

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 are Clause 8.3 which is about the design and development of the products and Clause 7.1.5 monitoring and measuring resources.

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

First is 'Customer Focus', to meet clients expectations, needs and strive to become better. Second is 'Leadership', to maintain a working environment which engages everyone to achieve the objectives. Engagement of people, recognizes the importance of all workers. Improvement, to never stop improving in all aspects in the management. Process approach, a desired result requires a series of interconnected processes. Evidence-based Decision Making, always following relevant analysis and information. Relationship Management, knowing the importance of external relationship and its mutual benefit.

4. In your current role, how can you contribute to ensure that the Quality Policy is implemented?

I would make sure to learn and apply the process and techniques that this company teaches. I would ensure that I improve on every task given and make sure to satisfy all the clients needs

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

Having quality policy in a company is important since it sets a standard for what the employees and the company should be producing. It ensures consistency and also allows the organization to grow in the right direction.

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.

1

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.
- 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