



## Rising to the challenge

### Description

**Well done to the Bonitas Managed Care Ops unit, who proved that teamwork and resilience are key in rising to any challenge.**

The team faced significant challenges to service delivery recently due to a number of circumstances, which were mostly not within their control. As a result, the month-to-date service levels were under strain. However, the team demonstrated incredible resilience, coming together as a unified business unit and collaborating across skills and areas.

Embracing the principle of “use the difficulty”, they not only adapted but also proactively suggested improvements, some of which were implemented immediately. Their dedication and problem-solving mindset exceeded everyone’s expectations, leading to every area successfully meeting all service levels for the month.

We are immensely proud of their efforts. The team spirit and individual character displayed during this period truly embody our company values.

### Category

1. Our Business