

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?
Designing and Development of products and services and Monitoring and measuring resources - both are not covered in QMS
3. What are the seven (7) Quality Policy of iPloy that were mentioned in the seminar?
 * CUSTOMER FOCUS
 * LEADERSHIP
 * PROCESS APPROACH
 * ENGAGEMENT PEOPLE
 * IMPROVEMENT
 * RELATIONSHIP MANAGEMENT
 * EVIDENCE-BASED DECISION MAKING
4. In your current role, how can you contribute to ensure that the Quality Policy is implemented?
TO ENSURE THE QUALITY POLICY I NEED TO GIVE/ PROVIDE 100% RESOLUTIONS TO OUR CUSTOMER AND BE MANAGEABLE IN ANY DIFFERENT WAYS WHEN IT COMES TO OUR POLICY BE MORE OBSERVABLE AND A QUALITY OF BEING A PROFESSIONAL FOLLOW AND REPEAT IS THE EASIEST WAY.
5. In your opinion, why is it important to have a Quality Policy in the Organization?
In my own perspective Quality Policy (QP) are very important in some ways especially to our future customers and customers to be able those people will comeback and also to Organize a proper quality assurance to the whole team we need to need to meet the expectations to our customers to have a better and successful business.

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

- 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.

Column B

- A **Evidence-based decision making**
- B **Process Approach**
- C **Improvement**
- D **Engagement of People**
- E **Leadership**
- F **Customer Focus**
- G **Relationship Management**