

Adam is there.



“Process improvement enables operational cohesiveness and team unity.”

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Our business is built to serve multiple outputs. Clients, donors, and employers all want a consistent, high-quality experience. The many moving parts within our business all need to work in unison, as each serves specific and important customer needs. In order to thrive, we continually endeavor to learn more about our customers, their requirements, and how they align with our internal processes.

At the same time, as a player in the healthcare industry, maintaining the integrity of test results and the security of sensitive information is imperative. Continually adhering to our rigorous standards isn't something that just happens; on the contrary, it takes a relentless focus on continuous process improvement to help ensure that our path forward is synced from top to bottom.

Adam Rosenfeld

Senior Continuous Improvement Program Manager
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