

Quality Management System Awareness Examination

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

- What is the title of the topic that was discussed?
QUALITY MANAGEMENT SYSTEM
- What are the two clauses mentioned under the scope of our Management System that are not covered in our QMS?
DESIGN AND DEVELOPMENT & MONITORING AND MEASURING RESOURCES
- 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
- In your current role, how can you contribute to ensure that the Quality Policy is implemented?
TO ENSURE THAT THE QUALITY POLICY IS IMPLEMENTED, I WOULD BEAR IN MIND ALWAYS THE SEVEN MENTIONED QUALITY POLICY. I'D BE SURE TO REACH OUT TO A SUPERIOR OR A COLLEAGUE IF I AM UNSURE. AS BEST AS I COULD, I WILL PRIORITIZE ACCOMPLISHING MY TASK WITH INTEGRITY. (ASW) AS WELL.
- In your opinion, why is it important to have a Quality Policy in the Organization?
IN MY OPINION, HAVING A SOLID FOUNDATION OF QUALITY POLICY ENSURES THAT NOT THE INDIVIDUALS TASKED TO DO THEIR RESPECTIVE JOBS NOT ONLY ACCOMPLISH IT FOR THE SAKE OF IT, BUT TO ALSO PRIORITIZE MEETING THE NEEDS OF OUR PATIENTS/ CLIENTS.

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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- As an organization, we have made a QMS to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations.
- We have committed to achieving CONTINUAL IMPROVEMENT across all aspects of our quality management system; it is one of our main annual objectives.
- 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. ~~X~~ Our INTERCONNECTED PROCESSES has committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.
- 5. ~~X~~ 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 _____.
- 6. ~~X~~ iPloy, OPC recognizes that an organization and the relationship it has with its TOP MANAGEMENT are interdependent and a mutually beneficial relationship enhances the ability of both to create value.
- 7. ~~X~~ An organization, we have committed to only make decisions relating to our EXTERNAL PROVIDERS Following analysis of relevant data and information.

Test III. Put the letter of your answer in the space provided.

Column A

Column B

7

- 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**