

# I care about **quality**

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## Quest Quality Framework

Read the following highlights from our quality framework and respond to the questions below.

### Our Quality Policy

Our goal is to provide every patient and every customer with services and products of superior quality. We do that through commitment, leadership, and establishing rigorous processes which we measure and continually improve.

Our customers make critical decisions based on health information we provide. We meet every challenge and opportunity in a methodical way every time, using proven, powerful tools and approaches. We rely on our expertise and training to improve performance consistently and continuously.

**How does this policy apply to what you do?**

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### Our Culture of Quality

Quest Diagnostics has a proud heritage of focusing on quality. We were among the first healthcare services companies to pursue Six Sigma to improve quality and reduce defects. We continue to set our standards high and look at every challenge and opportunity in a methodical way using proven powerful tools and approaches known as the Quest Management System (QMS).

QMS consists of seven foundational principles that help us drive better execution, results, and growth from key initiatives and our day-to-day work. QMS is a toolkit, a common language, and a mindset that empowers all employees to problem-solve and manage our business in a structured way. It is an important part of how we operate, maintaining a high-performing culture and ensuring quality, efficiency, and customer satisfaction. Each employee is responsible for, and expected to, demonstrate QMS behaviors and values.

**How can you contribute to our culture of quality in our area and beyond?**

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### Our Personal Commitment

Our success as a company comes from the way we live our brand by inspiring action from insight. All our interactions add up to a reputation and an image of what it means to work with and for Quest. Our **I care about quality** guiding principle reads: "What I do and how I perform matter. My customers make critical decisions based on health information we provide. I strive to produce error-free work by relying on my skills, training, and experience."

**What can you do differently to support a superior customer experience for everyone you interact with?**

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Everyday  
Excellence

I care about quality

Quest Quality Framework

August 2016



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