Everyday Excellence

l am knowledgeable

Knowledge Check

September 2016



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.



Knowledge Check

succeed as a company.	 Everyday Excellence is a key strategy to help us
	True
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alse

True

False

We may need to do some things differently than we've experience and create a consistently superior customer We introduced Everyday Excellence to drive growth

False

By sharing information and providing feedback, we help our coworkers succeed experience for our customers always done them so we can create the best

False

True

Ç We are all responsible for service recovery, whether or to the situation. not we had anything to do with causing or contributing

False





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





- 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





- 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









Knowledge Check

- succeed as a company. Everyday Excellence is a key strategy to help us
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True

False

True

False

False

False

True

False

True



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True

True

True

True

True

False

False

False

False

False

l 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.	
	We introduced Everyday Excellence to drive growth and create a consistently superior customer experience.	
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.	
4.	By sharing information and providing feedback, we help our coworkers succeed.	
	We are all responsible for service recovery, whether or not we had anything to do with causing or contributing to the situation.	
6.	The Everyday Excellence guiding principles were developed by: (Select all that apply) O A team of consultants	
	O The Senior Management Team	
	O A cross-functional team of employees	
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11.	Our Quest Quality Framework consists of: (Select all that apply)	
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