

## 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 and 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, and relationship management.

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

My role is to make sure that customers are assisted well (and) by providing quality service our customers deserves. There are qualities of a customer service representative that in accordance to the Quality Policy.

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

It is to ensure that customers will receive excellent service according to their needs and for them to have full trust to the organization by making sure agents are providing appropriate assistance with the Quality Policy implemented.

**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 provider 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*

- 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**