement of people ● e. Leadership ● f. Customer focus ● g. Relationship management |
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