



Case Study

Helping Clients Improve Their Disaster Planning Programs

Industry: Healthcare

Topic: 3M Domestic Preparedness Assessment

Result: Time Savings
Increase Project Quality

Sometimes the knowledge and services Quest provides customers can be a differentiating factor of a project's success.

Problem

Several of our key hospital clients required assistance with the disaster planning programs. Some had no idea where to start while others needed assistance in refining their programs. Some also needed help in choosing which products and what quantities to stockpile.

Consideration

Quest's account managers and product specialists wanted to insure that the tools we utilized were both credible and valuable to our clients. We wanted these tools to help them identify their strengths and weaknesses and where they needed to "beef" up their programs. We also wanted to be able to have access to the products that these clients may need to protect their workers in a major disaster or epidemic.

Solution

What we found was the 3M Domestic Preparedness Assessment. These tools were available online and our clients could utilize these at any time. Utilizing these tools as well as the expertise of our 3M product specialists we were able to solidify the disaster planning programs of several of Central Indiana's largest hospitals.

While we sell products that can be purchased elsewhere customers appreciate the knowledge and services Quest provides along with those products. Sometimes the added services can be the differentiating factor of a project's success. Our commitment to our clients and their policies and procedures insures that they get what they need, when they need it. Our partnership with first responder units keeps these heroes ready and prepared for a worst case scenario.

Contact Us and See What We Can Do for You

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"Experience is a master teacher, even when it's not our own."

— Gina Greenlee