

Quality Management System Awareness Examination

Name:	Jade Fatima Encarnacion	Position:	CSR-Voice	Department:	
Facilitator:	Veronica Shar	Date:	04/03/2025	Score:	30

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

1. What is the title of the topic that was discussed?
Quality Management System
2. 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.
3. 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
4. In your current role, how can you contribute to ensure that the Quality Policy is implemented?

As a customer service representative, I can contribute to ensure that the Quality Policy is implemented by starting with myself. I will adhere to the ^{implemented} Quality Policy to be a perfect example to my other co-employees as well. In relation to this, I will always aim to go above and beyond in making our customers extremely satisfied by providing the best resolution for them, exceeding their expectations and genuinely empathizing with their situations. Moreover, I will make sure to be committed in adhering to the company policy in terms of attendance, behavior, etc.
5. In your opinion, why is it important to have a Quality Policy in the Organization?

Personally, I believe that Quality Policy are very crucial in this organization since not only will it contribute to the business prosperity but it will also create an environment for employees that are productive, effective, efficient, and satisfied at the same time. The Quality Policy will be of great help in effectively extracting quality employees that will stay for a long term in the Organization.

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		

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.
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. 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

- 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.
- 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