

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?

Quality Management System

2. What are the two clauses mentioned under the scope of our Management System that are not covered in our QMS?

The two clauses that are not covered in our QMS are Clause 8.3 and Clause 7.1.5. Clause 8.3 is design and development of product and services. Clause 7.1.5 is monitoring and measuring re-

3. What are the seven (7) Quality Policy of iPloy that were mentioned in the seminar? ring and measuring re-

Customer Focus

Leadership

Engagement of People

7 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?

3 In my opinion, as a customer service representative to ensure that quality policy is implemented I have to make sure to follow the rules. I need to make sure that I address all my customers concern and satisfy them with my service.

I also need to make sure to engage and understand my customers and at the same time I have to make my customers satisfied with every interactions I have with the

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

3 It is important to have a quality policy in the organization as this will serve as the basis or objectives that representatives need to follow or achieve so that they can deliver quality customer service. This will help customer service representatives to know more about the scope of their roles.

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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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

- 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