

I care about **quality**

What I Do and How I Perform Matter

Take a few moments to respond to the following question:

How does this real example influence how you think about striving to produce error-free work?

Everyday
Excellence

I care about quality

What I Do and How I Perform Matter

August 2016



I care about quality

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.



I care about quality

What I Do and How I Perform Matter

This Is My Life

“Mr. Rusckowski, I was a patient at your lab last week. I was getting blood drawn because a physician who I’ve waited months to see and have an appointment with requested some blood work before I see him next week. I contacted his office, and the blood results have not been sent; they are apparently lost in the system.

This may be just one more blood test to you, sir, but for me this is my life. I’ve been waiting months to see a specialist about my condition and now the blood results are not there.

This is not fair. Please,

I apologize for getting so emotional, but this is my life at stake here, sir. Please find my blood results. Please send them to my doctor.

Thank you.”

I care about quality

Quest Quality Framework

How does this real example influence how you think about striving to produce error-free work?

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