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| Link To View in Course | Source | Target |
| [Screen 1](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=1_C_2) [1\_C\_2](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=1_C_2)  | As Abbott employees, we are responsible for the decisions we make and the actions we take every day.To help us make the right decisions, we have an established decision-making process grounded in the principles of honesty, fairness and integrity. The aim is to provide you with a systematic way of assessing your options, evaluating their impact, and ultimately making the right choices for you, Abbott and its many stakeholders. | 作為亞培的員工，我們對每天做出的決定和採取的行動負責。為了幫助我們作出正確的決定，我們建立了以誠實、公平和誠信的原則為基礎的既定決策程序。目的是為您提供一種系統的方式來評估您的選擇，評估其影響並最終為您、亞培及其眾多利益相關者做出正確的選擇。 |
| [Screen 2](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=2_C_3) [2\_C\_3](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=2_C_3)  | Upon completion of this course, you will be able to:* Explain the importance of a systematic approach to decision making;
* Assess whether a course of action is legal, compliant and in keeping with Abbott values;
* Evaluate the impact a course of action has on key stakeholders;
* Balance the interests of patients, consumers, Abbott and others; and
* Know where to turn for help and support.

The course will take 20-25 minutes to complete. | 在完成本課程之後，您將能夠：* 說明採用系統方法進行決策的重要性；
* 評估行動方案是否合法，合規並符合亞培價值；
* 評估行動方案對關鍵利益相關者的影響；
* 平衡患者、消費者、亞培和其他人的利益；以及
* 了解何處可取得幫助與支援。

完成本課程將需要 20 到 25 分鐘。 |
| [Screen 3](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=3_C_4) [3\_C\_4](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=3_C_4)  | The icons at the top of the screen provide one-click access to key resources:* The Table of Contents,
* Important contact information, and
* Reference material.

In addition, you can use the Audio icon to turn the audio on or off and the Exit icon to close the course window. | 畫面上方的圖示提供快速存取關鍵資源的捷徑：* 目錄、
* 重要聯絡資訊及
* 參考資料。

此外，您可以使用「語音」圖示來開啟或關閉語音，並使用「離開」圖示來關閉課程視窗。 |
| [Screen 4](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=4_C_5) [4\_C\_5](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=4_C_5)  | There are several features to help guide you through the course:* The Back and Forward arrows allow you to move from screen to screen.
* A horizontal slider bar at the bottom of the screen allows you to see where you are in the course.
* The Table of Contents lets you navigate from section to section.
 | 有幾個功能來協助引導您進行課程：* 「向前」和「向後」的箭頭讓您可以在各個畫面間移動。
* 畫面底部的水平滑動欄可讓您了解自己的課程進度。
* 目錄則讓您能在不同段落中移動。
 |
| [Screen 5](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=5_C_6) [5\_C\_6](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=5_C_6)  | Knowledge CheckOnce you have reviewed the content of this course, you will be required to complete a 10-question Knowledge Check.The Knowledge Check can be taken at any time by clicking the Table of Contents icon and selecting Knowledge Check. | 知識測驗在您完成本課程內容後，必須再完成含有 10 個問題的知識測驗。知識測驗可以隨時進行，透過點擊「目錄」圖示，然後選擇「知識測驗」。 |
| [Screen 6](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=6_C_7) [6\_C\_7](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=6_C_7)  | As stewards of Abbott’s reputation, all of us have a responsibility to make good decisions on Abbott’s behalf.In this section, we will explain the reason for adopting a systematic approach to decision making. | 作為亞培聲譽的管理者，我們所有人都有責任代表亞培做出明智的決定。在本節中，我們將說明採用系統方法進行決策的原因。 |
| [Screen 7](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=7_C_8) [7\_C\_8](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=7_C_8)  | The key to a successful business is good decision making.Unfortunately, sometimes things like competing interests, the pressure to perform, customer expectations, or time constraints can cause us to make the wrong choices. | 成功業務的關鍵是做出正確的決策。不幸的是，有時候諸如利益衝突、執行壓力、客戶期望或時間限制等事情可能導致我們做出錯誤的選擇。 |
| [Screen 8](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=8_C_9) [8\_C\_9](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=8_C_9)  | In most cases, people don’t deliberately set out to make bad decisions.Bad decisions are simply the result of poor decision making. | 在大多數情況下，人們不會故意著手做出錯誤的決定。錯誤的決定僅僅是決策不佳的結果。 |
| [Screen 9](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=9_C_10) [9\_C\_10](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=9_C_10)  | Sometimes people mistakenly assume that good decision making is simply a matter of wanting to do the right thing.They believe that if their intentions are good, they can’t help but choose the right course of action. | 有時人們會錯誤地認為，做出正確的決策只是想做正確的事。他們相信，如果其意圖良好，他們會不由自主地選擇正確的行動方案。 |
| [Screen 10](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=10_C_11) [10\_C\_11](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=10_C_11)  | Others believe that good decision making is something instinctual.If it feels right, it probably is right. | 其他人則認為，良好的決策是本能。如果感覺正確，那可能是正確的。 |
| [Screen 11](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=11_C_12) [11\_C\_12](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=11_C_12)  | But good decision making is deliberative.It requires careful assessment of the facts and follows a systematic approach. And like any other process, the more we practice the easier it becomes and the more successful we become at implementing it. | 但是，好的決策是經過深思熟慮的。它要求對事實進行認真評估，並採取系統的方法。與其他任何程序一樣，我們實踐越多，實施起來就越容易、越成功。 |
| [Screen 12](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=12_C_13) Activity: Animation[12\_C\_13](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=12_C_13)  | AIDAs we will learn in this training, Abbott’s decision-making process consists of three important steps:* First, a careful assessment of the situation;
* Second, an evaluation of its impact on stakeholders; and,
* Finally, a decision that balances the interests of patients, consumers, Abbott and other stakeholders.

Let’s take a closer look at this process now. | AID正如我們將在本訓練中的學習，亞培的決策過程包括三個重要步驟：* 首先，仔細評估情況；
* 第二，評估其對利益相關者的影響; 以及，
* 最後，要做出一個平衡患者、消費者、亞培和其他利益相關者利益的決定。

現在讓我們仔細看看這個過程。 |
| [Screen 13](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=13_C_14) [13\_C\_14](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=13_C_14)  | As stewards of Abbott’s reputation, all of us have a responsibility to make good decisions on Abbott’s behalf.Good decision making is always deliberative. It requires careful assessment of the facts and follows a systematic approach. And like any other process, the more we practice the easier it becomes and the more successful we become at implementing it.Abbott’s decision-making process consists of three important steps:* First, a careful assessment of the situation;
* Second, an evaluation of its impact on stakeholders; and,
* Finally, , a decision that balances the interests of patients, consumers, Abbott and other stakeholders.
 | 作為亞培聲譽的管理者，我們所有人都有責任代表亞培做出明智的決定。好的決策是經過深思熟慮的。它要求對事實進行認真評估，並採取系統的方法。與其他任何程序一樣，我們實踐越多，實施起來就越容易、越成功。亞培的決策過程包括三個重要步驟：* 首先，仔細評估情況；
* 第二，評估其對利益相關者的影響; 以及，
* 最後，要做出一個平衡患者、消費者、亞培和其他利益相關者利益的決定。
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| [Screen 14](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=14_C_15) [14\_C\_15](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=14_C_15)  | At Abbott, we are committed to operating within the laws and regulations of all countries and jurisdictions in which we operate. | 在亞培，我們致力於在我們營運所在的所有國家和轄區的法律和法規範圍內營運。 |
| [Screen 15](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=15_C_16) Activity: Animation[15\_C\_16](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=15_C_16)  | Assess Impact Decision The first step in ethical decision-making is assessing whether a proposed course of action is legal, compliant with Abbott policy, and in keeping with Abbott values.This step requires us to ask ourselves three questions. | Assess（評估） Impact（影響） Decision（決策） 道德決策的第一步是評估擬議的行動方案是否合法、符合亞培政策以及是否符合亞培價值。這一步要求我們問自己三個問題。 |
| [Screen 16](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=16_C_17) Activity: Animation[16\_C\_17](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=16_C_17)  | Assess Impact Decision First, is it legal?Is the course of action that we are considering in compliance with the laws and regulations that govern the healthcare industry generally and the jurisdictions in which we operate specifically? | Assess（評估） Impact（影響） Decision（決策） 首先，這合法嗎？我們正在考慮的行動方針是否遵守規範醫療保健行業以及我們具體營運所在的司法管轄區的法律和法規？ |
| [Screen 17](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=17_C_18) Activity: Scenario[17\_C\_18](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=17_C_18)  | Imagine . . .You are a Sales Representative. A doctor you have worked with previously has recently opened a private practice in your area. The doctor asks if you wouldn’t mind helping to organize a meeting with some other physicians in the area. The doctor says: “I don’t think it would be appropriate for you to attend the meeting, but if you could help me with the names of some doctors so I can get the invitations out I would be grateful. In any case, it will give you an opportunity to get to know my staff.”That's not correct!That's correct!That's partially correct! | 想像一下……您是一名業務代表。之前與您合作過的醫生最近在您所在的地區開設了一家私人診所。醫生問您是否願意幫助與該地區的其他一些醫師舉會議。該名醫生說：「我認為您不適合參加會議，但是如果您能給我一些醫生名字來協助我，讓我能發出邀請，我將不勝感激。無論如何，它將為您提供認識我的員工的機會。」錯誤！正確！部分正確！‎‎ |
| [Screen 17](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=19_C_18) Activity: Questions[19\_C\_18](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=19_C_18)  | Is this legal?[1] Yes.[2] No.[3] It depends.Submit | 這是合法嗎？[1] 是。[2] 否。[3] 看情況。提交 |
| [Screen 17](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=18_C_18) Activity: Feedback[18\_C\_18](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=18_C_18)  | Whether this is legal will depend on several factors: such as what country you are operating in, whether helping with the names of doctors could be considered providing a service or constitute confidential information, whether there are privacy concerns. | 這是否合法將取決於幾個因素：例如您在哪個國家營運，是否可以考慮以醫生的名義提供服務或構成機密資訊，是否存在隱私問題。 |
| [Screen 18](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=20_C_19) [20\_C\_19](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=20_C_19)  | At first sight, it might seem as though the question of whether something is legal or not is obvious or self-evident.But this may not always be the case. | 乍看起來，似乎某件事情是否合法的問題是顯而易見或不言而喻的。但這並非總是如此。 |
| [Screen 19](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=21_C_20) [21\_C\_20](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=21_C_20)  | We work in a highly regulated industry.This means that there are laws and regulations that govern all aspects of our operations, including health care compliance, privacy, quality, finance, security, purchasing, human resources, and information systems. Some of these laws you may be familiar with, others you may not. Some are simple to understand, others are complex and require detailed legal analysis. | 我們在高度管制的行業中工作。這意味著有法律和法規支配我們營運的各個方面，包括醫療保健合規、隱私、質量、財務、安全保障、採購、人力資源和資訊系統。您可能會熟悉其中的某些法律，其他可能不熟悉。有些很容易理解，其他則很複雜，需要詳細的法律分析。 |
| [Screen 20](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=22_C_21) [22\_C\_21](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=22_C_21)  | Just because there are no local laws that prohibit a certain activity doesn’t mean that the activity is legal.The laws of one country may apply to the work we do in other countries. For example, the Foreign Corrupt Practices Act (FCPA) is a U.S. statute that prohibits firms and individuals from paying bribes to foreign officials. Even though the FCPA is a U.S. law, it applies to activities in every country in which Abbott operates. | 僅僅因為沒有禁止某項活動的當地法律並不意味著該活動是合法的。一國的法律可能適用我們在其他國家的從業方式。例如，《反海外貪腐法》(FCPA) 是美國的一項法規，禁止公司和個人向外國官員行賄。即使 FCPA（反海外貪腐法）是美國法律，也適用於亞培營運所在的每個國家的活動。 |
| [Screen 21](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=23_C_22) [23\_C\_22](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=23_C_22)  | If the answer to the question “Is it legal?” is “No”, our response should be immediate and unequivocal: we should not proceed.There is no acceptable justification for acting illegally on Abbott’s behalf. | 如果問題「這是合法嗎？」的答案 是「否」，我們的回應應該是即時和明確：我們不應該繼續。沒有合法的理由代表亞培非法行事。 |
| [Screen 22](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=24_C_23) [24\_C\_23](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=24_C_23)  | If, however, we have doubts about whether a particular action is legal or not, we should speak to someone in Abbott’s Legal Division or the Office of Ethics and Compliance.It is their role to help provide advice on legal issues. | 但是，如果我們對某項特定行為是否合法存有疑問，我們應該與亞培法務部或道德合規辦公室 OEC 的人討論。他們的職責是幫助提供有關法律問題的建議。 |
| [Screen 23](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=25_C_24) Activity: Animation[25\_C\_24](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=25_C_24)  | Assess Impact Decision The second question we should ask ourselves is: does the proposed course of action comply with Abbott’s policies and procedures? | Assess（評估） Impact（影響） Decision（決策） 我們應該問自己的第二個問題是：擬議的行動方案是否符合亞培的政策和程序？ |
| [Screen 24](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=26_C_25) Activity: Scenario[26\_C\_25](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=26_C_25)  | Imagine . . .You work in Operations. You recently transferred to a new country. Within the first month, a supplier with whom you are negotiating a large contract on Abbott’s behalf invites you to a local sporting event. You ask a colleague about Abbott’s local policy on the receiving of gifts and entertainment. Your colleague says it is okay to accept the offer: “This is just a normal part of doing business here.”That's not correct!That's correct!That's partially correct! | 想像一下……您在營運部門工作。您最近調職到一個新國家。在第一個月之內，您正在代表亞培與供應商討論一份大合約，該名供應商邀請您參加當地的體育賽事。您向同事詢問有關亞培在接受禮物和招待方面的當地政策。您的同事說可以接受邀約：「這只是在這裡開展業務的一正常部份。」錯誤！正確！部分正確！‎‎ |
| [Screen 24](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=28_C_25) Activity: Questions[28\_C\_25](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=28_C_25)  | Since your colleague knows the local customs should you accept the offer?[1] Yes. Your colleague has explained that accepting the offer is a normal part of doing business in this country.[2] No. Abbott has a global policy on the giving and receiving of gifts and entertainment that takes precedence over any local policy.[3] It depends on the nature of the gift, its value, and the culture of the country in which you are operating.Submit | 由於您的同事知道當地的習俗，您應該接受此邀約嗎？[1] 是。您的同事解釋道，接受邀約是在該國開展業務的一正常部份。[2] 否。亞培在禮物和招待的給予和接受方面有全球政策，該政策優先於任何地方政策。[3] 這取決於禮物的性質、其價值以及您營運所在國家的文化。提交 |
| [Screen 24](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=27_C_25) Activity: Feedback[27\_C\_25](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=27_C_25)  | It will depend on the nature of the gift, its value, and the culture of the country in which you are operating. The first step is to always check your local policies and procedures. If you still have questions, contact your manager. If you have more questions or need additional guidance, contact Global Procurement. | 這取決於禮物的性質、其價值以及您營運所在國家的文化。第一步是經常檢查您的本地策略和過程。如果您有疑問，請與您的經理聯繫。如果您有其他問題或需要其他指導，請聯繫全球採購部。 |
| [Screen 25](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=29_C_26) [29\_C\_26](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=29_C_26)  | Many company policies and procedures are specific to our job roles and the jurisdictions in which we operate.For example, if we work in U.S. Sales, we are expected to follow our U.S. Ethics and Compliance Policies and Procedures on Interactions with Healthcare Professionals. If we work in a different work area or jurisdiction, we are expected to follow the policies and procedures specific to that job role and the jurisdictions in which we operate. | 公司的許多政策和程序都特定於我們的工作角色以及我們營運所在的司法管轄區。例如，如果我們在美國業務部門工作，則期望我們遵守與醫護人員互動的美國《道德與合規政策與程序》。如果我們在不同的工作區域或轄區工作，則我們將遵循針對該職位角色和我們營運所在轄區的特定政策和程序。 |
| [Screen 26](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=30_C_27) [30\_C\_27](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=30_C_27)  | If the answer to the second question: “Does it comply with Abbott policy?” is “No”, we should not proceed.There are no exceptions. It doesn’t matter whether others in our industry are doing it, whether we think that the action is in Abbott’s interests, or whether we feel a customer or business is relying on us.If a course of action does not comply with Abbott’s policies and procedures, we should not proceed without discussing with our manager and the Office of Ethics and Compliance. | 如果回答第二個問題：「這是否遵守亞培政策？ 的答案是「否」，我們不應該繼續。沒有例外。無論我們行業中的其他人是否這樣做，我們是否認為該行為符合亞培的利益，還是我們認為客戶或企業都在依賴我們，這都無關緊要。如果採取的措施不符合亞培的政策和程序，則在未與我們的經理以及道德合規辦公室討論的情況下，我們不應該繼續進行。 |
| [Screen 27](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=31_C_28) [31\_C\_28](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=31_C_28)  | If we have any doubts about whether a proposed course of action follows Abbott policy, we should take the time to check the most up-to-date versions of the relevant policies and procedures which are available on your local Abbott intranet site.If we still have questions, we should talk to our manager. Our manager knows us and our job role and is closest to the issue. They will also be able to help provide us with advice on policy or procedural issues. | 如果我們對擬議的行動方針是否遵循亞培政策有任何疑問，我們應該花時間檢查一下本地亞培內部的網站上可用的相關政策和程序的最新版本。如果仍有問題，我們應與我們的經理聯繫。我們的經理了解我們以及我們的工作角色，並且與問題最接近。他們還將能夠為我們提供有關政策或程序問題的建議。 |
| [Screen 28](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=32_C_29) Activity: Animation[32\_C\_29](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=32_C_29)  | Assess Impact Decision The third question to ask is: does the course of action align with Abbott’s values and the principles of honesty, fairness and integrity found in our Code of Business Conduct? | Assess（評估） Impact（影響） Decision（決策） 要問的第三個問題是：行動方針是否與亞培價值以及我們的《業務行為準則》中的誠實、公平和誠信原則相符？ |
| [Screen 29](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=33_C_30) Activity: Scenario[33\_C\_30](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=33_C_30)  | Imagine . . .You work in Human Resources. You are currently negotiating a large contract with a supplier that you have used extensively in the past. During the negotiations, you become aware that the supplier has recently run into some financial difficulties.That's not correct!That's correct!That's partially correct! | 想像一下……您在人力資源部工作。您目前正在與您過去廣泛使用的供應商進行大型合約的談判。在談判過程中，您意識到供應商最近遇到了一些財務困難。錯誤！正確！部分正確！‎‎ |
| [Screen 29](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=35_C_30) Activity: Questions[35\_C\_30](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=35_C_30)  | Would it be okay to use the supplier’s financial difficulties to create an unfair advantage and negotiate a massive savings for Abbott?[1] Yes. Any situation that can be used to Abbott’s advantage should be.[2] No. You should deal fairly with everyone you encounter in your work.Submit | 可以利用供應商的財務困難創造不公平的優勢並為亞培爭取大量節省嗎？[1] 是。可以利用任何有利於亞培的情況。[2] 否。您應該公平地對待工作中遇到的每個人。提交 |
| [Screen 29](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=34_C_30) Activity: Feedback[34\_C\_30](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=34_C_30)  | Our Code of Conduct makes clear that we have an obligation to hold ourselves to the highest ethical standards in everything we do. This includes dealing fairly with coworkers, customers, suppliers, health care professionals, competitors and others. | 我們的《行為準則》明確規定，我們有義務在所做的每件事都遵守最高的道德標準。這包括公平地與同事、客戶、供應商、醫護人員、競爭對手和其他人打交道。 |
| [Screen 30](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=36_C_31) [36\_C\_31](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=36_C_31)  | Just because a course of action is legal and complies with policy doesn’t mean it’s the right thing to do.At Abbott, there is an expectation that we do the right thing for the right reasons. | 僅僅因為採取某種行動是合法和符合政策，並不意味著這是正確的選擇。在亞培，人們期望我們以正確的理由做正確的事。 |
| [Screen 31](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=37_C_32) [37\_C\_32](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=37_C_32)  | If our answer to the question “Does it align with Abbott’s culture and values?” is “No”, we should not proceed –even if we’ve established that the course of action is legal and complies with Abbott policy. | 如果我們回答「是否符合亞培的文化和價值觀？」這個問題的答案 是「否」，我們就不應該繼續。即使我們已確定採取的措施是合法的並且符合亞培的政策。 |
| [Screen 32](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=38_C_33) [38\_C\_33](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=38_C_33)  | If we are unsure whether an action aligns with Abbott’s values, we should review Abbott’s Values and Culture statement on the Abbott intranet.We should also take the time to reread our Code of Business Conduct. | 如果我們不確定某個行為是否符合亞培的價值觀，則應查看亞培內部網站上的亞培《價值觀和文化》聲明。我們還應該花時間重新閱讀我們的《業務行為準則》。 |
| [Screen 33](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=39_C_34) [39\_C\_34](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=39_C_34)  | The first step in ethical decision-making is assessing whether a proposed course of action is legal, compliant with Abbott policy, and in keeping with Abbott values.This step requires us to ask ourselves three questions:1. Is it legal?2. Does the proposed course of action comply with Abbott’s policies and procedures?3. Does the course of action align with Abbott’s values and the principles of honesty, fairness and integrity found in our Code of Business Conduct? | 道德決策的第一步是評估擬議的行動方案是否合法、符合亞培政策以及是否符合亞培價值。這一步要求我們問自己三條問題：1. 是否合法？2. 建議的行動方案是否符合亞培的政策和程序？3. 行動方針是否與亞培價值以及我們的《業務行為準則》中的誠實、公平和誠信原則相符？ |
| [Screen 34](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=40_C_35) [40\_C\_35](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=40_C_35)  | Even though a decision may be legal, compliant with Abbott policy and in keeping with Abbott’s values, it still might not be the right thing to do. | 即使決定可能是合法的，符合亞培的政策並符合亞培價值，但這仍然可能不是正確的選擇。 |
| [Screen 35](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=41_C_36) Activity: Animation[41\_C\_36](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=41_C_36)  | Assess Impact Decision The second step in good decision making is evaluating the impact a proposed course of action may have on* Patients, customers, and consumers,
* Abbott’s reputation, and
* Other important stakeholders.
 | Assess（評估） Impact（影響） Decision（決策） 良好決策的第二步是評估擬議的行動方案可能對* 患者、客戶和消費者、
* 亞培的聲譽和
* 其他重要利益相關者產生的影響。
 |
| [Screen 36](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=42_C_37) Activity: Animation[42\_C\_37](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=42_C_37)  | Assess Impact Decision Begin the process by considering the impact the decision will have on those who purchase and use our products. | Assess（評估） Impact（影響） Decision（決策） 通過考慮決策對購買和使用我們產品的人士之影響來開始該過程。 |
| [Screen 37](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=43_C_38) Activity: Dialogue[43\_C\_38](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=43_C_38)  | Imagine you work in logistics at an Abbott manufacturing site.One of your responsibilities is ensuring the timely shipping of products to warehouses in your region. | 想像一下，您在亞培生產基地從事物流工作。您的職責之一是確保將產品及時運送到您所在地區的倉庫。 |
| [Screen 37](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=44_C_38) [44\_C\_38](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=44_C_38)  | You’ve noticed that one of the steps that your team engages in is a visual inspection of the product before shipment.The inspection process seems to be taking up a lot of your team’s time. So, you consider cutting the visual inspection step. You begin with an analysis of the data. Here you can see that in the past visual inspections have caught some issues with the printing on the product labels, but cases have been rare. | 您已注意到，團隊要採取的步驟之一是在發貨前對產品進行外觀檢查。檢查過程似乎佔用了您團隊的大量時間。因此，您考慮簡化外觀檢查步驟。您首先需要分析資料。在此處您可以看到過去透過肉眼檢查，在產品標籤上打印時發現了一些問題，但這種問題很少見。 |
| [Screen 37](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=45_C_38) [45\_C\_38](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=45_C_38)  | You take a few minutes to consider the impact cutting the visual inspection step could have on consumers.While there is no chance that a low-quality label will pose any health or safety risk to consumers, it could significantly impact the consumer experience. After contemplating the consumers’ interests, you decide to continue as normal with the visual inspections and consider other options to save time. | 您需要花費幾分鐘時間來考慮簡化外觀檢查步驟可能對消費者造成的影響。雖然低質量的標籤不會給消費者帶來任何健康或安全風險，但它可能會嚴重影響消費者的體驗。考慮了消費者的利益後，您決定繼續正常進行外觀檢查，並考慮其他選擇以節省時間。 |
| [Screen 38](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=46_C_39) [46\_C\_39](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=46_C_39)  | While not every decision we make will directly impact patients and consumers, many do.It is important to take the time to consider the potential impact and to make sure that, if a decision does impact patients and consumers, both their interests and those of Abbott are balanced. | 儘管我們作出的每項決定並非都會直接影響患者和消費者，但許多決策會這樣。重要的是要花一些時間來考慮潛在的影響，並確保如果一項決定確實影響了患者和消費者，那麼他們和亞培的利益都是要達到平衡的。 |
| [Screen 39](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=47_C_40) Activity: Animation[47\_C\_40](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=47_C_40)  | Assess Impact Decision We also need to a take the time to consider the potential impact our decisions have on Abbott’s reputation. | Assess（評估） Impact（影響） Decision（決策） 我們還需要花一些時間來考慮我們的決定對亞培聲譽的潛在影響。 |
| [Screen 40](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=48_C_41) [48\_C\_41](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=48_C_41)  | Abbott’s reputation is our most valuable asset.As our Code reminds us, we earn our reputation every day by the decisions we make and the actions we take. | 亞培的聲譽是我們最寶貴的資產。正如我們的《規範》提醒我們，我們每天通過作出之決策和採取的行動贏得聲譽。 |
| [Screen 41](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=49_C_42) [49\_C\_42](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=49_C_42)  | We should always take the time to consider how our decisions and actions reflect on Abbott.A good way to do this is by using the newspaper test. | 我們應該經常花時間考慮我們的決策和行動如何影響亞培。使用報紙測試是一個好辦法。 |
| [Screen 42](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=50_C_43) Activity: Dialogue[50\_C\_43](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=50_C_43)  | Imagine you are an Abbott general manager for an affiliate.It’s April 2020. The pandemic has just hit. Hospitals all around the world are struggling to secure personal protective equipment (PPE) for their workers. | 假設您是亞培一家關係公司的總經理。現在是 2020 年 4 月。新冠肺炎大流行剛剛發生。世界各地的醫院都在努力為其員工獲取個人防護設備 (PPE)。 |
| [Screen 42](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=51_C_43) [51\_C\_43](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=51_C_43)  | You receive a phone call from an important Abbott customer, an administrator at a large private hospital who asks if you can secure some PPE for them – the administrator says that cost is not an issue, they are willing to pay whatever Abbott wants to charge them.You reach out to your country’s production facility and you are told that there is lot of spare PPE on site.Now you are faced with the dilemma of whether Abbott should just provide the PPE or sell the PPE to the private hospital at a large profit. | 您收到一位重要的亞培客戶的來電，其為一家大型私立醫院的管理員，詢問您是否可以為他們購買一些個人防護裝備–該管理員說費用不是問題，他們願意向亞培支付任何費用 。您聯絡您所在國家的生產設施，並被告知現場有很多備用 PPE。現在，您面臨著這樣的難題：亞培應僅提供 PPE 或者將 PPE 出售給私立醫院以獲取巨額利潤。 |
| [Screen 42](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=52_C_43) [52\_C\_43](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=52_C_43)  | You begin by assessing the situation.There is nothing about the sale that would be illegal, non-compliant with Abbott policy or not in keeping with Abbott’s values. Abbott clearly has spare PPE that is not being used. And it would clearly benefit a lot of people. | 您開始評估情況。此次銷售沒有任何違法或不符合亞培政策或不符合亞培價值的交易。亞培顯然有未使用的備用 PPE。它將顯然會使很多人受惠。 |
| [Screen 42](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=53_C_43) [53\_C\_43](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=53_C_43)  | But before you make your final decision you stop and imagine how Abbott selling the PPE to a private hospital at a high price might be reported in your local newspaper:Healthcare Giant Prioritizes Needs of Private PatientsWhere health is concerned, company proves money is all that really matters. | 但在作出最終決定之前，您先停下來想一下如何在您當地報紙上報導亞培以高價將 PPE 出售給私家醫院的情況：醫療保健巨頭優先考慮私人患者的需求在有關醫療的事情上，公司證明金錢才是真正重要的。 |
| [Screen 42](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=54_C_43) [54\_C\_43](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=54_C_43)  | After considering how your decision could impact on Abbott’s reputation, you decide to decline the request to sell the PPE to the private hospital.You instead look into a possible donation to your local authority for distribution across the entire health care system. | 考慮了您的決定對亞培聲譽的影響後，您決定拒絕向私人醫院出售 PPE 的請求。取而代之的是，您可能會向當地政府進行捐贈，以便在整個醫療照護體系中進行分配。 |
| [Screen 43](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=55_C_44) Activity: Animation[55\_C\_44](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=55_C_44)  | Assess Impact Decision Finally, we need to consider the impact our decisions have on Abbott’s other stakeholders, such as colleagues, shareholders, the communities in which we operate, and the general public. | Assess（評估） Impact（影響） Decision（決策） 最後，我們需要考慮我們的決定對亞培其他利益相關者的影響，例如同事、股東、我們營運所在的社區以及公眾。 |
| [Screen 44](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=56_C_45) [56\_C\_45](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=56_C_45)  | Oftentimes, it is easy for us to forget those not directly involved in the decision-making process.But the impact our decision can have on colleagues, shareholders, the communities in which we operate, and the general public can be just as profound. | 通常，我們很容易忘記那些沒有直接參與決策過程的人。但是，我們的決策可能會對同事、股東、我們經營所在的社區和公眾產生深遠的影響。 |
| [Screen 45](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=57_C_46) Activity: Dialogue[57\_C\_46](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=57_C_46)  | Imagine you have an important presentation with senior management first thing Monday morning.It is Sunday afternoon. The office is closed. Just as you are finishing up work on your presentation your Abbott-issued laptop forces a restart. | 想像一下，週一的早上您將與高級管理人員進行重要的報告。今天是週日的下午。辦公室已關閉。正如您正在完成報告檔案的工作一樣，亞培發給您的筆記本電腦會強制重新啟動。 |
| [Screen 45](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=58_C_46) [58\_C\_46](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=58_C_46)  | You realize a file you downloaded seems to have been infected. You are not sure whether it has impacted other files, but you need to get the presentation to senior management first thing Monday morning.So, you redo the presentation and save the file. But now you are faced with a dilemma: do you send the file to your work colleagues or do you miss your deadline with senior management? | 您發現下載的文件似乎已被感染。您不確定它是否影響了其他文件，但您需要在週一早上將報告檔案提交給高級管理層。因此，您重做報告文檔並保存文件。但是現在您面臨難題：您應將檔案發給工作同事，還是錯過高級管理層的截止日期？ |
| [Screen 45](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=59_C_46) [59\_C\_46](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=59_C_46)  | You pause and evaluate the potential impact your decision could have on your colleagues.On the one hand, not sending the file could impact senior management’s perception of you.On the other, sending a file that turns out to be infected could impact not only your colleagues in your department but could spread to others in the company. | 您停下來，評估一下您的決策可能會對同事產生的潛在影響。一方面，不發送檔案可能會影響高級管理層對您的看法。另一方面，發送確定被感染的文件不僅會影響部門的同事，而且還會傳播到公司中的其他人。 |
| [Screen 45](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=60_C_46) [60\_C\_46](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=60_C_46)  | After considering your options, you decide to delay sending the file until it can be okayed by the IT department and instead call your manager to inform them of the situation.The decision is likely to have some impact on senior management’s perception of you, but you decide it’s more important to think about the possible effect on the wider Abbott community. | 考慮了您的選項後，您決定延遲發送檔案，直到 IT 部門可以批准為止，然後致電您的經理通報情況。該決定可能會影響高級管理層對您的看法，但您認為考慮對更廣泛的亞培社群可能產生的影響更為重要。 |
| [Screen 46](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=61_C_47) [61\_C\_47](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=61_C_47)  | Even though a decision may be legal, compliant with Abbott policy and in keeping with Abbott’s values, it still might not be the right thing to do.The second step in good decision making is evaluating the impact a proposed course of action may have on* Patients, customers, and consumers,
* Abbott’s reputation, and
* Other important stakeholders.
 | 即使決定可能是合法的，符合亞培的政策並符合亞培價值，但這仍然可能不是正確的選擇。良好決策的第二步是評估擬議的行動方案可能對* 患者、客戶和消費者、
* 亞培的聲譽和
* 其他重要利益相關者產生的影響。
 |
| [Screen 47](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=62_C_48) [62\_C\_48](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=62_C_48)  | In many cases after assessing a situation and evaluating its impact, we may be left with more than one option. | 在評估情況並評估其影響後的許多情況下，我們可能會面對不止一種的選項。 |
| [Screen 48](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=63_C_49) Activity: Animation[63\_C\_49](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=63_C_49)  | Assess Impact Decision The final step in good ethical decision making is about choosing a course of action that balances the interests of all stakeholders.In some cases, this may mean making a decision that favors the interests of consumers and patients, while another may favor the interests of Abbott or another stakeholder. | Assess（評估） Impact（影響） Decision（決策） 良好的道德決策的最後一步是選擇一種平衡所有利益相關者利益的行動。在某些情況下，這可能意味著作出有利於消費者和患者利益的決策，而另一決策可能有利於亞培或另一利益相關者的利益。 |
| [Screen 49](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=64_C_50) [64\_C\_50](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=64_C_50)  | While no decision is likely to please all stakeholders equally,a good decision will always be grounded in the principles of honesty, fairness and integrity, and will effectively balance the interests of Abbott and Abbott’s stakeholders. | 儘管沒有任何決定可能會平等地取悅所有利益相關者，一個好的決定始終以誠實、公平和誠信的原則為基礎，並將有效地平衡亞培和亞培利益相關者的利益。 |
| [Screen 50](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=65_C_51) [65\_C\_51](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=65_C_51)  | If, however, after considering all options, you are still unsure about the right course of action, you can always speak to your manager, the Office of Ethics and Compliance, Human Resources or the Legal Division. | 但是，如果在考慮了所有方案之後仍不確定採取的正確措施，則可以隨時與您的經理、道德合規辦公室、人力資源部或法務部聯繫。 |
| [Screen 51](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=66_C_52) [66\_C\_52](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=66_C_52)  | In addition, Abbott has created a decision-making AID in support of this training.This aid walks you through the ethical decision-making process that we have just covered in this training. We strongly recommend that you use it whenever you require additional support.The decision-making AID can be found on your intranet here. | 此外，亞培還創建了一個決策 AID 以支持該訓練。此協助將引導您完成我們在本訓練中介紹的道德決策過程。我們強烈建議您在需要任何其他支援時多加利用。決策 AID 可以在您[此處](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/cobc/Pages/Decision-Making-Aid.aspx)的內部網站找到。 |
| [Screen 52](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=67_C_53) [67\_C\_53](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=67_C_53)  | A good decision will always be grounded in the principles of honesty, fairness and integrity, and will effectively balance the interests of Abbott and Abbott’s stakeholders.The final step in good ethical decision making is about choosing a course of action that balances the interests of all stakeholders.If, however, after considering all options, you are still unsure about the right course of action, you can always speak to your manager, the Office of Ethics and Compliance, Human Resources or the Legal Division.In addition, Abbott has created a decision-making AID in support of this training. The decision making AID can be found on your intranet here. | 一個好的決定將以誠實、公平和誠信的原則為基礎，並將有效地平衡亞培和亞培利益相關者的利益。良好的道德決策的最後一步是選擇一種平衡所有利益相關者利益的行動。但是，如果在考慮了所有方案之後仍不確定採取的正確措施，則可以隨時與您的經理、道德合規辦公室、人力資源部或法務部聯繫。此外，亞培還創建了一個決策 AID 以支持該訓練。可以在此處您的內部網站找到決策 AID。 |
| [Screen 53](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=68_C_54) [68\_C\_54](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=68_C_54)  | Manager or SupervisorIf you are unsure about the right course of action or have general questions about assigned task or roles the best place to start is with your immediate manager or supervisor. | 經理或主管如果您不確定正確的操作方法或對分配的任務或職能有一般性疑問，最好的起點是與您的直接經理或主管聯繫。 |
| [Screen 53](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=69_C_54) [69\_C\_54](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=69_C_54)  | Global Policy PortalFor our corporate policies and procedures applicable companywide, visit the Global Policy Portal. | 全球政策入口網站針對全公司適用的企業政策與程序，可造訪[全球政策窗口](https://abbott.sharepoint.com/sites/abbottworld/GlobalPolicy/Pages/Home.aspx)取得詳情。 |
| [Screen 53](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=70_C_54) [70\_C\_54](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=70_C_54)  | Office of Ethics and Compliance (OEC)The OEC is a corporate resource available to address your questions or concerns about our company’s values and standards of conduct.* OEC Website – Refer to the OEC website for answers to a variety of ethics and compliance questions. Our company’s global and country-specific OEC policies and procedures can also be accessed from the website.
* OEC Contacts – You are encouraged to contact the OEC at any time with any ethics and compliance questions, or to discuss concerns about possible violations of our written standards, laws, or regulations.
* Corporate OEC – Call 1-224-667-5210 or email oec@abbott.com with any questions related to ethics and compliance at Abbott.
* Divisional or Country OEC – Your divisional or country OEC representative can provide additional guidance on divisional or country-specific OEC policies, procedures, and guidelines.
* Ethics and Compliance Helpline – Visit our multilingual Ethics and Compliance Helpline available globally 24/7 to voice your concerns about a potential violation of our company’s values and standards of conduct. You can also email investigations@abbott.com to report a potential violation.

Abbott does not tolerate retaliation against anyone who makes a good-faith report regarding a potential violation of our written standards. In any good-faith report, anonymity is allowed, non-retaliation is ensured, and confidentiality is preserved.* iComply – Visit iComply to access compliance-related applications and resources geared towards interactions with Health Care Professionals and Health Care Organizations, as well as third parties.
 | 道德合規辦公室 (OEC)OEC 是公司的智謀資源，可解決您有關公司價值觀與操守標準之相關疑問或顧慮。* OEC 網站 - 造訪 [OEC 網站](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/Pages/Home.aspx)以取得各種道德與合規疑問之解答。您亦可透過本網站取得本公司全球與各國特定適用之 OEC 政策與程序。
* OEC 聯絡人 - 您有任何道德與合規相關疑問時，或欲討論可能違反我們書面標準、法律或法規的相關疑慮時，鼓勵您請隨時聯繫 OEC。
* 企業 OEC– 若有任何有關亞培道德與合規相關問題，請撥打電話至 1-224-667-5210，或將您的問題以電子郵件寄送至 oec@abbott.com 。
* 部門或各國 OEC - 您的部門或各國 [OEC 代表](https://icomply.abbott.com/Apps/ComplianceContacts/)可以針對各部門或各國特定之 OEC 政策、程序與規範提供額外資訊。
* 道德與法令遵循熱線 - 造訪我們全球全年無休的[道德與法令遵循熱線](http://speakup.abbott.com/)，以通報您對潛在違反本公司價值與標準規範的疑慮。您也可以透過電子郵件報告潛在違反事項，電子郵件地址是：investigations@abbott.com。

亞培並不容許向任何出於善意對疑似違反我們已成文規章之報告進行報復行為。任何出於善意之報告，均允許匿名報告之情事，並確保無報復行為，且保證保密。* iComply - 造訪 [iComply](https://icomply.abbott.com/Default.aspx)  以存取與醫護人員與醫療照護機構以及第三方之互動進行之合規管理相關應用程式與資源。
 |
| [Screen 53](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=71_C_54) [71\_C\_54](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=71_C_54)  | Human ResourcesFor employee-related issues, such as concerns involving management and/or other employees, contact your local Human Resources representative. | 人力資源與員工相關問題，諸如涉及管理層及／或其他員工之議題，則可與您當地之[人力資源](https://abbott.sharepoint.com/sites/myhr)代表聯繫。 |
| [Screen 53](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=72_C_54) [72\_C\_54](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=72_C_54)  | Legal DivisionIf you have questions about the laws, regulations, and acceptable business practices, the Legal Division can assist you. | 法務部門若您對法律、規章以及可接受之業務行為有疑問，可以向 [法務部門](https://abbott.sharepoint.com/sites/abbottworld/Legal) 尋求協助。 |
| [Screen 53](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=73_C_54) [73\_C\_54](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=73_C_54)  | Other ResourcesThere are many other resources available to you:* Finance – If your question is about accounting or finance, contact your local Finance department.
* Corporate Audit – If you have specific concerns regarding accounting, internal accounting controls, or auditing matters, promptly report them to Corporate Audit or the OEC.
* Abbott Quality and Regulatory – If you have questions about the quality and safety of our products, contact your local Quality and Regulatory department.
* Global Environment, Health, and Safety – Contact a Global Environment, Health, and Safety representative if you have questions about a physical site and potential dangers.
* Global Procurement – If you have questions about supplier relations, contact Global Procurement.
 | 其他資料另有許多其他可用資源：* 財務 - 若您的疑問是針對財務會計相關議題，則應與您當地的財務部門聯繫。
* 公司稽核 - 若您對會計、內部會計控管，或者審計項目有疑問，應即刻向公司稽核部門或 OEC 報告。
* 亞培品質與法規部門 -若您對本公司產品之品質與安全有問題，則應聯絡您當地之品質規範部門。
* 全球環境、健康與安全 -如果對於實際工作場合以及潛在風險有所顧慮，則應聯繫全球環境、健康與安全代表。
* 全球採購 –若您對供應商關係有疑問，請與全球採購部聯絡。
 |
| [Screen 54](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=74_C_55) [74\_C\_55](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=74_C_55)  | Course TranscriptClick here for a full transcript of the course. | 課程成績單點擊[這裡](../Translation_Tables/reference/Transcript.pdf)，取得課程的完整成績單。 |
| Screen 55 Activity: Introduction75\_C\_56  | The Knowledge Check consists of 10 questions. You must score 80% or higher to successfully complete this course.When you are ready, click the Knowledge Check button to begin. | 知識測驗由 10 個問題組成。為了成功完成本課程，您的得分必須為 80% 或更高。當您準備好後，點擊「知識測驗」按鈕開始。 |
| Screen 56 Question 1: Scenario76\_C\_57  | What are some common causes of poor decision making?Check all that apply. | 決策不佳的一些常見原因是什麼？請選擇所有適用選項。 |
| Screen 56 Question 1: Options77\_C\_57  | [1] Failure to consider competing interests.[2] The perception that there is pressure to perform.[3] Careful deliberation.[4] The perception of customer expectations.[5] Time constraints. | [1] 未能考慮利益衝突。[2] 有執行壓力的觀感。[3] 仔細考慮。[4] 對客戶期望的觀感。[5] 時間限制。 |
| Screen 56 Question 1: Feedback78\_C\_57  | Unfortunately, sometimes things like competing interests, the pressure to perform, customer expectations, or time constraints can cause us to make the wrong choices.For more information about the correct answer, see Section 2.2, Understanding the Process. | 不幸的是，有時候諸如利益衝突、執行壓力、客戶期望或時間限制等事情可能導致我們做出錯誤的選擇。想了解更多有關正確答案的資訊，請參閱章節 2.2 瞭解程序。 |
| Screen 56 Question 2: Scenario79\_C\_57  | Good decision making is: | 好的決策是： |
| Screen 56 Question 2: Options80\_C\_57  | [1] About wanting to do the right thing.[2] Instinctual.[3] Deliberative. | [1] 關於要做正確的事。[2] 本能。[3] 深思熟慮。 |
| Screen 56 Question 2: Feedback81\_C\_57  | Good decision making is deliberative. It requires careful assessment of the facts and follows a systematic approach.For more information about the correct answer, see Section 2.2, Understanding the Process. | 好的決策是經過深思熟慮。它要求對事實進行認真評估，並採取系統的方法。想了解更多有關正確答案的資訊，請參閱章節 2.2 瞭解程序。 |
| Screen 56 Question 3: Scenario82\_C\_57  | Abbott’s decision-making process consists of:Check all that apply. | 亞培的決策過程包括：請選擇所有適用選項。 |
| Screen 56 Question 3: Options83\_C\_57  | [1] A careful assessment of the situation.[2] An evaluation of its impact on stakeholders.[3] Recognizing and resolving ethical dilemmas.[4] Balancing of the interests of patients, consumers, Abbott and other stakeholders. | [1] 仔細評估情況。[2] 評估其對利益相關者的影響。[3] 認識和解決道德困境。[4] 平衡患者、消費者、亞培及其他利益關係者的最佳利益。 |
| Screen 56 Question 3: Feedback84\_C\_57  | Abbott’s decision-making process consists of three steps:* First, a careful assessment of the situation;
* Second, an evaluation of its impact on stakeholders; and,
* Finally, a decision that balances the interests of patients, consumers, Abbott and other stakeholders.

For more information about the correct answer, see Section 2.2, Understanding the Process. | 亞培的決策過程包括三個步驟：* 首先，仔細評估情況；
* 第二，評估其對利益相關者的影響; 以及，
* 最後，要做出一個平衡患者、消費者、亞培和其他利益相關者利益的決定。

想了解更多有關正確答案的資訊，請參閱章節 2.2 瞭解程序。 |
| Screen 56 Question 4: Scenario85\_C\_57  | An activity is legal as long as there are no local laws that prohibit the activity? | 只要沒有禁止該活動的當地法律，該活動就是合法的 |
| Screen 56 Question 4: Options86\_C\_57  | [1] True.[2] False. | [1]正確。[2]錯誤。 |
| Screen 56 Question 4: Feedback87\_C\_57  | Just because there are no local laws that prohibit a certain activity doesn’t mean that the activity is legal. The laws of one country may apply to the work we do in other countries. For example, the Foreign Corrupt Practices Act (FCPA) is a U.S. statute that prohibits firms and individuals from paying bribes to foreign officials. Even though the FCPA is a U.S. law, it applies to activities in every country in which Abbott operates.For more information about the correct answer, see Section 3.2, Is it Legal? | 僅僅因為沒有禁止某項活動的當地法律並不意味著該活動是合法的。一國的法律可能適用我們在其他國家的從業方式。例如，《反海外貪腐法》(FCPA) 是美國的一項法規，禁止公司和個人向外國官員行賄。即使 FCPA（反海外貪腐法）是美國法律，也適用於亞培經營所在的每個國家的活動。想了解更多有關正確答案的資訊，請參閱章節 3.2，這是合法嗎？ |
| Screen 56 Question 5: Scenario88\_C\_57  | If a course of action is legal and complies with Abbott policy, we can proceed. | 如果採取的行動是合法的，並且符合亞培的政策，我們可以繼續進行。 |
| Screen 56 Question 5: Options89\_C\_57  | [1] True.[2] False. | [1]正確。[2]錯誤。 |
| Screen 56 Question 5: Feedback90\_C\_57  | Even if we’ve established that a course of action is legal and complies with Abbott policy, we should not proceed unless it also aligns with Abbott’s values.For more information about the correct answer, see Section 3.4, Does it Align with Abbott’s Values? | 即使我們確定採取的行動是合法的並且符合亞培政策，我們也不應繼續進行，除非它也符合亞培價值。有關正確答案的更多資訊，請參見章節 3.4，它是否與亞培價值觀一致？ |
| Screen 56 Question 6: Scenario91\_C\_57  | The newspaper test is a good way of assessing the impact a proposed course of action can have on: | 報紙測試是評估提議的行動方案可能對以下方面產生影響的好方法： |
| Screen 56 Question 6: Options92\_C\_57  | [1] Patients and consumers.[2] Abbott’s reputation.[3] Other Abbott stakeholders. | [1] 患者與消費者。[2] 亞培的聲譽。[3] 其他亞培利益相關者。 |
| Screen 56 Question 6: Feedback93\_C\_57  | The newspaper test is a good way of assessing the impact our actions can have on Abbott’s reputation.For more information about the correct answer, see Section 4.3, The Impact on Abbott. | 報紙測試是評估我們的舉動對亞培聲譽影響的好方法。想了解更多有關正確答案的資訊，請參閱章節 4.3，對亞培的影響。 |
| Screen 56 Question 7: Scenario94\_C\_57  | The second step in good decision making is evaluating the impact a proposed course of action may have on:Check all that apply. | 良好決策的第二步是評估擬議的行動方案可能對以下方面的影響：請選擇所有適用選項。 |
| Screen 56 Question 7: Options95\_C\_57  | [1] Patients, customers, and consumers.[2] One’s own job prospects.[3] Abbott’s reputation.[4] Other important stakeholders. | [1] 患者、客戶和消費者。[2] 自己的工作前景。[3] 亞培的聲譽。[4] 其他重要利益相關者。 |
| Screen 56 Question 7: Feedback96\_C\_57  | The second step in good decision making is evaluating the impact a proposed course of action may have on* Patients, customers, and consumers,
* Abbott’s reputation, and
* Other important stakeholders.
 | 良好決策的第二步是評估擬議的行動方案可能對* 患者、客戶和消費者、
* 亞培的聲譽和
* 其他重要利益相關者產生的影響。
 |
| Screen 56 Question 8: Scenario97\_C\_57  | When making a decision, never choose a course of action that favors the interests of one stakeholder group over another. | 在做出決定時，切勿選擇有利於一個利益相關者群體利益的行動方針。 |
| Screen 56 Question 8: Options98\_C\_57  | [1] True.[2] False. | [1]正確。[2]錯誤。 |
| Screen 56 Question 8: Feedback99\_C\_57  | While good ethical decision making is about balancing the interests of all stakeholders. In some cases, this may mean making a decision that favors the interests of one stakeholder group over another.For more information about the correct answer, see Section 5.2, Balancing Competing Interests. | 良好的道德決策是要平衡所有利益相關者的利益。在某些情況下，這可能意味著做出有利於一個利益相關者群體利益而不是另一個利益相關者群體利益的決定。有關正確答案的更多資訊，請參見章節5.2，平衡競爭利益。 |
| Screen 56 Question 9: Scenario100\_C\_57  | If you are unsure about the right course of action, you should speak to: | 如果您不確定採取正確的措施，則應與以下人員聯繫： |
| Screen 56 Question 9: Options101\_C\_57  | [1] Your manager.[2] The Office of Ethics and Compliance.[3] Human Resources.[4] The Legal Division.[5] Any or all of the above. | [1] 您的經理。[2] 道德合規辦公室。[3] 人力資源。[4] 法務部門。[5] 以上任何或全部。 |
| Screen 56 Question 9: Feedback102\_C\_57  | If, after considering all options, you are unsure about the right course of action, you can always speak to your manager, the Office of Ethics and Compliance, Human Resources or the Legal Division.For more information about the correct answer, see Section 5.3, Help and Support. | 如果在考慮所有選項後，您仍不確定行動的正確方針，請與您的經理、道德合規辦公室、人力資源或法務部門討論。想了解更多有關正確答案的資訊，請參閱章節 5.3，協助和支持。 |
| Screen 56 Question 10: Scenario103\_C\_57  | Abbott has created a decision-making AID to support you in the decision-making process. | 亞培創建了決策 AID，以在決策過程中為您提供支持。 |
| Screen 56 Question 10: Options104\_C\_57  | [1] True.[2] False. | [1]正確。[2]錯誤。 |
| Screen 56 Question 10: Feedback105\_C\_57  | During the course of your workday, there may be times when it is hard to determine the right course of action. To help you navigate these situations, Abbott has created a decision-making AID that is available on the Company intranet.For more information about the correct answer, see Section 5.3, Help and Support. | 在您的工作過程中，有時可能很難確定正確的行動方針。為了幫助您應對這些情況，亞培創建了決策AID，其在公司的內部網站提供。想了解更多有關正確答案的資訊，請參閱章節 5.3，協助和支持。 |
| Screen 56 106\_C\_57  | All questions remain unanswered | 仍未回答所有問題 |
| Screen 57 Activity: Overall Feedback107\_C\_58  | No results are available, as you have not completed the Knowledge Check.Congratulations! You have successfully passed the Knowledge Check and completed the course.Please review your results below by clicking on each question.Once you are done, you must click the EXIT [X] icon in the course title bar before closing your browser window or browser tab.Sorry, you did not pass the Knowledge Check. Take a few minutes to review your results below by clicking on each question.When you are done, click the Retake Knowledge Check button. | 由於您仍未完成知識測驗，目前沒有成績。恭喜！您已經成功通過知識測驗並完成本課程。請在下方點選各個問題以查閱您的成績。在您完成之後，您必須點選課程主題欄的離開 [X] 圖示，才可以關閉您的瀏覽器視窗或瀏覽器標籤。抱歉，您沒有通過知識測驗。請花幾分鐘時間，在下方點選各個問題以查閱您的成績。在您準備好之後，點擊重新參加知識測驗按鈕。 |
| [108\_toc\_1](http://www.learnex.co.uk/test/AbbottDecisionMaking/EN-US/course/index.html?showScreen=108_toc_1)  | Introduction | 簡介 |
| 109\_toc\_2  | Welcome | 歡迎 |
| 110\_toc\_3  | Objectives | 目標 |
| 111\_toc\_4  | Tutorial | 教學 |
| 112\_toc\_5  | The Decision-Making Process | 決策程序 |
| 113\_toc\_6  | Overview | 概述 |
| 114\_toc\_7  | Understanding the Process | 瞭解程序 |
| 115\_toc\_8  | The Decision-Making Process: Quick Reference | 決策程序：快速指南 |
| 116\_toc\_9  | Assessing the Situation | 評估情況 |
| 117\_toc\_10  | Overview | 概述 |
| 118\_toc\_11  | Is it Legal? | 是否合法？ |
| 119\_toc\_12  | Does it comply with Abbott Policy? | 是否遵守亞培政策？ |
| 120\_toc\_13  | Does it Align with Our Values? | 它符合我們的價值觀嗎？ |
| 121\_toc\_14  | Assessing the Situation: Quick Reference | 評估情況：快速指南 |
| 122\_toc\_15  | Evaluating the Impact | 評估影響 |
| 123\_toc\_16  | Overview | 概述 |
| 124\_toc\_17  | The Impact on Patients and Consumers | 對患者和消費者的影響 |
| 125\_toc\_18  | The Impact on Abbott’s Reputation | 對亞培聲譽的影響 |
| 126\_toc\_19  | The Impact on Other Stakeholders | 對其他利益相關者的影響 |
| 127\_toc\_20  | Evaluating the Impact: Quick Reference | 評估影響：快速指南 |
| 128\_toc\_21  | Making the Right Decision | 作出正確的決定 |
| 129\_toc\_22  | Overview | 概述 |
| 130\_toc\_23  | Balancing Competing Interests | 平衡競爭性的利益 |
| 131\_toc\_24  | Help and Support | 協助與支援 |
| 132\_toc\_25  | Making the Right Decision: Quick Reference | 作出正確的決定：快速指南 |
| 133\_toc\_26  | Resources | 資源 |
| 134\_toc\_27  | Where to Get Help | 到哪裡尋求幫助 |
| 135\_toc\_28  | Reference Material | 參考資料 |
| 136\_toc\_29  | Knowledge Check | 知識測驗 |
| 137\_toc\_30  | Introduction | 簡介 |
| 138\_toc\_31  | Knowledge Check | 知識測驗 |
| 139\_toc\_32  | Question 1 | 問題 1 |
| 140\_toc\_33  | Question 2 | 問題 2 |
| 141\_toc\_34  | Question 3 | 問題 3 |
| 142\_toc\_35  | Question 4 | 問題 4 |
| 143\_toc\_36  | Question 5 | 問題 5 |
| 144\_toc\_37  | Question 6 | 問題 6 |
| 145\_toc\_38  | Question 7 | 問題 7 |
| 146\_toc\_39  | Question 8 | 問題 8 |
| 147\_toc\_40  | Question 9 | 問題 9 |
| 148\_toc\_41  | Question 10 | 問題 10 |
| 149\_toc\_42  | Feedback | 回饋 |
| 150\_string\_1 | The Course cannot contact the LMS. Click 'OK' to continue and review the course. Note, Course Certification may not be available. Click 'Cancel' to exit  | 本課程無法連接 LMS。點選「確定」以繼續及查閱課程。請注意，可能不提供課程證書。點選「取消」以退出  |
| 151\_string\_2 | All questions remain unanswered | 仍未回答所有問題 |
| 152\_string\_3 | Questions | 問題 |
| 153\_string\_4 | Question | 問題 |
| 154\_string\_5 | not answered | 未作答 |
| 155\_string\_6 | That's correct! | 正確！ |
| 156\_string\_7 | That's not correct! | 錯誤！ |
| 157\_string\_8 | Feedback:  | 回饋： |
| 158\_string\_9 | DECISION MAKING AT ABBOTT | 亞培的決策 |
| 159\_string\_10 | Knowledge Check | 知識測驗 |
| 160\_string\_11 | Submit | 提交 |
| 161\_string\_12 | Retake Knowledge Check | 重新參加知識測驗 |
| 162\_string\_13 | At times, each of us will be faced with situations where the right course of action is hard to determine. The aim of this course is to provide you with a systematic way of assessing your options, evaluating their impact, and ultimately making the right choices for you, Abbott and its many stakeholders. | 有時候我們會面臨到難以判斷正確行動的情況。本課程的目的是為您提供一種系統性的方式來評估您的選擇，評估其影響並最終為您、亞培及其眾多利益相關者做出正確的選擇。 |
| 163\_string\_14 | Table of Contents | 目錄 |
| 164\_string\_15 | Where to Get Help | 到哪裡尋求幫助 |
| 165\_string\_16 | Reference Material | 參考資料 |
| 166\_string\_17 | Audio | 語音 |
| 167\_string\_18 | Exit | 離開 |
| 168\_string\_19 | Close | 關閉 |