

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?
Clause 8.3 - Design and development of Products and services are not covered in the QMS scope.
Clause 7.1.5 - Monitoring and measuring resource is not covered in the QMS.
- 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?
As an employee I can contribute by following the Quality Policy and ensure that the guidelines is strictly follow and respect the differences of each individual. I always ensure that I provide positive experience with our service so that the customer will feel valued and heard. not only that, I always ensured that there is always an improvement happen to achieve desired results.
- In your opinion, why is it important to have a Quality Policy in the Organization?
Quality policy is very important in the organization for the reason that there is a stability and balance between each individual. without having a quality policy we cannot see which aspect needed to have an improvement. in every organization it is also important to have an interaction enable to understand which areas needed an improvement each other.

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		

- As an organization, we have made a Continual Improvement to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations.
- We have committed to achieving Top Management 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. Our ~~QMS~~ _____ 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 process~~
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 ~~Commitment~~ _____ 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 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 -