

### Quality Management System Awareness Examination

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

1. What is the title of the topic that was discussed?

The topic that was discussed is entitled 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 and clause 7.1.5

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

The seven quality policy of iPloy are the following:

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 always make sure that I'll meet and surpass the expectations of the customer by implementing customer focus, and in that way I can ensure that the customers needs are effectively address. It I need to keep in mind and see to it that I stick to our company's objectives and make decisions that is in-line with the quality management system.

5. In your opinion, why is it important to have a Quality Policy in the Organization?

It is important to have quality policy in the organization to make the customers feel that they get not the better but the best customer service. Through this we can also guarantee excellent service throughout time, it will not degrade but continuously improve for customers benefit and for the company itself.

With quality policy we can provide best-in-class outsourcing which can gain customers loyalty and keep them from coming back and also entice other prospect customer to try our services as well.

**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.

7

**Column A**

**Column B**

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| <p><u>B</u> 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><u>F</u> 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><u>G</u> 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><u>E</u> 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><u>A</u> 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><u>C</u> 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><u>D</u> 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><b>A. Evidence-based decision making</b></p> <p><b>B. Process Approach</b></p> <p><b>C. Improvement</b></p> <p><b>D. Engagement of People</b></p> <p><b>E. Leadership</b></p> <p><b>F. Customer Focus</b></p> <p><b>G. Relationship Management</b></p> |
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