



## Work Place Culture

- ★ Sonora Quest Laboratories employees are the center of the organization. Each year, all employees are invited to attend Town Hall Meetings with the top executives of the organization. Each employee is given a copy of the company's ROADMAP; consisting of the Mission, Vision, Values and Ethical Behaviors and outlining goals and objectives. The ROADMAP is used to directly align employees with the company's objectives.
- ★ Employees are recognized for their individual contributions and achievements through an annual performance appraisal process and are recognized and rewarded for their collective efforts in helping achieve the goals of the organization through the "Share the Vision" employee incentive program. Employees have received a payout from this Plan for the past 10 years.



## Leadership Excellence

- ★ Every leader from Supervisor to CEO participates in the leadership development program: Leadership Excellence through Accelerated Development (LEAD). Throughout the multi-module series, leaders receive training and coaching to become Catalyst Leaders; leaders who can spark the professional growth of employees by helping develop vital skills, shared knowledge and outstanding attitudes.
- ★ The key to employees enjoying a healthy work/life balance is directly linked to the people skills of the entire leadership team. That is why every leader at every level is trained, coached and accountable for developing key skills in the key competencies that continue to build Sonora's leadership legacy: coaching and developing employees; driving individual, team and organizational performance; inspiring loyalty and trust within and among team members; managing work; partnering within and across teams; influencing through personal power; and selecting talent.



## Corporate & Social Responsibility

- ★ Community service and support are an integrated part of the cultural fiber of the organization. The CEO's commitment to donate leadership and business skills to the non-profit world and help local Arizona based charities make a difference. Every member of the executive team are required to serve as a board member of a non-profit organization and is expected to lead a community or charity event annually and volunteer time for fundraising efforts.
- ★ Hundreds of hours are donated to charities throughout Arizona through the generosity of Sonora Quest Laboratories employees participating as Big Brothers and Big Sisters, members of Valley Leadership, the American Cancer Society, Body Positive, the Alzheimer's Association, JDRF (Juvenile Diabetes Research Foundation), United Way and many more. Sonora Quest Laboratories donates or deeply discounts services, tests and diagnostic expertise to several clinics around the state so Arizonans may receive medical and laboratory services while unemployed, uninsured or homeless.



## Customer Opinion

- ★ Sonora Quest Laboratories' Vision – "Be the trusted leader in diagnostic testing and information services" – emphasizes the focus on customers (clients, patients and payer groups). Customer Focus is one of the five critical success factors on the ROADMAP aligning the day-to-day employee activities to patients and clients.
- ★ Education is provided and reminders to the staff are made regarding the importance of always putting the patient first in everything. The Patient Care Gold Standard program is broken into several modules throughout the year, each year in different ways. Modules are presented on a six week rotating basis. Most modules have a DVD with video vignettes. The supervisors are given the DVD, a printed module with talking points and any accompanying handouts. Employees sign an acknowledgement that is on file after training.



## Awards

- ★ Business Ethics Awards, Better Business Bureau 2010
- ★ Best Places to Work, Phoenix Business Journal 2007 – 2009
- ★ Above and Beyond Award, Employer Support of the Guard and Reserve 2009
- ★ ACE Community Impact Award, 2009
- ★ Showcase in Excellence, Arizona Quality Alliance 2004 & 2007

