

Quality Management System Awareness Examination

Name:	RNA UTEL PRADA	Position:	CCR - VOICE	Department:	OPERATIONS
Facilitator:	Veronica Shar Mandal	Date:	MARCH 26, 2026	Score:	29

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?
2 CLAUSE 8.3
CLAUSE 7.1.5
3. What are the seven (7) Quality Policy of iPloy that were mentioned in the seminar?
7
 - * CUSTOMER FOCUS ^{Says}
 - * 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?
3
BY BEING CONSISTENT TO MAKE SURE ^{Says} PROVIDING HIGH QUALITY OF WORK.
5. In your opinion, why is it important to have a Quality Policy in the Organization?
3
QUALITY POLICY IN THIS ORGANIZATION IS MORE IMPORTANT FOR US AGENTS OR AS AN EMPLOYEE FOR US TO BE ABLE TO SET PROPER OBJECTIVES IN THE WORK WE DO ^{Says} AND GETTING A PROPER COMMITMENT & FOCUS ON DELIVERING QUALITY RESULT.

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 LEADERSHIP 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. As 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 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>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>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> |