Corporate Culture of ARUP Laboratories

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Technical Writing 2100

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Ms. D, English Professor  
Salt Lake Community College  
4600 South Redwood Road  
Taylorsville, UT 84123

Dear Ms. D:

I am writing this letter to inform you of the materials enclosed in this report. In this report, you will find information about the corporate culture of ARUP Laboratories, a company that works with the field of work I have chosen for my future career. I am working towards becoming a medical laboratory technologist.

ARUP Laboratories is affiliated with the University of Utah and a small selection of the programs they have to offer. To know this company’s culture better, I have gathered information through a variety of sources, including online, print, and interviews with a few select employees. I am writing this report to inform incoming freshmen, with the same field of study, about the culture they are interested in.

Please read over the report and learn a bit more about the laboratory industry and their culture.

Sincerely,

Nicole Illú
Abstract

The purpose of this report is to inform incoming freshmen, whom happen to be interested in the medical laboratory field of work, about the type of culture an organization such as ARUP Laboratories upholds. After conducting a few interviews with some employees from ARUP, and researching their company, I was able to learn more for myself about the organization and their culture. The company itself is very professional in all of their doings and is conservative in the company’s appearance and how they uphold themselves. This report goes into further detail about ARUP and some of the practices they maintain throughout their organization.
This report is about ARUP Laboratories and their organizational culture. I am a college student attending Salt Lake Community College finishing my Associates in General Studies. Once finished, I plan on attending the University of Utah in their Clinical Sciences program. I chose this company not only because they are a lab here in Salt Lake County, but also because they are affiliated with the University of Utah. I am writing this report to inform incoming freshman, who desire to go into the same field as I, about ARUP’s corporate culture and what they would expect in this field of work.

**Methodology:**

In order to obtain the information on ARUP’s culture, included in this report, I used a variety of sources, which are in the three sections below:

- **Empirical:** I had the opportunity to email a selection of employees whom happen to not only work at ARUP, but also work in the same particular field I am interested in, which is cytotechnology. I emailed three employees, each in a different section of the company. They all provided me with valid information about ARUP.

- **Print:** Through ARUP’s website and the internet, I was able to find articles about the company and their successes.

- **Electronic:** ARUP has their own website which provides absolute resources about their company and the many things they have to offer.

**Results and Discussion:**

Affiliated with the University of Utah, and their Department of Pathology, ARUP performs over 3,000 tests and test combinations in a wide range of variety. While researching and coming to
know more about ARUP Laboratories’ culture, I found five applicable areas where I think the company succeeds and make it unique to any other:

**Background:** ARUP Laboratories was up and ready for business by June 1984. It was founded by Dr. Carl Kjeldsberg along with Dr. John Matsen, whom happened to be the chairman of the University of Utah’s Department of Pathology and ARUP’s first serving president. Their first intention was to provide financial support to expand on the University of Utah’s mission goal. It is now one of the world’s largest laboratory transport and sorting systems. They don’t only support the University of Utah, but also other nation leading academic health centers.

**Documents:** When ARUP first opened, their mission then is the same today, to improve patient care and support the mission of the University of Utah through excellence in laboratory testing, service, education, and research. ARUP is aligned with Delta Air Lines being one of the biggest shippers of airfreight in Salt Lake City. Their client commitment statement assures their clients in their delivery services. To support their clients’ success, they provide excellence and consistency by not only sharing their own knowledge but also developing their progressive laboratory technology. ARUP values not only their clients but their customer service. Their vision for ARUP is to be the reference laboratory of choice for community health care systems.

**Working division:** Through the interview I was able to conduct with Michael C. Berry, I was able to gain more knowledge about the kind of community at ARUP Laboratories. ARUP believes in equal employment opportunity and nondiscrimination. They strongly value communication not only throughout the work community, but also with their patients. During the interview, Mr. Berry introduced to me the Five Pillars of ARUP Culture:
- Provide excellent patient care by supporting clients
- Create a good working environment
- Do the right thing
- Improve continuously
- Act responsibly.

Expanding on these five pillars, ARUP is the type of organization that is professional in their dealings every day. They depend on communication not only throughout the company but also with their patients. On their website, you are able to go and talk with experts on hand 24/7. Customer service is their main focus, relating back to the five pillars, the first one is to provide excellent patient care by supporting clients. They make sure that their patients are taken care of first and correctly the first time, every time.

Organizational climate: While working at ARUP Laboratories, you are required to maintain your dress and appearance. What you wear or in other words look like at ARUP reflects the company and what they believe in. ARUP is a professional community and imposes that their employees also reflect this in their appearance. In ARUP’s organization, they do what they can to help their employees in any way possible. They want their company to succeed and the only way that can happen is through their employees. ARUP sees this potential and acts upon it. They know what type of people they want working there and how they should act. Because, like I mentioned before, what they do reflects what the company does and how their patients view ARUP.

Awards: Throughout ARUP, many of their employees have been spotlighted and awarded for the wonderful things they accomplish at ARUP. Not only the employees themselves, but the company also. ARUP is recognized throughout the nation for the service they provide and for
the values they enforce in their company. Going through some of the awards ARUP has received, you get a sense of what they are most known for and what they succeed at.

**Conclusion:**

To sum things up, ARUP Laboratories is a professional, conservative company whose main focus is to provide satisfactory customer service for their patients. ARUP’s culture is not only based off of their own company’s values but along the lines with the University of Utah and their Department of Pathology. Sharing the same mission brings the two together in their work not only with this particular school, but multiple others. ARUP is a well-rounded organization working with different types of field of work. It would be a great company to work for, not only for the opportunity to be in the medical field of laboratory work, but for the opportunities that the company has to offer. ARUP is a company that takes care of their employees, giving them the benefits that they need.
References


Berry, Michael. Email interview. 22 June 2013.