

## Customer Centricity: NPS Interview Report

Client	Michael De Lucca, OneBlood, Inc.
NPS	10
Engagement	Executive Search
Interview Date	30.10.25

## Interview Report

Overview	<p>Michael, Chair of OneBlood, approached Jena directly to lead their CEO search following a highly positive experience seven years earlier when she led a previous search for the organisation. That earlier search produced three outstanding finalists, each fully capable of leading OneBlood.</p> <p>For the latest engagement, Michael described the experience as “<i>fantastic</i>,” praising Jena’s healthcare expertise, transparent communication and structured, efficient process. The search concluded successfully with the appointment of a new CEO starting mid-November, with Michael summing it up as “<i>a great team, a great process, and a great outcome</i>,” adding that “<i>they figured out their magic</i>” and confirming they would “<i>pick [Jena] again in a second.</i>”</p>
What Went Well	<p><b>Exceptional overall experience.</b> Michael described the search as smooth, well-paced, and perfectly aligned to their working style, noting that “<i>everything moved</i>” and the process “<i>worked out perfectly for us.</i>”</p> <p><b>High-quality shortlists across both searches.</b> In the previous search, Jena delivered “<i>three leaders, and any one of the three could have run the organisation.</i>” In the current CEO search, the team shortlisted four finalists, completing the process successfully with the selected candidate starting in November.</p> <p><b>Sector expertise and transparent leadership.</b> Michael highlighted Jena’s deep understanding of healthcare sector: “<i>She understands the healthcare business extremely well and she’s really buttoned up on this.</i>”</p> <p><b>Comprehensive process and collaboration.</b> The search was described as structured and efficient: “<i>We set up a timeline... we were on a schedule, we did Zoom calls, everything moved.</i>” Jena’s communication and leadership style closely matched Michael’s own: “<i>I’m a real A-type personality, so she fit in perfectly with my style.</i>”</p> <p><b>Active involvement in compensation and negotiation.</b> Korn Ferry and Jena supported the board through compensation discussions and planning. “<i>She was very good at being involved in all those conversations [comp negotiations], including how much we’re going to pay for housing and health insurance benefits etc</i>”</p> <p><b>Inclusive approach using tools for feedback.</b> Korn Ferry’s tools were valued for enabling full board participation. “<i>The value is you’re getting input from an entire board. It’s a great way to get feedback...I didn’t want to pick the person myself; I wanted everybody to pick. We just wanted to line it up and the tools help understand the skill set, credentials, understanding of the</i></p>

	<i>business...It's a good way to get everybody to offer feedback and input into the process."</i>
Challenges/ Pain Points	<i>This was a wholly positive engagement. Michael stated there was nothing they would change: "I don't think anything I would want different... they figured out their magic."</i>
Gaps Identified (raised by interviewee)	<i>No explicit gaps were mentioned; overall satisfaction was exceptionally high.</i>
Key Themes	<p><b>Consistent excellence and repeat trust.</b> Strong historic performance and continuity built lasting confidence in both Jena and Korn Ferry.</p> <p><b>Deep healthcare and market expertise.</b> Understanding of healthcare dynamics and business challenges was seen as a major differentiator.</p> <p><b>Collaborative, transparent process.</b> Clear communication, board alignment, and a well-managed timeline created a seamless experience.</p> <p><b>Inclusive stakeholder engagement.</b> Tools and structure ensured board-wide input, contributing to a shared and confident decision.</p>
Actions & Recommendations	<p><b>Maintain trusted client partnership.</b> Continue nurturing the relationship with OneBlood through Jena's leadership, ensuring consistent service, responsiveness, and outcomes that reinforce trust.</p> <p><b>Capture and replicate best-practice process.</b> Use this assignment as a model for future healthcare leadership searches - particularly the transparent communication, structured timeline, and strong negotiation support that Michael praised.</p>
Additional Insight	<p>Michael compared Korn Ferry favourably with other recruiters, describing them as operating at a "<i>higher level</i>" and using "<i>tools with a higher skill set</i>."</p> <p>Jena was viewed as central to the relationship: "<i>She was the linchpin... when something works for you, you stick with it. I've recommended her to other people that I know.</i>"</p> <p>Michael confirmed this is the only service they currently use Korn Ferry for and confirmed he would immediately re-engage Jena for any future CEO search.</p>