**Quest diagnostics**

**1. What is the problem that the management team is facing?**

The problem that the management staff is facing is: a non-performing system results from a demotivation around those who represent the company,and puts the company in trouble with customers when they call and cannot get the information they need.

**2. Who else is affected by the problem?**

* Customers: because it is difficult to get information when they need it and cannot get the service on time.
* Employees: they are no longer motivated because they do not have the assurance that they will stay at work because of the rotations they do all the time
* The Company:It affects the business because when customers are not happy with the service, they leave and it becomes in favor of their competitors.

**3. What are the different ways that the management team could address the problem?**

Quest diagnostic is experiencing a socio-economic problem where it goes bankrupt and the employees don't want to stay, they have to put in place a team to manage the socio-economic relations well so that the employees feel comfortable to work.

**4. What do you consider to be more important, addressing operations or addressing customer value?**

Validate the level of the problem. It is important to clearly identify the sources of dissatisfaction. This means that in the case of Quest, it is more important to deal with the operation issue because customer dissatisfaction starts from the operation issue.

**5. What additional or critical pieces of information should the management team collect to best address the problem?**

R: One of the information they are supposed to be looking for is precisely what is the source of people's demotivation,because it is one of the capital issues if people do not want to continue working, of course there is a reason for that and they have to know that , the second one is to know what they get as advantages from other companies that they don’t get there when they leave the job.

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**Appendix**

What resources can the audience use to further understand the message and story being presented?

For further informations, please visit:https://github.com/engy06/Case-study-.git