

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?
CLAUSE 8.3
CLAUSE 7.1.5
3. 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
4. In your current role, how can you contribute to ensure that the Quality Policy is implemented?
AS A CUSTOMER SERVICE REPRESENTATIVE (CSR), I CAN CONTRIBUTE OR MAKE SURE THAT QUALITY POLICY IS IMPLEMENTED BY OBSERVING (THE) & UNDERSTANDING THE COMPANY'S GOAL. I WILL MAKE SURE I AM CONTRIBUTING TO THE WELLBEING OF THE COMPANY AS THE COMPANY/ORGANIZATION DOES SO FOR ME.
5. In your opinion, why is it important to have a Quality Policy in the Organization?
QUALITY POLICY IS CRUCIAL TO THE ORGANIZATION BECAUSE WITHOUT IT, IT WOULDN'T FUNCTION ACCORDINGLY. FOLLOWING THE 7 QUALITY POLICY OF THE ORGANIZATION WOULD BEST BENEFIT THE PEOPLE, THE MANAGEMENT, THE ORGANIZATION, & MOST IMPORTANTLY, THE CUSTOMERS.

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

Column B

- | | |
|---|---|
| <p><u>B</u> 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.</p> | <p>A. Evidence-based decision making</p> |
| <p><u>F</u> 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.</p> | <p>B. Process Approach</p> |
| <p><u>C</u> 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.</p> | <p>C. Improvement</p> |
| <p><u>E</u> 4. Our Top Management has committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.</p> | <p>D. Engagement of People</p> |
| <p><u>A</u> 5. As an organization, we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.</p> | <p>E. Leadership</p> |
| <p><u>C</u> 6. We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives.</p> | <p>F. Customer Focus</p> |
| <p><u>D</u> 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.</p> | <p>G. Relationship Management</p> |