



**Quest**  
Diagnostics



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Diagnostics™

## Groupe 2

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Cours :  
Business Intelligence

## Questions

1. What is the problem that the management team is facing?
2. Who else is affected by the problem?
3. What are the different ways that the management team could address the problem?
4. What do you consider to be more important, addressing operations or addressing customer value?
5. What additional or critical pieces of information should the management team collect to best address the problem?

## Quest Diagnostics

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

Employees are not passionate about what they do. MaryAnn Camacho noticed that most people were nervous in the compound. The service was not perfect because you can wait hours for service, and the high labor costs weakened the business. And one of the things that crippled them was that they had too many new employees at the same time.

2. Who else is affected by the problem?

Those who are concerned by this problem are the employees who suffer from it, they have become nervous because of the dissatisfaction in their jobs. Competitors are also concerned by this problem because they benefit from the bad functioning of the company. The customers too will go elsewhere because of the poor service they receive.

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

Quest Diagnostics is a company that empowers people to take action to improve their health. Drawn from the world's largest database of clinical laboratory results, their diagnostics reveal new ways to identify and treat disease, inspire healthy behaviors and improve healthcare management. In providing a tremendous service to keep people healthy, they should not exempt those who work with them. Since the problem is a human resources problem, they should focus on the opinions of those who run the business in the first place, as part of the solution is probably right in front of them. Then address the problems related to finance.

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

When analyzing the company's problem, addressing operations is much more important, because the internal problem must be solved first in order to satisfy the customer. To treat the problems one by one and finally to analyze and solve the customer's problems. An anxious employee cannot provide adequate service to the customer in any way.

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

Ruckowski was called in to fix the problems Quest Diagnostics was having, he has had an impressive career in this field, it would be quite necessary to have a department that deals with these problems on an ongoing basis. Using strategies that work, such as fostering operational experience, simplifying the organization to drive growth and productivity, etc.