

### Quality Management System Awareness Examination

|              |                |           |           |             |    |
|--------------|----------------|-----------|-----------|-------------|----|
| Name:        | Remerita Kurak | Position: | CSR voice | Department: |    |
| Facilitator: | Veronica Shar  | Date:     | 4/10/2025 | Score:      | 24 |

**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 products & services aren't covered in quality management  
/ Clause 7.1.5 monitoring & measuring isn't covered under quality management
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  
/ and relationship management
4. In your current role, how can you contribute to ensure that the Quality Policy is implemented?  
/ By following and checking the quality policy  
/ for better business and customer service & service.
5. In your opinion, why is it important to have a Quality Policy in the Organization?  
/ To have a better, if not the best  
/ customer service satisfaction

**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 customer focus to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations.
- / 2. We have committed to achieving improvement across all aspects of our quality management system; it is one of our main annual objectives.
- / 3. As an organization, we recognize that engagement of people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit.

4. ~~Our leadership 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 process approval.~~
6. ~~iPloy, OPC recognizes that an organization and the relationship it has with its reliability, payment 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 evidence-based decision-making 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 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.
- ~~K~~ 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.
- ~~A~~ 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**