

### Quality Management System Awareness Examination

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Trainer:	V EEE	Date:	January 17, 2025	Score:	30

**Test I.** Answer the questions in the spaces provided for.

- What is the name of the Seminar?  
Quality Management System (QMS)
- What are the two clauses mentioned under the scope of our Management System that are not covered in our QMS?  
clause 8.3 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 process.  
clause 7.1.5 Monitoring and measuring resources is not covered in the quality management system.
- 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
- In your current role, how can you contribute to ensure that the Quality Policy is implemented?  
As a customer service associate, it is essential to follow the policy and regulation of my company so that I can contribute with positive and long-lasting impression to my customers and other people or organizations that are involved in the business.
- In your opinion, why is it important to have a Quality Policy in the Organization?  
It is important to have a quality policy so that we can attract more customers, gain their trust, generate or build a good relationship with them and most importantly, keeping their loyalty to our company.

**Test II.** Find the answers inside the box that best fits the sentences below.

Top Management External Providers Commitment	People QMS	Interconnected Processes Continual Improvement
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- 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.
- We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives.
- 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. An organization, we have committed to only make decisions relating to our QMS following analysis of relevant data and information.

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**Test III.** Put the letter of your answer in the space provided.

*Column A*

*Column B*

- 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 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.
- C 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.

**A. Evidence-based decision making**

**B. Process Approach**

**C. Improvement**

**D. Engagement of People**

**E. Leadership**

**F. Customer Focus**

**G. Relationship Management**