

Everyday  
Excellence

I am knowledgeable

Knowledge Check

September 2016



# I am knowledgeable

My customers rely on my knowledge and experience. I earn trust by sharing what I know and striving to learn more. My knowledge contributes to the health of patients and the future of our company.



# I am knowledgeable

## Knowledge Check

1. Everyday Excellence is a key strategy to help us succeed as a company. True      False
2. We introduced Everyday Excellence to drive growth and create a consistently superior customer experience. True      False
3. We may need to do some things differently than we've always done them so we can create the best experience for our customers. True      False
4. By sharing information and providing feedback, we help our coworkers succeed. True      False
5. We are all responsible for service recovery, whether or not we had anything to do with causing or contributing to the situation. True      False

# I am knowledgeable

## Knowledge Check

6. The Everyday Excellence guiding principles were developed by: (Select all that apply)
- A team of consultants
  - The Senior Management Team
  - A cross-functional team of employees
7. Everyday Excellence is for: (Select all that apply)
- Frontline employees only
  - Our function only
  - Every employee at every level

# I am knowledgeable

## Knowledge Check

8. Who is your customer? (Select all that apply)
- External clients
  - Coworkers
  - Everyone I interact with
9. Empowerment: (Select all that apply)
- Comes from within
  - Is encouraged by leaders
  - Allows us to take the right action for our customers
  - Is the sense of accountability we have for doing the right thing

# I am knowledgeable

## Knowledge Check

10. Which of the following actions do responsible professionals take? (Select all that apply)
- Focus on their coworker's errors and opportunities
  - Treat everyone as they want to be treated
  - Commit to their own learning and development
11. Our Quest Quality Framework consists of: (Select all that apply)
- 100 Points of Contact
  - Our Quality Policy
  - Our Culture of Quality
  - Our Personal Commitment

I am knowledgeable

---

Let's see  
how well  
you did!

# I am knowledgeable

## Knowledge Check

1. Everyday Excellence is a key strategy to help us succeed as a company.  True  False
2. We introduced Everyday Excellence to drive growth and create a consistently superior customer experience.  True  False
3. We may need to do some things differently than we've always done them so we can create the best experience for our customers.  True  False
4. By sharing information and providing feedback, we help our coworkers succeed.  True  False
5. We are all responsible for service recovery, whether or not we had anything to do with causing or contributing to the situation.  True  False



# I am knowledgeable

## Knowledge Check

6. The Everyday Excellence guiding principles were developed by: (Select all that apply)
- A team of consultants
  - The Senior Management Team
  - A cross-functional team of employees
7. Everyday Excellence is for: (Select all that apply)
- Frontline employees only
  - Our function only
  - Every employee at every level

# I am knowledgeable

## Knowledge Check

8. Who is your customer? (Select all that apply)
- ✓ External clients
  - ✓ Coworkers
  - ✓ Everyone I interact with
9. Empowerment: (Select all that apply)
- ✓ Comes from within
  - ✓ Is encouraged by leaders
  - ✓ Allows us to take the right action for our customers
  - ✓ Is the sense of accountability we have for doing the right thing

# I am knowledgeable

## Knowledge Check

10. Which of the following actions do responsible professionals take? (Select all that apply)
- Focus on their coworker's errors and opportunities
  - Treat everyone as they want to be treated
  - Commit to their own learning and development
11. Our Quest Quality Framework consists of: (Select all that apply)
- 100 Points of Contact
  - Our Quality Policy
  - Our Culture of Quality
  - Our Personal Commitment

# I am knowledgeable

## My Everyday Excellence Knowledge

Respond to each of the questions and statements as indicated.

- |   |      |       |
|---|------|-------|
| 1. Everyday Excellence is a key strategy to help us succeed as a company.   | True | False |
| 2. We introduced Everyday Excellence to drive growth and create a consistently superior customer experience.                        | True | False |
| 3. We may need to do some things differently than we've always done them so we can create the best experience for our customers.    | True | False |
| 4. By sharing information and providing feedback, we help our coworkers succeed.  | True | False |
| 5. We are all responsible for service recovery, whether or not we had anything to do with causing or contributing to the situation. | True | False |
| 6. The Everyday Excellence guiding principles were developed by: (Select all that apply)  |      |       |
| <input type="radio"/> A team of consultants   |      |       |
| <input type="radio"/> The Senior Management Team  |      |       |
| <input type="radio"/> A cross-functional team of employees  |      |       |
| 7. Everyday Excellence is for: (Select all that apply)  |      |       |
| <input type="radio"/> Frontline employees only  |      |       |
| <input type="radio"/> Our function only   |      |       |
| <input type="radio"/> Every employee at every level   |      |       |
| 8. Who is your customer? (Select all that apply)  |      |       |
| <input type="radio"/> External clients  |      |       |
| <input type="radio"/> Coworkers   |      |       |
| <input type="radio"/> Everyone I interact with  |      |       |
| 9. Empowerment: (Select all that apply)   |      |       |
| <input type="radio"/> Comes from within   |      |       |
| <input type="radio"/> Is encouraged by leaders  |      |       |
| <input type="radio"/> Allows us to take the right action for our customers  |      |       |
| <input type="radio"/> Is the sense of accountability we have for doing the right thing  |      |       |
| 10. Which of the following actions do responsible professionals take? (Select all that apply)                                       |      |       |
| <input type="radio"/> Focus on their coworker's errors and opportunities  |      |       |
| <input type="radio"/> Treat everyone as they want to be treated   |      |       |
| <input type="radio"/> Commit to their own learning and development  |      |       |
| 11. Our Quest Quality Framework consists of: (Select all that apply)  |      |       |
| <input type="radio"/> 100 Points of Contact   |      |       |
| <input type="radio"/> Our Quality Policy  |      |       |
| <input type="radio"/> Our Culture of Quality  |      |       |
| <input type="radio"/> Our Personal Commitment   |      |       |