

Quality Management System Awareness Examination

Name:	Gerah Mae Pascual	Position:	CSR-Voice	Department:	
Facilitator:	Veronica Shar	Date:	02/29/21	Score:	32

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

- What is the title of the topic that was discussed?
~~Quality Management System~~ the title of the topic that was discussed.
- What are the two clauses mentioned under the scope of our Management System that are not covered in our QMS?
~~Clause 8.3 and Clause 7.1.5~~ are the two clauses mentioned under the scope of our Management System that not covered in our QMS.
- What are the seven (7) Quality Policy of iPloy that were mentioned in the seminar?
~~Customer focus~~
~~Leadership~~
~~Engagement of people~~
~~Improvement~~
~~Process Approach~~
~~Evidence-based Decision Making~~
~~Relationship Management~~
- In your current role, how can you contribute to ensure that the Quality Policy is implemented?
~~If I were~~ In my current role, today, in order to ensure that the Quality Policy is implemented, I will give my best to follow all the rules and regulations and showcase the abilities and skills that is meant for my job. Since, I am in a BPO company there are the chances, there are instances that growth and improvement should arise accordingly, expectations sets that, why I should never be stagnant at all times. One must learn and adapt and at the same time, respect and be efficient to engage and productive one.
- In your opinion, why is it important to have a Quality Policy in the Organization?
~~For me, since I have also encountered an-environment that needs an interaction~~ with a lot of people (although, it was physically), having a Quality Policy is essential or vital in a company or management in the organization because it will serve as a guidance or pathway for the people to have discipline and healthy relationship to one another but most of all to the patients/customers as well. An organization will never be united or interconnected if there is no Quality Policy provided. It is used to meet the requirements of other interested parties in meeting social, environmental, charitable, regulatory and legislative responsibilities.

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

Top Management	People	Interconnected Processes
External Providers	QMS	Continual Improvement
Commitment		

- 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.

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

Column A

Column B

- 7
- 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.
 - 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.
 - 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