

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?
The design and development of product and services and the monitoring and measuring resources.
- What are the seven (7) Quality Policy of iPloy that were mentioned in the seminar?
The seven quality policy of iPloy are the following:
1. Customer focus
2. Leadership
3. Engagement of People
4. Improvement
5. Process Approach
6. Evidence-based decision making
7. Relationship Management
- In your current role, how can you contribute to ensure that the Quality Policy is implemented?
To contribute and ensure that the quality policy is implemented, I must make sure that I have followed and practice the 7 quality policy that our company has established. Also, I must make sure that I have truly understand this before applying to my role, to make sure that I have follow it correctly.
- In your opinion, why is it important to have a Quality Policy in the Organization?
It is important to have a quality policy in the organization as it is used as standard principles that all people in the organization must apply and practice. By having this kind of policy, we can ensure that we can provide good quality of our service. Also, this will define on how organize a company is.

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 commitment 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. 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

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| <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 series of interconnected processes.</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><u>G</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><u>T</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><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><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><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>A. Evidence-based decision making</p> <p>B. Process Approach</p> <p>C. Improvement</p> <p>D. Engagement of People</p> <p>E. Leadership</p> <p>F. Customer Focus</p> <p>G. Relationship Management</p> |
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