**INSTRUCTIONS:**

1. Please edit the translation in the TARGET column directly.
2. It is best to edit this file in Normal or Draft view rather than page layout.
3. DO NOT alter the ID or SOURCE column text.
4. Blank rows should be ignored but not deleted.
5. **The following formatting must be maintained throughout:**
	* **Paragraph (the number of paragraphs per row must be maintained)**
	* **bold**
	* **italic**
	* **underline**
	* **links**
	* **lists (bullets and number of items in a list must be maintained)**
6. Ctrl+click on an ID in the left hand collumn to view the relevent screen in the online course. Toc ID’s will open the table of contents, ID’s containing \_string\_ have no relevent screen and are not linked.

Abbott Global Anticorruption Translation Table 2024

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| --- | --- | --- |
| ID | SOURCE | TARGET |
| [Screen 0](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=1_C_1) [1\_C\_1](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=1_C_1)  | Global Anti‑corruptionClick the forward arrow. | Antikorupsi GlobalKlik panah maju. |
| [Screen 1](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=2_C_3) [2\_C\_3](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=2_C_3)  | At Abbott, we create life-changing health technologies that help people live better, fuller lives with the highest and most ethical of business practices.We must demonstrate our commitment to our customers by proactively managing business relationships to prevent improper influence in all of our interactions. | Di Abbott, kita menciptakan teknologi kesehatan yang mengubah hidup dan membantu orang-orang untuk mendapatkan kehidupan yang lebih baik dengan standar etika tertinggi dalam praktik bisnis.Kita harus menunjukkan komitmen terhadap pelanggan dengan mengelola hubungan bisnis secara proaktif guna mencegah pengaruh yang tidak patut dalam semua interaksi kita. |
| [Screen 2](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=3_C_4) [3\_C\_4](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=3_C_4)  | Upon completion of this course, you will:* Be able to understand and explain why business interactions should be free from improper influence.
* Understand that there are laws and regulations designed to prevent bribery and corruption.
* Understand Abbott’s expectations for conducting business globally in the right way.
* Know where to go for help and support.

This course should take about 30 minutes to complete. | Setelah menyelesaikan kursus ini, Anda akan:* Mampu memahami dan menjelaskan mengapa interaksi bisnis harus bebas dari pengaruh yang tidak patut.
* Memahami bahwa ada undang-undang dan peraturan yang dirancang untuk mencegah penyuapan dan korupsi.
* Memahami ekspektasi Abbott dalam menjalankan bisnis secara global dengan cara yang tepat.
* Mengetahui tempat mendapatkan bantuan dan dukungan.

Anda memerlukan waktu sekitar 30 menit untuk menyelesaikan kursus ini. |
| [Screen 3](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=4_C_5) [4\_C\_5](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=4_C_5)  | Abbott conducts business in over 150 countries around the world, interacting daily with thousands of people including, consumers, healthcare professionals (HCPs), third-party distributors and government agents.We recognize the global impact of our actions and decision-making and realize that Abbott is subject to many laws, regulations, and other requirements that vary across the countries in which we operate. | Abbott menjalankan bisnis di lebih dari 150 negara di seluruh dunia, berinteraksi setiap hari dengan ribuan orang, termasuk konsumen, tenaga kesehatan profesional (healtchare professionals/HCP), distributor pihak ketiga, dan pegawai pemerintah.Kita menyadari dampak global tindakan dan pengambilan keputusan kita serta menyadari bahwa Abbott dikenakan banyak undang-undang, regulasi, dan ketentuan lain yang bervariasi di seluruh negara tempat kita beroperasi. |
| [Screen 4](http://www.abbott.com/investors/governance/code-of-business-conduct.html?showScreen=5_C_6) [5\_C\_6](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=5_C_6)  | As a healthcare company, it is critical that we always do what is right for the many people we serve. This includes complying with anti-corruption and anti-bribery laws designed to prevent improper influence in Abbott’s business transactions.We must ensure that we never give or receive, or appear to give or receive, anything of value to improperly influence business. | Sebagai perusahaan kesehatan, penting agar kita selalu melakukan hal yang benar bagi orang-orang yang kita layani. Ini termasuk undang-undang antikorupsi dan antipenyuapan yang dirancang untuk mencegah pengaruh yang tidak patut dalam transaksi bisnis Abbott.Kita harus memastikan bahwa kita tidak pernah memberikan atau menerima, atau terkesan memberikan atau menerima, barang berharga untuk memengaruhi bisnis secara tidak patut. |
| Screen 5 [6\_C\_7](file:///C%3A/dev/AbbottProductQuality/courses/EN-US/translation/dummy.com?showScreen=6_C_7)  | Perception is as important as intent.The perception that we may be engaged in acts of bribery and corruption poses similar risks as actual acts of bribery and corruption.Bribery and corruption occur whenever someone offers, promises, gives, or receives anything of value for personal gain or to improperly influence business. | Persepsi sama pentingnya dengan niat.Persepsi bahwa kita mungkin terlibat dalam tindakan penyuapan dan korupsi memiliki risiko yang sama seperti tindakan penyuapan dan korupsi yang benar‑benar terjadi.Penyuapan dan korupsi terjadi setiap kali seseorang menawarkan, menjanjikan, memberikan, atau menerima barang berharga demi keuntungan pribadi ataupun untuk memengaruhi bisnis secara tidak pantas. |
| [Screen 6](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=7_C_8) [7\_C\_8](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance?showScreen=7_C_8)  | Quick CheckTest your knowledge now!The risks of bribery and corruption only occur when someone actually pays something of value to improperly influence business.TrueFalseSubmit | Uji Pengetahuan SingkatUji pengetahuan Anda sekarang!Risiko suap dan korupsi hanya timbul jika seseorang benar-benar memberikan barang berharga untuk memengaruhi bisnis secara tidak patut.BenarSalahKirim |
| [Screen 6](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=8_C_8) [8\_C\_8](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=8_C_8)  | That's Correct!That's Not Correct!* The perception that we may be engaged in acts of bribery and corruption poses similar risks as actual acts of bribery and corruption.
* Bribery and corruption may occur whenever someone offers, promises, gives, or receives anything of value to improperly influence business, and not only when the bribe is actually paid.
 | Itu Benar!Itu Tidak Benar!* Persepsi bahwa kita mungkin terlibat dalam tindakan penyuapan dan korupsi memiliki risiko yang sama seperti tindakan penyuapan dan korupsi yang benar‑benar terjadi.
* Penyuapan dan korupsi dapat terjadi setiap kali seseorang menawarkan, menjanjikan, memberikan, atau menerima barang berharga untuk memengaruhi bisnis secara tidak patut, dan tidak hanya ketika suap benar-benar dibayarkan.
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| [Screen 7](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=9_C_9) [9\_C\_9](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=9_C_9)  | [1] Our Philosophy2 minutes[2] Introduction to Global Anti-corruption3 minutes[3] Laws and Regulations5 minutesLearning ProgressThis Topic is now available. | [1] Falsafah Kita2 menit[2] Pengantar Antikorupsi Global3 menit[3] Undang-Undang dan Peraturan5 menitKemajuan PembelajaranTopik ini kini tersedia. |
| [Screen 7](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=10_C_9) [10\_C\_9](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=10_C_9)  | [4] The Impact on Our Business10 minutes[5] Your Commitment1 minute[6] Knowledge Check5 minutes | [4] Dampak Terhadap Bisnis Kita10 menit[5] Komitmen Anda1 menit[6] Uji Pengetahuan5 menit |
| [Screen 8](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=11_C_10) [11\_C\_10](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=11_C_10)  | Abbott is subject to laws and regulations that prohibit offering or promising improper payments or benefits to government officials or private companies and individuals.At Abbott, we make no distinction between bribery of government officials and commercial bribery – both are strictly prohibited. | Abbott mematuhi undang-undang dan peraturan yang melarang untuk menawarkan atau menjanjikan pembayaran atau manfaat yang tidak patut kepada pejabat pemerintah atau perusahaan dan individu swasta.Di Abbott, kita tidak membedakan penyuapan pejabat pemerintah dan penyuapan komersial – keduanya dilarang keras. |
| [Screen 9](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=12_C_11) [12\_C\_11](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=12_C_11)  | In the highly regulated healthcare industry, the definition of a government official is often broadly interpreted and covers well beyond those in political office.In many circumstances, doctors and other healthcare professionals are considered government officials.For example, a healthcare professional can be considered a government official if they are employed by or have privileges at a government hospital, or public clinic, university and/or act on behalf of a government authority or their respective national health service. | Dalam industri yang diatur dengan ketat, definisi pejabat pemerintah sering kali ditafsirkan secara luas dan mencakup hal-hal di luar kantor politik.Dalam berbagai situasi, dokter dan tenaga kesehatan profesional lain dianggap sebagai pejabat pemerintah.Contohnya, tenaga kesehatan profesional dapat dianggap sebagai pejabat pemerintah jika dipekerjakan oleh atau memiliki hak khusus di rumah sakit pemerintah atau klinik umum, universitas dan/atau bertindak atas nama otoritas pemerintah atau layanan kesehatan nasional masing‑masing. |
| [Screen 10](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=13_C_12) [13\_C\_12](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=13_C_12)  | Abbott’s own standards on bribery and corruption are consistent with our commitment to conduct business with honesty, fairness, and integrity. These standards can be found in Abbott’s Global Anti-Corruption Policy (GLB-ANTI-CORRUPTION).CLICK THE STANDARDS BELOW TO LEARN MORE.You must view all content before moving forward. | Standar Abbott mengenai penyuapan dan korupsi sejalan dengan komitmen kami untuk melakukan bisnis dengan jujur, adil, serta berintegritas. Standar ini dapat ditemukan dalam Kebijakan Antikorupsi Global (GLB-ANTI-CORRUPTION) Abbott.KLIK STANDAR DI BAWAH INI UNTUK MEMPELAJARI LEBIH LANJUT.Anda harus melihat semua konten sebelum melanjutkan. |
| [Screen 10](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=14_C_12) [14\_C\_12](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=14_C_12)  | Avoiding Inappropriate InfluenceWe are committed to conducting business free from the influence of corruption.That means that none of us should ever, directly or through an intermediary, offer or give anything of value to anyone to improperly influence business, nor should we ever accept anything of value from a third party in return for preferential treatment. | Menghindari Pengaruh yang Tidak PantasKita berkomitmen menjalankan bisnis yang bebas dari pengaruh korupsi.Ini berarti kita dilarang menawarkan atau memberikan barang berharga kepada siapa pun, secara langsung atau melalui perantara, untuk memengaruhi bisnis secara tidak pantas, maupun menerima barang berharga dari pihak ketiga dengan imbalan berupa perlakuan istimewa. |
| [Screen 10](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=15_C_12) [15\_C\_12](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=15_C_12)  | Adhering to the LawsWe are committed to adhering to all international and local laws and regulations everywhere we operate. | Menaati Undang-UndangKita berkomitmen menaati semua undang-undang dan peraturan internasional serta setempat di seluruh lokasi operasi kita. |
| [Screen 10](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=16_C_12) [16\_C\_12](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=16_C_12)  | Business PartnersWe exercise care when entering into arrangements with business partners, including distributors, suppliers, or others who are operating on our behalf, and expect them to conduct their business according to all applicable laws and industry codes. | Mitra BisnisKita bertindak dengan hati-hati saat menandatangani kesepakatan dengan mitra bisnis, termasuk distributor, pemasok, atau pihak lain yang beroperasi atas nama kita, serta kita berharap mereka menjalankan bisnis sesuai dengan semua undang-undang dan pedoman industri yang berlaku. |
| [Screen 10](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=17_C_12) [17\_C\_12](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=17_C_12)  | Government OfficialsWe are committed to ensuring that neither we, nor business partners acting on our behalf, will exert any improper or unlawful influence when dealing with government officials, HCPs, customers, or others outside of Abbott. | Pejabat PemerintahKita berkomitmen untuk memastikan bahwa kita, maupun mitra bisnis yang bertindak atas nama kita, tidak akan menggunakan pengaruh tidak pantas atau melanggar hukum saat berurusan dengan pejabat pemerintah, HCP, pelanggan, atau pihak lain di luar Abbott. |
| [Screen 10](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=18_C_12) [18\_C\_12](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=18_C_12)  | Accurate RecordsWe are committed to keeping accurate books and records – and maintaining adequate internal controls – so that payments are accurately described, and company funds are not used for unlawful purposes. | Catatan AkuratKita berkomitmen untuk menjaga keakuratan pembukuan dan catatan – serta senantiasa menjalankan pengendalian internal yang memadai – sehingga pembayaran dijelaskan dengan akurat, dan dana perusahaan tidak digunakan untuk tujuan yang melanggar hukum. |
| [Screen 10](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=19_C_12) [19\_C\_12](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=19_C_12)  | Reporting Suspected ViolationsWe are committed to reporting any suspected violation of Abbott’s policies related to anti-bribery and anti-corruption laws. We can do so through OEC, Legal, or the Ethics and Compliance Helpline. | Melaporkan Dugaan PelanggaranKita berkomitmen untuk melaporkan dugaan pelanggaran atas kebijakan Abbott terkait hukum antipenyuapan dan antikorupsi. Kita dapat melakukannya melalui OEC, divisi Hukum, atau Saluran Bantuan Etika dan Kepatuhan. |
| [Screen 11](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=20_C_13) [20\_C\_13](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=20_C_13)  | Abbott operates in many countries globally which have laws that prohibit bribery and corruption.Some bribery and corruption laws, such as the U.S. Foreign Corrupt Practices Act (FCPA), are international in scope, i.e., they apply improper payments that occur anywhere in the world. | Abbott beroperasi di banyak negara secara global yang memiliki hukum yang melarang praktik penyuapan dan korupsi.Sebagian undang-undang penyuapan dan korupsi, seperti Undang-Undang Praktik Korupsi Luar Negeri (Foreign Corrupt Practices Act/FCPA), memiliki cakupan internasional, yakni mencakup pembayaran yang tidak patut di mana pun di dunia. |
| [Screen 12](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=21_C_14) [21\_C\_14](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=21_C_14)  | The consequences for companies and individuals involved in bribery and corruption can include government investigations, fines, civil and criminal prosecution and/or penalties, and exclusion from government contracting and programs.Aside from the fact that bribery and corruption is illegal and exposes individuals and companies to possible civil and criminal liability, it also negatively impacts a company’s reputation, distorts competition, and puts patient care at risk. | Konsekuensi bagi perusahaan dan individu yang terlibat dalam penyuapan dan korupsi dapat meliputi penyelidikan pemerintah, denda, hukuman dan/atau penalti pidana dan perdata, serta pengecualian dari kontrak dan program pemerintah.Penyuapan dan korupsi tidak hanya ilegal dan memaparkan individu serta perusahaan terhadap kemungkinan sanksi pidana dan perdata, tetapi juga berdampak negatif terhadap reputasi perusahaan, merusak persaingan, dan menghadirkan risiko pada perawatan pasien. |
| [Screen 13](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=22_C_15) [22\_C\_15](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=22_C_15)  | Consequences for BusinessesThe damage to a business’ reputation and the business disruption caused by bribery and corruption investigations and prosecutions cannot be underestimated. In addition to the cost of investigating and remediating any issues, patients and stockholders may lose trust in a business.Organizations may also choose not to conduct business with companies involved in bribery scandals.Furthermore, healthcare companies convicted of bribery and corruption can find themselves excluded from government contracting and healthcare programs. | Konsekuensi BisnisRusaknya reputasi bisnis dan gangguan bisnis yang ditimbulkan oleh penyelidikan serta hukuman terkait penyuapan dan korupsi juga tidak dapat dianggap remeh. Selain biaya penyelidikan dan remediasi masalah, pasien dan pemegang saham juga dapat kehilangan kepercayaan bisnis.Perusahaan juga dapat memilih untuk tidak menjalankan bisnis dengan perusahaan yang terlibat dalam skandal penyuapan.Lebih lanjut, perusahaan perawatan kesehatan yang dinyatakan bersalah karena kasus penyuapan dan korupsi dapat dikecualikan dari program kontrak dan perawatan kesehatan pemerintah. |
| [Screen 14](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=23_C_16) [23\_C\_16](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=23_C_16)  | Consequences for IndividualsThe consequences to individuals involved in bribery and corruption can be even more severe. Prison terms and fines have been imposed on individuals in many countries. | Konsekuensi IndividuIndividu yang terlibat dalam penyuapan dan korupsi dapat mengalami konsekuensi yang lebih parah. Hukuman penjara dan denda juga telah dikenakan kepada individu di berbagai negara. |
| [Screen 15](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=24_C_17) [24\_C\_17](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=24_C_17)  | Click forward to see some recent examples of healthcare companies and individuals prosecuted for corrupt practices. | Klik selanjutnya untuk melihat beberapa contoh terbaru tentang perusahaan dan individu yang mendapatkan hukuman karena praktik korupsi. |
| [Screen 15](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=25_C_17) [25\_C\_17](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=25_C_17)  | NOVARTIS AGIn 2020, the global pharmaceutical and healthcare company and its former Alcon subsidiary agreed to pay more than U.S. $233 million to resolve an investigation into violations of the FCPA arising out of conduct in multiple jurisdictions. For example, Novartis Greece engaged in a scheme to bribe employees of state-owned and state-controlled hospitals and clinics to increase the sale of its pharmaceutical products. Novartis Greece paid for state-owned and state-controlled hospital and clinic employees to travel to international medical congresses as a means to bribe them in exchange for increasing the number of prescriptions they wrote.Source www.justice.gov | NOVARTIS AGPada 2020, perusahaan farmasi dan perawatan kesehatan global, serta mantan anak perusahaannya, Alcon, setuju untuk membayar lebih dari 233 juta dolar A.S. untuk menyelesaikan penyelidikan atas pelanggaran FCPA yang timbul dari tindakan di beberapa yurisdiksi. Sebagai contoh, Novartis Yunani terlibat dalam skema untuk menyuap karyawan rumah sakit dan klinik milik pemerintah dan yang dikendalikan pemerintah untuk menaikkan penjualan produk farmasinya. Novartis Yunani membayar karyawan rumah sakit dan klinik milik pemerintah dan yang dikendalikan pemerintah untuk menghadiri kongres medis internasional sebagai cara untuk menyuap mereka agar meningkatkan jumlah resep yang mereka berikan.Sumber www.justice.gov |
| [Screen 15](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=26_C_17) [26\_C\_17](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=26_C_17)  | PHILIPSIn 2023, the Netherlands-based company agreed to pay more than U.S. $62 million to resolve charges that it violated the FCPA with respect to conduct related to its sales of medical diagnostic equipment in China.Philips China used special price discounts with distributors that created a risk that excessive distributor margins could be used to fund improper payments to government employees. The SEC also found that employees, distributors, or sub-dealers of Philips China engaged in improper conduct to influence hospital officials to draft technical specifications in public tenders to favor Philips’ products.Source www.sec.gov | PHILIPSPada 2023, perusahaan yang berbasis di Belanda tersebut setuju untuk membayar lebih dari $62 juta dolar A.S. untuk menyelesaikan tuntutan bahwa perusahaan tersebut melanggar FCPA terkait tindakan yang berhubungan dengan penjualan alat diagnosis medis di Tiongkok.Philips Tiongkok menggunakan diskon harga khusus bagi distributor yang menimbulkan risiko bahwa margin distributor yang berlebihan dapat digunakan untuk mendanai pembayaran yang tidak patut kepada pegawai pemerintah. SEC juga menemukan bahwa karyawan, distributor, atau sub-dealer Philips Tiongkok terlibat dalam tindakan yang tidak patut untuk memengaruhi pejabat rumah sakit agar menyusun spesifikasi teknis dalam tender publik yang memihak produk Philips.Sumber www.sec.gov |
| [Screen 15](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=27_C_17) [27\_C\_17](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=27_C_17)  | NORDIONIn 2016, a former engineer for Nordion, a Canadian health science company, paid nearly U.S. $170,000 in fines and penalties to resolve U.S. FCPA charges that he and a friend, who was hired as a consultant, attempted to bribe Russian officials to obtain a product approval. The allegations claimed that the bribery attempt was made by using a portion of the funds received via the employee’s friend’s consulting agreement. The employee allegedly actively attempted to conceal the wrongdoing by manipulating budget estimates. | NORDIONPada 2016, Mantan teknisi Nordion, perusahaan ilmu kesehatan Kanada, membayar denda dan penalti hampir sebesar 170.000 dolar A.S. guna menyelesaikan tuntutan FCPA karena dia dan rekannya, yang direkrut sebagai konsultan, berusaha menyuap pejabat Rusia demi mendapatkan persetujuan atas sebuah produk. Tuduhan tersebut menyatakan bahwa upaya penyuapan dilakukan menggunakan sejumlah dana yang diterima melalui perjanjian konsultasi rekan karyawan tersebut. Karyawan tersebut diduga secara aktif berupaya merahasiakan pelanggaran itu dengan memanipulasi perkiraan anggaran. |
| [Screen 16](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=28_C_18) [28\_C\_18](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=28_C_18)  | Quick CheckTest your knowledge now!Abbott’s contract with Public Health Agency A is going to expire, and Agency A is offering the next contract through its tender process. The employee of Agency A in charge of the bidding contacts you and says he will assign the contract to Abbott if you pay for a vacation to Paris for him and his girlfriend. You agree to the official’s request, pay for the vacation, but Abbott still does not win the contract.Since the agency employee contacted you and Abbott did not win the contract, you have not violated anti-corruption law.TrueFalseSubmit | Uji Pengetahuan SingkatUji pengetahuan Anda sekarang!Kontrak Abbott dengan Badan Kesehatan Publik A akan berakhir, dan Badan A menawarkan kontrak berikutnya melalui proses tender. Pegawai Badan A yang bertugas menangani penawaran menghubungi Anda dan berkata bahwa dia akan memberikan kontrak kepada Abbott jika Anda membayar liburan ke Paris untuk dirinya dan pasangannya. Anda menyetujui permintaan pegawai tersebut, membayar liburannya, tetapi Abbott belum mendapatkan kontrak tersebut.Karena pegawai badan tersebut menghubungi Anda, dan Abbott tidak memenangkan kontrak tersebut, Anda tidak melanggar undang-undang antikorupsi.BenarSalahKirim |
| [Screen 16](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=29_C_18) [29\_C\_18](https://abbott.sharepoint.com/sites/AW-Abbott-Legal?showScreen=29_C_18)  | That's Correct!That's Not Correct!You provided things of value to a public official for the purpose of inducing the official to misuse his office and to gain an improper advantage. It does not matter that it was the public official who first suggested the illegal conduct or that Abbott ultimately was not successful in winning the contract. | Itu Benar!Itu Tidak Benar!Anda memberikan barang berharga kepada pejabat publik untuk membujuk pejabat tersebut menyalahgunakan jabatannya dan memperoleh keuntungan yang tidak patut. Tidak peduli apakah pejabat publiklah yang pertama kali menyarankan tindakan ilegal tersebut atau bahwa Abbott pada akhirnya tidak berhasil memenangkan kontrak. |
| [Screen 17](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=30_C_19) [30\_C\_19](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=30_C_19)  | Click the arrow to begin your review. | Klik panah untuk memulai tinjauan Anda. |
| [Screen 17](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=31_C_19) [31\_C\_19](file:///C%3A/dev/AbbottGAC2/courses/EN-US/translation/reference/Transcript.pdf?showScreen=31_C_19)  | ReviewTake a moment to review some of the key concepts in this section. | TinjauanLuangkan waktu sejenak untuk meninjau beberapa konsep utama dalam bagian ini. |
| [Screen 17](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=32_C_19) [32\_C\_19](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=32_C_19)  | Business TransactionsWhen done for the right reasons, and consistent with applicable law and Abbott policy, our business transactions benefit the people who use our products. | Transaksi BisnisTransaksi bisnis kita dapat memberikan manfaat kepada orang‑orang yang menggunakan produk kita jika dilakukan dengan alasan yang benar serta sejalan sesuai hukum yang berlaku dan kebijakan Abbott. |
| [Screen 17](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=33_C_19) [33\_C\_19](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=33_C_19)  | Bribery and CorruptionBribery and corruption occur whenever someone offers, promises, gives, or receives anything of value to improperly influence business. | Penyuapan dan KorupsiPenyuapan dan korupsi terjadi setiap kali kita menawarkan, menjanjikan, memberikan, atau menerima barang berharga untuk memengaruhi bisnis secara tidak patut. |
| [Screen 17](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/Pages/anti-corruption-policy.aspx?showScreen=34_C_19) [34\_C\_19](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=34_C_19)  | AppearanceThe perception that we may be engaged in acts of bribery and corruption poses similar risks as actual acts of bribery and corruption. | KesanPersepsi bahwa kita mungkin terlibat dalam tindakan penyuapan dan korupsi memiliki risiko yang sama seperti tindakan penyuapan dan korupsi yang benar‑benar terjadi. |
| [Screen 17](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=35_C_19) [35\_C\_19](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=35_C_19)  | Consequences of Bribery and CorruptionThe consequences for companies and individuals involved in bribery and corruption can include government investigations, fines, civil and criminal prosecution and/or penalties, and exclusion from government contracting and programs. | Konsekuensi Penyuapan dan KorupsiKonsekuensi bagi perusahaan dan individu yang terlibat dalam penyuapan dan korupsi dapat meliputi penyelidikan pemerintah, denda, hukuman dan/atau penalti pidana dan perdata, serta pengecualian dari kontrak dan program pemerintah. |
| [Screen 19](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=38_C_21) [38\_C\_21](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=38_C_21)  | At Abbott we actively oppose fraud, bribery, and corruption. We earn business the right way.It is never permissible to offer or provide anything that directly or indirectly benefits a government official, a healthcare professional (such as a physician, pharmacist, nurse, researcher, or laboratory staff), or any other person, to make a sale or secure a business advantage for Abbott. Similarly, it is never acceptable to provide anything of value as a “reward” for any past or existing relationship with Abbott. | Di Abbott, kita secara aktif menentang kecurangan, penyuapan, dan korupsi. Kita memperoleh bisnis dengan cara yang benar.Tidak sekali-kali diizinkan untuk menawarkan atau memberikan apa pun yang secara langsung atau tidak langsung memberikan manfaat kepada pejabat pemerintah, tenaga kesehatan profesional (seperti dokter, apoteker, perawat, pelaku riset atau staf laboratorium), atau siapa pun, untuk melakukan penjualan, atau memperoleh keuntungan bisnis bagi Abbott. Demikian pula halnya, tidak sekali-kali dapat diterima untuk memberikan sesuatu yang bernilai sebagai "imbalan" untuk hubungan di waktu lalu atau saat ini dengan Abbott. |
| [Screen 20](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=39_C_22) [39\_C\_22](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=39_C_22)  | At Abbott, our expectation is that the third parties we work with comply with all applicable local and international anti-bribery and anti-corruption laws and regulations, as well as Abbott’s standards which prohibit bribery.Some examples of third parties are distributors, dealers, wholesalers, resellers, marketing partners promoting and selling Abbott products, consultants, speakers, and promoters. | Di Abbott, kita berharap bahwa pihak ketiga yang bekerja sama dengan kita mematuhi semua hukum dan peraturan antipenyuapan dan antikorupsi di tingkat lokal dan internasional, serta standar Abbott yang melarang penyuapan.Beberapa contoh pihak ketiga adalah distributor, dealer, pedagang grosir, peritel, mitra pemasaran yang mempromosikan dan menjual produk Abbott, konsultan, pembicara, dan promotor. |
| [Screen 21](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=40_C_23) [40\_C\_23](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=40_C_23)  | Everyone at Abbott must proactively manage relationships with third parties to ensure that services performed on Abbott’s behalf are carried out in accordance with our expectations and in compliance with applicable laws and regulations.We must use due diligence when selecting third parties, pay fair market value for services, and accurately document payments for services, fees and the like. | Semua orang di Abbott harus secara proaktif mengelola hubungan dengan pihak ketiga untuk memastikan bahwa layanan yang dilakukan atas nama Abbott dilaksanakan sesuai dengan ekspektasi kita, dan mematuhi undang-undang serta regulasi yang berlaku.Kita harus menggunakan uji tuntas ketika memilih pihak ketiga, membayar sesuai nilai pasar yang wajar untuk layanan tersebut, dan secara akurat mendokumentasikan pembayaran untuk layanan, biaya, dan semacamnya. |
| [Screen 22](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=41_C_24) [41\_C\_24](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=41_C_24)  | Abbott has a strong risk-based Third-Party Compliance program that includes:* Clear third-party guidelines
* Third Party risk assessment and monitoring
* Third Party e-learning
* Third Party audits performed by Corporate Audit
* A robust due-diligence screening process (3PP), including red flag remediation
 | Abbott memiliki program Kepatuhan Pihak Ketiga berbasis risiko yang kuat, yang meliputi:* Pedoman pihak ketiga yang jelas
* Penilaian dan pemantauan risiko Pihak Ketiga
* Pembelajaran elektronik Pihak Ketiga
* Audit terhadap Pihak Ketiga yang dilakukan oleh Audit Korporat
* Proses penyaringan uji tuntas yang ketat (3PP), termasuk remediasi tanda bahaya
 |
| [Screen 23](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=42_C_25) [42\_C\_25](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=42_C_25)  | 3PP is a 4-step integrated risk-based process designed to identify and manage potential risks associated with bribery and corruption when working with third parties who interact with HCPs and government officials on Abbotts’ behalf. | 3PP adalah proses 4 langkah terpadu berbasis risiko yang dirancang untuk mengidentifikasi dan mengelola risiko potensial terkait penyuapan dan korupsi saat bekerja dengan pihak ketiga yang berinteraksi dengan HCP dan pejabat pemerintah atas nama Abbott. |
| [Screen 24](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=43_C_26) [43\_C\_26](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=43_C_26)  | In addition to completing the 3PP as applicable, we each have a responsibility to remain vigilant to any potential red flags, and to ensure that the third parties we work with are aware of our expectations and standards. | Selain menyelesaikan 3PP sebagaimana berlaku, kita punya tanggung jawab agar tetap waspada dengan potensi tanda bahaya, dan untuk memastikan bahwa pihak ketiga yang bekerja sama dengan kita memahami ekspektasi dan standar kita. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=44_C_27) [44\_C\_27](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=44_C_27)  | Remember that Abbott’s prohibition of corruption extends to the third parties with whom we do business, and that enforcement authorities will seek to hold Abbott responsible for their conduct.If you suspect that anyone is engaged in improper business practices, contact the OEC by reaching out to your local OEC or Legal contact, using our Speak Up website (speakup.abbott.com) or emailing [investigations@abbott.com](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html). | Ingatlah bahwa larangan korupsi yang diterapkan oleh Abbott berlaku juga untuk pihak ketiga yang menyelenggarakan bisnis dengan kita, dan bahwa otoritas penegak hukum akan meminta Abbott bertanggung jawab atas tindakan mereka.Jika Anda mencurigai bahwa ada yang terlibat dalam praktik bisnis yang tidak patut, hubungi OEC dengan menghubungi OEC atau kontak Legal setempat, menggunakan situs web Speak Up (speakup.abbot.com) atau mengirimkan email ke [investigations@abbott.com](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html%22%20%5Ct%20%22_blank). |
| [Screen 26](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=45_C_28) [45\_C\_28](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=45_C_28)  | Quick CheckTest your knowledge now!An Abbott distributor contacts you requesting funding for a new marketing campaign. When you ask questions about how the funds will be used, they inform you that there is a new government process for approving marketing materials and that the distributor must pay an informal “processing fee” to a government employee or the materials won’t be approved for distribution.Is this okay to provide funding to the distributor for this purpose?YesNoSubmit | Uji Pengetahuan SingkatUji pengetahuan Anda sekarang!Distributor Abbott menghubungi Anda dan meminta pendanaan untuk kampanye pemasaran baru. Saat Anda menanyakan tentang cara dana tersebut digunakan, mereka memberi tahu Anda bahwa ada proses pemerintah baru untuk menyetujui materi pemasaran, dan bahwa distributor harus membayar “biaya pemrosesan” informal kepada pegawai pemerintah, atau materi tersebut tidak akan disetujui untuk didistribusikan.Apakah memberikan pendanaan kepada distributor untuk tujuan ini diperbolehkan?YaTidakKirim |
| [Screen 26](https://abbott.sharepoint.com/sites/dkc/ENGLISH/Pages/Toolkit/Social/SMTraining.aspx?showScreen=46_C_28) [46\_C\_28](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=46_C_28)  | That's Correct!That's Not Correct!From a legal perspective, an inappropriate payment through third parties or suppliers acting on Abbott’s behalf may have the same effect as if we were making the inappropriate payment.Abbott’s Global Anti-Corruption Policy prohibits facilitation payments, or any payment to a government official to expedite routine government actions. In this case, the distributor making a payment to the local government employee to expedite approval of marketing materials violated company policy. | Itu Benar!Itu Tidak Benar!Dari sudut pandang hukum, pembayaran tidak pantas melalui pihak ketiga atau pemasok yang bertindak atas nama Abbott mungkin dapat menimbulkan pengaruh yang sama seperti jika kita yang melakukan pembayaran tidak pantas tersebut.Kebijakan Antikorupsi Global Abbott melarang pembayaran uang pelicin, atau pembayaran apa pun kepada pejabat pemerintah untuk mempercepat tindakan rutin pemerintah. Dalam kasus ini, distributor yang melakukan pembayaran kepada pegawai pemerintah setempat untuk mempercepat persetujuan materi pemasaran telah melanggar kebijakan perusahaan. |
| [Screen 27](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=47_C_29) [47\_C\_29](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=47_C_29)  | When facing a difficult decision, always take time to think things through.* Think about what laws, policies, and procedures might be compromised.
* Think about the risks to you and the company.
* Think about what effect your decision will have on others.
* But, most of all, think about your options. Because you always have options.

And remember, no matter what happens, if you make the right choice, Abbott will always be there to support you. | Saat menghadapi keputusan sulit, selalu luangkan waktu untuk berpikir secara matang.* Pikirkan tentang undang-undang, kebijakan, dan prosedur yang mungkin dilanggar.
* Pikirkan tentang risikonya bagi Anda dan perusahaan.
* Pikirkan tentang dampak keputusan Anda terhadap orang lain.
* Namun, yang lebih penting, pikirkan tentang pilihan Anda. Karena Anda selalu memiliki pilihan.

Dan ingatlah, apa pun yang terjadi, jika Anda membuat pilihan yang tepat, Abbott akan selalu mendukung Anda. |
| [Screen 28](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=48_C_30) [48\_C\_30](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=48_C_30)  | Hiring for Professional ServicesHere are some simple things you can do to ensure you always hire HCPs and others for the right reasons.* Make sure there is legitimate need for the service.
* Always select candidates based on their qualifications and expertise.
* Make sure that compensation reflects fair market value.

Never enter into an arrangement in order to inappropriately influence or induce a business decision, even if there are also legitimate reasons for the agreement. | Merekrut Layanan ProfesionalInilah beberapa hal sederhana yang dapat Anda lakukan untuk memastikan Anda senantiasa merekrut HCP dan pihak lain untuk alasan yang tepat.* Pastikan terdapat kebutuhan yang sah untuk layanan.
* Senantiasa pilih kandidat berdasarkan kualifikasi dan keahlian mereka.
* Pastikan bahwa kompensasi mencerminkan nilai pasar yang adil.

Jangan sekali-kali menandatangani perjanjian untuk memengaruhi atau membujuk keputusan bisnis secara tidak pantas, sekalipun ada alasan yang sah untuk perjanjian tersebut. |
| [Screen 29](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=49_C_31) [49\_C\_31](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=49_C_31)  | SponsorshipsWhere expressly permitted by affiliate requirements (reflecting local law, regulations, and industry codes), Abbott may provide support for HCPs to attend third-party conferences, including educational, scientific, and public policy conferences, symposia, workshops, seminars, and similar meetings. | Pemberian SponsorApabila diizinkan secara tegas oleh persyaratan afiliasi (yang mencerminkan hukum, peraturan, dan pedoman industri setempat), Abbott dapat memberikan dukungan kepada HCP untuk menghadiri konferensi pihak ketiga, termasuk konferensi, simposium, lokakarya, seminar pendidikan, ilmiah, dan kebijakan publik, serta pertemuan serupa. |
| [Screen 30](file:///C%3A/dev/AbbottProductQuality/courses/EN-US/translation/dummy.com?showScreen=50_C_32) [50\_C\_32](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=50_C_32)  | Sponsorships (Continued)Here are some simple things that you can do to ensure that sponsorships remain appropriate – free of inappropriate influence and inducement.* Never offer a sponsorship as a reward or inducement.
* Always seek and obtain appropriate prior authorization before agreeing to sponsor business expenses for a government employee.
* Ensure the meeting is appropriate and check to make sure there is a pre-approved agenda with scientific merit.
* Ensure expenses are modest, appropriate, and in compliance with local policy.
* Never pay for any expense incurred by a spouse, family member or guest.
* Never pay for side trips or entertainment.
* Whenever possible, make all payments directly to service providers and do not pay in cash.

Keep in mind that sponsorships are prohibited by law and/or industry code in many jurisdictions. Always consult your local affiliate standards before providing a sponsorship. | Pemberian Sponsor (Bersambung)Inilah beberapa hal sederhana yang dapat Anda lakukan untuk memastikan pemberian sponsor dilakukan sebagaimana mestinya – bebas dari pengaruh dan bujukan yang tidak pantas.* Jangan pernah menawarkan pemberian sponsor sebagai hadiah atau bujukan.
* Selalu minta dan dapatkan izin yang sesuai sebelum menyetujui pengeluaran bisnis sponsor untuk karyawan pemerintah.
* Pastikan pertemuan sesuai dan periksa untuk memastikan terdapat agenda dengan manfaat ilmiah yang telah disetujui sebelumnya.
* Pastikan pengeluaran wajar, tepat, dan sesuai dengan kebijakan setempat.
* Jangan pernah membayar biaya apa pun yang ditimbulkan oleh pasangan, anggota keluarga, atau tamu.
* Jangan pernah membayar untuk perjalanan tambahan atau hiburan.
* Apabila memungkinkan, lakukan pembayaran langsung ke penyedia layanan dan jangan membayar secara tunai.

Perlu diperhatikan bahwa pemberian sponsor dilarang oleh hukum dan/atau pedoman industri di banyak yurisdiksi. Selalu periksa standar afiliasi setempat Anda sebelum memberikan sponsor. |
| [Screen 31](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=51_C_33) [51\_C\_33](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=51_C_33)  | Books and RecordsHere are some simple things you can do to ensure you meet Abbott’s record-keeping requirements.* Record every transaction accurately to reflect the actual purpose, actual details, and correct description.
* Follow all laws, external accounting requirements, and Abbott’s procedures for recording and reporting financial transactions.
* Never deliberately make a false, artificial, misleading, or incomplete entry.
* Never establish or maintain an undisclosed or unrecorded account, fund, or asset.

Ask questions if something seems inappropriate or unclear. | Pembukuan dan CatatanBerikut beberapa hal sederhana yang dapat Anda lakukan untuk memastikan Anda memenuhi persyaratan pencatatan Abbott.* Catat setiap transaksi secara akurat untuk mencerminkan tujuan aktual, perincian aktual, dan deskripsi yang benar.
* Ikuti semua undang-undang, persyaratan akuntansi eksternal, dan prosedur Abbott dalam mencatat dan melaporkan transaksi keuangan.
* Jangan pernah secara sengaja membuat entri palsu, buatan, menyesatkan, atau tidak lengkap.
* Jangan pernah membuat atau mengelola akun, dana, atau aset yang tidak diungkapkan atau tidak tercatat.

Ajukan pertanyaan jika terjadi hal yang tidak pantas atau tidak jelas. |
| [Screen 32](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=52_C_34) [52\_C\_34](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=52_C_34)  | Items of ValueCheck with your local OEC policies and procedures to determine what items of value may be provided to HCPs and other customers. Then use the following guidelines to ensure that meals and other items are never provided, or appear to be provided, as a reward or inducement.* Only pay for meals and snacks that are reasonable in amount, infrequent, business-related, and in accordance with local policy.
* Only offer items of minimal value that are patient health or office/work-related, and in accordance with local policy. Gifts are never permitted.
* Never pay for something out of your own pocket.

Never provide meals or hospitality for a spouse, guest, or family member of an HCP or other customer. | Barang BerhargaLihat kebijakan dan prosedur OEC setempat untuk menentukan barang berharga apa saja yang dapat diberikan kepada HCP dan pelanggan lain. Kemudian, gunakan pedoman berikut untuk memastikan jamuan dan barang lainnya tidak akan diberikan, atau terkesan diberikan, sebagai hadiah atau bujukan.* Hanya bayar jamuan dan camilan yang jumlahnya masuk akal, frekuensinya jarang, terkait bisnis, dan sesuai dengan kebijakan setempat.
* Hanya tawarkan barang bernilai minimal, yaitu hadiah yang berhubungan dengan kesehatan pasien atau kantor/pekerjaan dan sesuai dengan kebijakan setempat. Hadiah tidak diizinkan.
* Jangan pernah membayar sesuatu dari kantong Anda sendiri.

Jangan pernah menyediakan jamuan atau keramahtamahan bagi pasangan, tamu, atau anggota keluarga HCP atau pelanggan lain. |
| [Screen 33](https://319abbott.com/?showScreen=53_C_35) [53\_C\_35](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=53_C_35)  | Some examples of improper benefits are cash, gift cards, gifts, entertainment, fake consultancy agreements, inflated commissions, unauthorized discounts or rebates, and anything else of value if given for the wrong reason. | Beberapa contoh manfaat yang tidak patut adalah uang tunai, kartu hadiah, hadiah, hiburan, perjanjian konsultasi palsu, komisi yang digelembungkan, diskon atau rabat yang tidak diizinkan, dan barang berharga lain jika diberikan untuk alasan yang tidak tepat. |
| [Screen 34](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance?showScreen=54_C_36) [54\_C\_36](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=54_C_36)  | Quick CheckTest your knowledge now!You are working on launching a new product. A colleague recommends hiring an HCP as a consultant because of his connections at the Ministry of Health. When you reach out to the consultant, they advise that they will send you a proposal for their services shortly. Upon receiving the proposal, you notice it does not contain any details of the services and that they ask for a very large flat fee.Should you hire the HCP?YesNoSubmit | Uji Pengetahuan SingkatUji pengetahuan Anda sekarang!Anda sedang mengerjakan peluncuran produk baru. Seorang rekan kerja merekomendasikan untuk mempekerjakan HCP sebagai konsultan karena dia memiliki koneksi di Kementerian Kesehatan. Saat Anda menghubungi konsultan tersebut, mereka berkata akan segera mengirimkan proposal untuk jasa mereka. Setelah menerima proposal, Anda menemukan bahwa proposal tersebut tidak berisi detail layanan, dan mereka mencantumkan harga yang sangat mahal.Apakah Anda harus mempekerjakan HCP tersebut?YaTidakKirim |
| [Screen 34](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=55_C_36) [55\_C\_36](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=55_C_36)  | That's Correct!That's Not Correct!Hiring a consultant based on their connections to a regulatory authority may give the appearance that the consulting engagement is improper. Consultants must be selected based on their qualifications and expertise and provide detailed information on the legitimate services they will provide. HCP consultants must also be paid fair market value for their services. | Itu Benar!Itu Tidak Benar!Mempekerjakan konsultan karena memiliki koneksi dengan otoritas pemerintah dapat menimbulkan kesan bahwa ada interaksi konsultasi yang tidak patut. Konsultan harus dipilih berdasarkan kualifikasi dan kepakaran mereka, serta memberikan informasi secara detail tentang layanan sah yang akan mereka berikan. Konsultan HCP juga harus dibayar dengan harga yang wajar untuk layanan mereka. |
| [Screen 35](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=56_C_37) [56\_C\_37](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=56_C_37)  | After months of rescheduling the inspection of a manufacturing plant by the local government inspector, you call the inspector’s office to urge him to complete the inspection as soon as possible since it is now delaying plant operations. During the call, his assistant guarantees an appointment with the inspector the next day if you deliver him 50 USD in gift cards. You are relieved that it will only cost 50 USD to resolve the issue and provide the gift cards.Was this an appropriate way to procure the needed inspection?YesNoSubmit | Setelah berbulan-bulan menjadwalkan ulang inspeksi pabrik manufaktur oleh inspektur pemerintah setempat, Anda menghubungi kantor inspektur untuk mendesaknya menyelesaikan inspeksi sesegera mungkin karena hal tersebut mulai menghambat operasi pabrik. Selama panggilan, asistennya menjanjikan pertemuan dengan inspektur setempat esok hari jika Anda mengirimkan kartu hadiah senilai 50 USD. Anda merasa lega karena Anda hanya perlu mengeluarkan 50 USD untuk menyelesaikan masalah, lalu memberikan kartu hadiah kepadanya.Apakah ini cara yang tepat untuk menyelenggarakan inspeksi yang dibutuhkan?YaTidakKirim |
| [Screen 35](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=57_C_37) [57\_C\_37](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=57_C_37)  | That's Correct!That's Not Correct!Abbott’s Global Anti-Corruption Policy prohibits facilitation payments. Therefore, you may not make any payment or provide anything of value – no matter how small – to a government official to expedite routine government actions. | Itu Benar!Itu Tidak Benar!Kebijakan Antikorupsi Global Abbott melarang pembayaran uang pelicin. Oleh karena itu, Anda tidak boleh melakukan pembayaran atau memberikan barang berharga apa pun – berapa pun jumlahnya – kepada pejabat pemerintah untuk mempercepat tindakan rutin pemerintah. |
| [Screen 36](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=58_C_38) [58\_C\_38](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=58_C_38)  | You have agreed to sponsor a Key Opinion Leader (KOL), who is from a country where the industry code allows HCP sponsorships, to attend an international conference in Greece. The KOL informs you that he plans to stay in Greece after the conference for vacation and asks you to change the return ticket to a later date and that he will pay any additional fees.Is this okay, since he is disclosing it to you and paying any additional fees?YesNoSubmit | Anda telah menyetujui untuk mensponsori Pemimpin Opini Utama (Key Opinion Leader/KOL) dari suatu negara dengan pedoman industri yang mengizinkan pemberian sponsor HCP, guna menghadiri konferensi internasional di Yunani. KOL memberi tahu Anda bahwa dia berencana untuk berlibur di Yunani dan meminta Anda untuk mengubah tiket pesawat pulang ke tanggal berikutnya, dan bahwa dia akan membayar biaya tambahan.Apakah ini diperbolehkan, karena dia mengungkapkannya kepada Anda dan membayar biaya tambahan?YaTidakKirim |
| [Screen 36](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=59_C_38) [59\_C\_38](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=59_C_38)  | That's Correct!That's Not Correct!Even though the KOL offers to pay for the trip extension, such an activity can cast doubt on the legitimacy of the entire arrangement. It may appear that Abbott is paying non-business-related expenses as an inducement.Travel arrangements should be made so that the recipient arrives no more than one day prior to the start of the event and departs no later than one day after the conclusion of the event. | Itu Benar!Itu Tidak Benar!Meskipun KOL tersebut berniat membayar perpanjangan perjalanan, kegiatan tersebut dapat membuat seluruh pengaturan diragukan keabsahannya. Abbott terkesan membayar pengeluaran yang tidak terkait dengan bisnis sebagai bujukan.Pengaturan perjalanan harus dibuat agar penerima datang tidak lebih dari satu hari sebelum dimulainya acara dan berangkat paling lambat satu hari setelah penutupan acara tersebut. |
| [Screen 37](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=60_C_39) [60\_C\_39](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=60_C_39)  | Click the arrow to begin your review. | Klik panah untuk memulai tinjauan Anda. |
| [Screen 37](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=61_C_39) [61\_C\_39](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=61_C_39)  | ReviewTake a moment to review some of the key concepts in this section. | TinjauanLuangkan waktu sejenak untuk meninjau beberapa konsep utama dalam bagian ini. |
| [Screen 37](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=62_C_39) [62\_C\_39](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=62_C_39)  | Abbott’s ExpectationsAt Abbott we actively oppose fraud, bribery, and corruption. We earn business the right way. | Ekspektasi AbbottDi Abbott, kita secara aktif menentang kecurangan, penyuapan, dan korupsi. Kita memperoleh bisnis dengan cara yang benar. |
| [Screen 37](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=63_C_39) [63\_C\_39](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=63_C_39)  | Working with Third PartiesOur expectation is that the third parties we work with comply with all applicable local and international anti-bribery and anti-corruption laws and regulations.Abbott has established a Third-Party Process (3PP) to identify, address, and prevent potential risks associated with third parties. | Bekerja dengan Pihak KetigaKita berharap bahwa pihak ketiga yang bekerja sama dengan kita mematuhi semua hukum dan peraturan antipenyuapan dan antikorupsi di tingkat lokal dan internasional.Abbott telah mengembangkan sebuah Proses Pihak Ketiga (3PP) yang membantu kita mengidentifikasi, mengatasi, dan mencegah kemungkinan risiko sehubungan dengan pihak ketiga. |
| [Screen 37](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=64_C_39) [64\_C\_39](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=64_C_39)  | Making Right ChoicesEven in the most difficult situations, you always have options. Take the time to think things through. | Menetapkan Pilihan yang BenarBahkan dalam situasi tersulit sekalipun, Anda selalu memiliki pilihan. Luangkan waktu untuk berpikir secara matang. |
| [Screen 37](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=65_C_39) [65\_C\_39](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=65_C_39)  | Your responsibilityWe all have a responsibility to remain vigilant to any potential red flags or warning signs that indicate our partners are engaged in corrupt practices. | Tanggung jawab AndaKita semua bertanggung jawab untuk selalu mewaspadai adanya potensi tanda bahaya atau tanda peringatan yang mengindikasikan keterlibatan mitra kita dalam praktik yang korup. |
| [Screen 37](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=66_C_39) [66\_C\_39](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=66_C_39)  | Where to Go for SupportIf you face a difficult choice, or you have a question on a potential bribery or corruption issue, talk to someone in the OEC or Legal. | Tempat Mencari DukunganApabila Anda menghadapi pilihan yang sulit atau memiliki pertanyaan seputar kemungkinan masalah penyuapan atau korupsi, bicaralah dengan seseorang di OEC atau divisi Hukum. |
| [Screen 40](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=71_C_41) [71\_C\_41](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=71_C_41)  | Take a moment to confirm that you understand your responsibilities related to anti-corruption.I confirm that I understand my responsibilities regarding anti-corruption and know where to locate and review the applicable Policies and Procedures.Confirm | Luangkan waktu untuk memastikan bahwa Anda memahami tanggung jawab Anda terkait antikorupsi.Saya mengonfirmasi bahwa saya memahami tanggung jawab saya terkait antikorupsi dan tahu di mana harus mencari dan meninjau Kebijakan dan Prosedur yang berlaku.Konfirmasi |
| [Screen 42](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=74_C_42) [74\_C\_42](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=74_C_42)  | The Knowledge Check that follows consists of 10 questions. You must score 80% or higher to successfully complete this course.WHEN YOU ARE READY, CLICK THE KNOWLEDGE CHECK BUTTON. | Uji Pengetahuan berikut terdiri atas 10 pertanyaan. Anda harus mendapatkan skor 80% atau lebih untuk berhasil menyelesaikan kursus ini.SETELAH ANDA SIAP, KLIK TOMBOL **UJI PENGETAHUAN**. |
| [Screen 43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=75_C_43) [75\_C\_43](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=75_C_43)  | [1] Which of the following is never an appropriate business transaction? | [1] Manakah dari hal berikut yang tidak akan pernah diterima sebagai transaksi bisnis yang pantas? |
| [Screen 43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=76_C_43) [76\_C\_43](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=76_C_43)  | [1] Hiring an HCP to speak about a particular disease area due to their skills and expertise.[2] Providing a reasonable meal to attendees of an Abbott-sponsored educational program.[3] Arranging a charitable contribution for a local organization.[4] Hiring an HCP to conduct an educational program to thank them for using Abbott products.Next | [1] Mempekerjakan HCP untuk berbicara tentang area penyakit tertentu karena keahlian dan kepakarannya.[2] Menyediakan makanan yang wajar bagi peserta program edukasi yang disponsori Abbott.[3] Mengatur kontribusi amal untuk organisasi setempat.[4] Mempekerjakan HCP untuk menyelenggarakan program edukasi sebagai tanda terima kasih kepada mereka karena telah menggunakan produk Abbott.Berikutnya |
| Screen 43Question 1: Feedback77\_C\_43 | Hiring an HCP to conduct an educational program due to their skills and expertise is permitted, however, hiring an HCP as a thank you for using Abbott products is inappropriate because this may be perceived as a bribe. | Diperbolehkan, mempekerjakan HCP untuk menyelenggarakan program edukasi karena keahlian dan kepakaran mereka, namun mempekerjakan HCP sebagai tanda terima kasih karena telah menggunakan produk Abbott merupakan hal yang tidak patut karena ini dapat dianggap sebagai suap. |
| [Screen 43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=78_C_43) [78\_C\_43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=78_C_43)  | [2] The consequences for individuals involved in bribery and corruption can include: | [2] Konsekuensi bagi individu yang terlibat dalam penyuapan dan korupsi dapat mencakup: |
| [Screen 43](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=79_C_43) [79\_C\_43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=79_C_43)  | [1] Reputational damage.[2] Fines and penalties.[3] Termination of employment.[4] Prison time.[5] All of the above.Next | [1] Kerusakan reputasi.[2] Denda dan penalti.[3] Pemutusan hubungan kerja.[4] Hukuman penjara.[5] Semua pilihan di atas.Berikutnya |
| Screen 43Question 2: Feedback80\_C\_43 | The consequences for individuals involved in bribery and corruption can include reputational damage, fines and penalties, termination of employment, and even prison time. | Konsekuensi bagi individu yang terlibat dalam penyuapan dan korupsi dapat mencakup kerusakan reputasi, denda dan penalti, pemutusan hubungan kerja, dan bahkan hukuman penjara. |
| [Screen 43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=81_C_43) [81\_C\_43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=81_C_43)  | [3] A sales representative in Vietnam also owns a small jewellery shop. She decides it would be nice to provide small gifts from her shop to HCPs who have not prescribed Abbott product lately. Is this okay? | [3] Perwakilan penjualan di Vietnam juga memiliki toko perhiasan kecil. Dia memutuskan untuk memberikan hadiah kecil dari tokonya kepada HCP yang belum meresepkan produk Abbott belakangan ini. Bolehkah ini dilakukan? |
| [Screen 43](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=82_C_43) [82\_C\_43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=82_C_43)  | [1] Yes[2] NoNext | [1] Ya[2] TidakBerikutnya |
| Screen 43Question 3: Feedback83\_C\_43 | Abbott’s policy prohibits gifts to HCPs. Because the sales representative is acting as an Abbott representative, the gifts are prohibited even though she is paying for them. Providing the gifts could also be perceived as a bribe for future business. | Kebijakan Abbott melarang pemberian hadiah kepada HCP. Karena perwakilan penjualan bertindak sebagai perwakilan Abbott, hadiah tersebut dilarang, meskipun dia membeli dengan uangnya sendiri. Memberikan hadiah juga dapat dianggap sebagai suap untuk bisnis di masa mendatang. |
| [Screen 43](file:///C%3A/dev/AbbottProductQuality/courses/EN-US/translation/reference/Transcript.pdf?showScreen=84_C_43) [84\_C\_43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=84_C_43)  | [4] Imagine you are a sales manager who receives a call from someone you know at a competitor stating that a third party who is supporting Abbott by providing a contracted sales force in a new market is providing lavish meals to customers who purchase Abbott products over the competitor’s products. What should you do? | [4] Bayangkan Anda adalah manajer penjualan yang menerima panggilan dari seseorang yang Anda kenal yang bekerja untuk pesaing, yang menyatakan bahwa pihak ketiga yang mendukung Abbott dengan menyediakan tenaga penjualan kontrak di pasar baru memberikan jamuan mewah bagi pelanggan yang membeli produk Abbott dibandingkan produk pesaing. Apakah yang harus Anda lakukan? |
| [Screen 43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=85_C_43) 85\_C\_43  | [1] Nothing, since it was a competitor who shared the information.[2] Nothing, since lavish meals are customary in the new market.[3] Immediately report the matter to OEC.[4] Research new distributors in case the information shared is true.Next | [1] Tidak ada, karena pesaing yang berbagi informasi tersebut.[2] Tidak ada, karena jamuan mewah adalah kebiasaan di pasar baru tersebut.[3] Segera melaporkannya kepada OEC.[4] Melakukan riset terhadap distributor baru, untuk berjaga-jaga bahwa informasi yang dibagikan tersebut benar.Berikutnya |
| Screen 43Question 4: Feedback86\_C\_43 | Abbott is committed to conducting business free from the influence of corruption. That means that none of us should ever, directly or through an intermediary, offer or give anything of value to anyone to improperly influence business, nor should we ever accept anything of value from a third party in return for preferential treatment. | Abbott berkomitmen menjalankan bisnis yang bebas dari pengaruh korupsi. Ini berarti kita dilarang menawarkan atau memberikan barang berharga kepada siapa pun, secara langsung atau melalui perantara, untuk memengaruhi bisnis secara tidak pantas, maupun menerima barang berharga dari pihak ketiga dengan imbalan berupa perlakuan istimewa. |
| [Screen 43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=87_C_43) [87\_C\_43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=87_C_43)  | [5] Abbott has a strong risk-based Third-Party Compliance program that includes: | [5] Abbott memiliki program Kepatuhan Pihak Ketiga berbasis risiko yang kuat, yang meliputi: |
| [Screen 43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=88_C_43) [88\_C\_43](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=88_C_43)  | [1] Clear Third Party guidelines and e-learning[2] Third Party risk assessment and monitoring[3] Third Party audits performed by Corporate Audit[4] A robust due-diligence screening process (3PP), including red flag remediation.[5] All of the aboveNext | [1] Pedoman dan pembelajaran elektronik Pihak Ketiga yang jelas[2] Penilaian dan pemantauan risiko Pihak Ketiga[3] Audit terhadap Pihak Ketiga yang dilakukan oleh Audit Korporat[4] Proses penyaringan uji tuntas yang ketat (3PP), termasuk remediasi tanda bahaya.[5] Semua pilihan di atasBerikutnya |
| Screen 43Question 5: Feedback89\_C\_43 | 3PP is a 4-step integrated risk-based process designed to identify and manage potential risks associated with bribery and corruption when working with third parties who interact with HCPs and government officials on Abbott’s behalf. | 3PP adalah proses 4 langkah terpadu berbasis risiko yang dirancang untuk mengidentifikasi dan mengelola risiko potensial terkait penyuapan dan korupsi saat bekerja dengan pihak ketiga yang berinteraksi dengan HCP dan pejabat pemerintah atas nama Abbott. |
| [Screen 43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=90_C_43) [90\_C\_43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=90_C_43)  | [6] Imagine you are working with a travel agency who is arranging travel for HCPs who perform proctoring services for Abbott. When looking at the receipts submitted by the travel agency, you notice they don’t add up to the request for reimbursement sought from Abbott. You also notice that some receipts are missing information, including travel dates. What should you do? | [6] Bayangkan Anda bekerja dengan biro perjalanan yang mengatur perjalanan untuk HCP yang melaksanakan layanan pengawasan untuk Abbott. Saat melihat tanda terima yang dikirimkan oleh biro perjalanan tersebut, Anda menemukan bahwa ada selisih dengan permintaan penggantian dana yang diminta dari Abbott. Anda juga menemukan bahwa ada informasi yang hilang dalam beberapa tanda terima, termasuk tanggal perjalanan. Apakah yang harus Anda lakukan? |
| [Screen 43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=91_C_43) [91\_C\_43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=91_C_43)  | [1] Inform the travel agency that Abbott cannot make payment in the absence of accurate and complete documentation.[2] Process the receipts since there is only some information missing.[3] Advise the travel agency that next time they need to double check their documentation for accuracy.[4] Nothing, since the agency is new.Next | [1] Memberi tahu biro perjalanan bahwa Abbott tidak dapat melakukan pembayaran apabila tidak ada dokumen yang akurat dan lengkap.[2] Memproses tanda terima karena hanya ada beberapa informasi yang tidak lengkap.[3] Menyarankan biro perjalanan bahwa lain kali mereka perlu memeriksa lagi keakuratan dokumen yang mereka kirimkan.[4] Tidak ada, karena biro perjalanan tersebut masih baru.Berikutnya |
| Screen 43Question 6: Feedback92\_C\_43 | Abbott’s books and records must completely and accurately reflect all transactions. Therefore, it’s critical that third parties performing services for Abbott provide complete documentation that accurately reflects the actual purpose and details of the transactions. | Pembukuan dan catatan Abbott harus secara lengkap dan akurat mencerminkan seluruh transaksi. Oleh karena itu, pihak ketiga yang melaksanakan layanan untuk Abbott harus memberikan dokumen lengkap yang secara akurat mencerminkan tujuan aktual dan detail transaksi. |
| [Screen 43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=93_C_43) [93\_C\_43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=93_C_43)  | [7] You are working in an affiliate where it is allowed to sponsor HCPs to attend educational conferences. You are in the process of selecting HCPs to attend a conference. The criteria that you use for selection include: (1) whether the topic of the conference falls within the HCP’s area of expertise; (2) whether Abbott has sponsored the HCP in the past year; and (3) whether the HCP is likely to recommend Abbott products or utilize Abbott devices after attending the event. Are these criteria appropriate? | [7] Anda bekerja di afiliasi yang diperbolehkan untuk mensponsori HCP dalam menghadiri konferensi yang bersifat edukasi. Anda sedang dalam proses memilih HCP untuk menghadiri konferensi. Kriteria yang Anda gunakan untuk seleksi meliputi: (1) apakah topik konferensi ini merupakan bidang keahlian HCP; (2) apakah Abbott telah mensponsori HCP dalam setahun terakhir; dan (3) apakah HCP cenderung meresepkan produk Abbott atau memanfaatkan perangkat Abbott setelah menghadiri acara tersebut. Apakah kriteria ini tepat? |
| [Screen 43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=94_C_43) [94\_C\_43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=94_C_43)  | [1] Yes. The two key criteria that must always be met when sponsoring individuals are that the sponsorship: is relevant to the HCP’s area of expertise, and is not being used as a reward or inducement for business. The fact that you are checking to make sure that Abbott has not sponsored the HCP in the past year helps to ensure the latter.[2] Yes. As long as the reason for sponsoring the HCP is not to influence or reward the individual, you are able to consider the return on your investment – whether or not the individual will continue to prescribe Abbott products.[3] No. Sponsorship decisions cannot be based on the criterion that the HCP is likely to recommend Abbott products or utilize Abbott devices after attending a sponsored event.[4] Yes. As long as at least one of the criteria is appropriate, the presence of additional inappropriate criteria is not relevant.Next | [1] Ya. Dua kriteria utama yang harus selalu dipenuhi ketika mensponsori individu adalah pemberian sponsor tersebut: relevan dengan bidang keahlian HCP, dan tidak digunakan sebagai hadiah atau stimulus bisnis. Pemeriksaan yang Anda lakukan untuk memastikan bahwa Abbott belum mensponsori HCP tersebut tahun lalu membantu memastikan kriteria berikutnya.[2] Ya. Selama HCP tidak disponsori untuk memengaruhi atau menghadiahi individu tersebut, Anda dapat mempertimbangkan keuntungan pada investasi Anda – yaitu apakah individu tersebut akan terus meresepkan produk Abbott atau tidak.[3] Tidak. Keputusan pemberian sponsor tidak boleh didasarkan pada kriteria bahwa HCP cenderung meresepkan produk Abbott atau memanfaatkan perangkat Abbott setelah menghadiri acara yang disponsori.[4] Ya. Selama sedikitnya satu kriteria dipenuhi, keberadaan kriteria tambahan yang tidak patut merupakan hal yang tidak relevan.Berikutnya |
| Screen 43Question 7: Feedback95\_C\_43 | Sponsorship decisions may never be made as a reward for prior use, or as an inducement to use more of our products or devices in the future. Keep in mind, in many jurisdictions sponsorships are prohibited. Always consult your affiliate procedures before providing a sponsorship. | Keputusan pemberian sponsor tidak pernah boleh dibuat sebagai hadiah atas penggunaan sebelumnya, atau sebagai bujukan untuk menggunakan lebih banyak produk atau perangkat kita pada masa mendatang. Perlu diperhatikan di berbagai yurisdiksi, pemberian sponsor dilarang. Selalu periksa prosedur afiliasi Anda sebelum memberikan sponsor. |
| [Screen 43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=96_C_43) [96\_C\_43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=96_C_43)  | [8] You are an Abbott Sales Representative in India. After educating an HCP on one of our products, she informs you that an Abbott competitor offered her a new iPad if she agreed to help them increase sales. What should you do? | [8] Anda adalah Perwakilan Penjualan Abbott di India. Setelah mendidik HCP mengenai salah satu produk, dia menyampaikan bahwa pesaing Abbott menawarinya iPad baru jika dia setuju membantu meningkatkan penjualan mereka. Apakah yang harus Anda lakukan? |
| [Screen 43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=97_C_43) [97\_C\_43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=97_C_43)  | [1] Inform the HCP that you would be willing to offer the same incentive to stay competitive.[2] Inform the HCP that while you cannot offer her a new iPad, you would like to take her to an expensive restaurant to further discuss Abbott products.[3] Inform the HCP that Abbott does business the right way – therefore you cannot offer anything of value that may inappropriately influence her decision making. Then, report the situation to the OEC immediately.Next | [1] Memberi tahu HCP bahwa Anda bersedia menawarkan insentif yang sama agar tetap kompetitif.[2] Memberi tahu HCP bahwa meskipun Anda tidak dapat menawarkan iPad baru, Anda ingin mengajaknya bersantap di restoran mahal untuk membahas produk Abbott lebih lanjut.[3] Memberi tahu HCP bahwa Abbott berbisnis dengan cara yang benar – oleh karena itu, Anda tidak dapat menawarkan barang berharga yang dapat memengaruhi pengambilan keputusan secara tidak pantas. Kemudian, segera laporkan situasi tersebut kepada OEC.Berikutnya |
| Screen 43Question 8: Feedback98\_C\_43 | You should never offer, promise, give, or receive anything of value in order to gain an improper business advantage or to obtain or retain business. Irrespective of what competitors do, you must comply with applicable law and Abbott policy, including the requirements in Abbott’s Global Anti-Corruption Policy (GLB-ANTI-CORRUPTION). When in doubt, always consult with Legal or the OEC. | Anda dilarang menawarkan, menjanjikan, memberikan, atau menerima barang berharga untuk memperoleh keuntungan bisnis yang tidak pantas ataupun guna memperoleh atau mempertahankan bisnis. Terlepas dari hal yang dilakukan pesaing, Anda harus mematuhi hukum dan kebijakan Abbott yang berlaku, termasuk persyaratan dalam Kebijakan Antikorupsi Global Abbott (GLB-ANTI-CORRUPTION). Apabila ragu, selalu berkonsultasi dengan divisi Hukum atau OEC. |
| [Screen 43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=99_C_43) [99\_C\_43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=99_C_43)  | [9] Which of the following are examples of items of value that must not be given to win business? | [9] Manakah dari hal-hal berikut yang merupakan contoh barang berharga yang tidak boleh diberikan untuk memperoleh bisnis? |
| [Screen 43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=100_C_43) [100\_C\_43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=100_C_43)  | [1] Trips to HCPs and their families to visit spas, casinos or other venues known for entertainment.[2] Grants for future research or educational projects.[3] Donations to government officials’ favorite charities.[4] All of the above.Next | [1] Perjalanan bagi HCP dan keluarga mereka untuk mengunjungi spa, kasino, atau tempat hiburan lain.[2] Hibah untuk penelitian atau proyek edukasi di masa mendatang.[3] Sumbangan ke badan amal pilihan pejabat pemerintah.[4] Semua pilihan di atas.Berikutnya |
| Screen 43Question 9: Feedback101\_C\_43 | Abbott’s standards on bribery and corruption, found in the Global Anti-Corruption Policy (GLB-ANTI-CORRUPTION), are consistent with our commitment to conduct business with honesty, fairness, and integrity. This means offering or giving items of value to win business is never permitted. | Standar Abbott mengenai penyuapan dan korupsi, yang tercantum dalam Kebijakan Antikorupsi Global (GLB-ANTI-CORRUPTION), sejalan dengan komitmen kita untuk menjalankan bisnis dengan kejujuran, keadilan, dan integritas. Ini berarti dilarang keras menawarkan atau memberikan barang berharga demi memenangkan bisnis. |
| [Screen 43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=102_C_43) [102\_C\_43](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=102_C_43)  | 10An HCP that is a key opinion leader asks if you could arrange some support for an education program that he wants to participate in exchange for additional business opportunities for Abbott. Which option is most appropriate? | 10HCP yang merupakan pemimpin opini utama meminta Anda mendukung program edukasi yang ingin dia ikuti dengan imbalan peluang bisnis tambahan untuk Abbott. Pilihan mana yang paling tepat? |
| [Screen 43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=103_C_43) [103\_C\_43](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=103_C_43)  | [1] Firmly reject the request on the basis that it violates Abbott’s Anti-corruption Policy.[2] Tell the HCP that you will ask your manager.[3] Agree to the request, as the HCP is a key opinion leader with a lot of influence.[4] None of the aboveSubmit | [1] Dengan tegas menolak permintaan tersebut karena melanggar kebijakan Antikorupsi Abbott.[2] Memberi tahu HCP bahwa Anda akan menanyakannya kepada manajer Anda.[3] Memenuhi permintaannya karena HCP adalah pemimpin opini utama yang memiliki pengaruh besar.[4] Semua pilihan salahKirim |
| Screen 43Question 10: Feedback104\_C\_43 | Abbott is subject to laws and regulations that prohibit offering or promising improper payments or benefits to government officials or private companies and individuals. At Abbott, we make no distinction between bribery of government officials and commercial bribery – both are strictly prohibited. | Abbott mematuhi undang-undang dan peraturan yang melarang untuk menawarkan atau menjanjikan pembayaran atau manfaat yang tidak patut kepada pejabat pemerintah atau perusahaan dan individu swasta. Di Abbott, kita tidak membedakan penyuapan pejabat pemerintah dan penyuapan komersial – keduanya dilarang keras. |
| [Screen 44](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=105_C_44) [105\_C\_44](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=105_C_44)  | No results are available, as you have not completed the Knowledge Check.Congratulations! You have successfully passed the Knowledge Check.Please review your results below by clicking on each question.Once you're done, click the forward arrow to take a short survey.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 button. | Hasil tidak tersedia karena Anda belum menyelesaikan Uji Pengetahuan.Selamat! Anda telah berhasil lulus Uji Pengetahuan.Periksa hasil Anda di bawah ini dengan mengeklik masing-masing pertanyaan.Setelah Anda selesai, klik tanda panah maju untuk mengikuti survei singkat.Maaf, Anda tidak lulus Uji Pengetahuan. Luangkan beberapa menit untuk melihat hasil yang Anda peroleh di bawah ini dengan mengeklik masing‑masing pertanyaan.Setelah Anda selesai, klik tombol Ulangi. |
| [Screen 46](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=112_C_200) [112\_C\_200](https://abbott.sharepoint.com/sites/dkc/ENGLISH/Pages/Toolkit/Social/SMTraining.aspx?showScreen=112_C_200)  | Where to Go for Support | Tempat Mencari Dukungan |
| [Screen 46](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=113_C_200) [113\_C\_200](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=113_C_200)  | ManagerIf you have questions about your interactions with those outside of Abbott, the best place to start is with your manager. | ManajerApabila Anda memiliki pertanyaan tentang interaksi Anda dengan pihak di luar Abbott, tempat terbaik untuk bertanya adalah kepada manajer Anda. |
| [Screen 46](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=114_C_200) [114\_C\_200](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=114_C_200)  | Written Standards* For our company’s fundamental set of expectations about interactions with others, consult our [Code of Business Conduct](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html).
* Consult Abbott’s Global Anti-Corruption Policy (GLB-ANTI-CORRUPTION) for guidance on the company’s anti-corruption requirements.
* Click [here](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html) to access the policy on the OEC website on Abbott World.
* For more information about Third-Party Compliance, including the 3rd Party Process (3PP), visit the:
* [Third Party Compliance](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html) section of the OEC website on Abbott World.
* [Third Party Guidelines.](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html)
* 3PP system: [Abbott 3rd Party Program (319abbott.com)](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html).
* For 3PP related questions, contact your Local OEC or 3PP team.
 | Standar Tertulis* Untuk mengetahui rangkaian harapan dasar perusahaan kita mengenai interaksi dengan pihak lain, periksalah [Pedoman Perilaku Bisnis kita](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html%22%20%5Ct%20%22_blank).
* Periksalah Kebijakan Antikorupsi Global Abbott (GLB-ANTI-CORRUPTION) untuk panduan mengenai persyaratan antikorupsi perusahaan.
* Klik [di sini](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/Pages/anti-corruption-policy.aspx) untuk mengakses kebijakan di situs web OEC pada Abbott World.
* Untuk informasi lebih lanjut mengenai Kepatuhan Pihak Ketiga, termasuk Proses Pihak Ketiga (3rd Party Process/3PP), kunjungi:
* bagian [Kepatuhan Pihak Ketiga](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html) di situs web OEC pada Abbott World.
* [Pedoman Pihak Ketiga.](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html)
* Sistem 3PP: [Program Pihak ke-3 Abbott (319abbott.com)](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html%22%20%5Ct%20%22_blank).
* Untuk pertanyaan terkait 3PP, hubungi OEC di Lokasi Anda atau [Tim 3PP](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html%22%20%5Ct%20%22_blank).
 |
| [Screen 46](https://abbott.sharepoint.com/sites/AW-Abbott-Legal?showScreen=115_C_200) [115\_C\_200](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=115_C_200)  | OFFICE OF ETHICS AND COMPLIANCE (OEC)* The OEC is a global resource available to address your questions or concerns about bribery and corruption.
* Visit the [Contact OEC](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html) page on the OEC website on [Abbott World](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?icid=AW_MN_ORG_OEC).
* If you have any concerns about corrupt business activities, either within the company or in your dealings with customers or other third parties, you can report your concerns to the OEC ([investigations@abbott.com](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html)) or Legal, or call our multilingual [Ethics and Compliance Helpline](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html) available globally 24/7.
 | KANTOR ETIKA DAN KEPATUHAN (OFFICE OF ETHICS AND COMPLIANCE ATAU OEC)* OEC adalah sumber daya global yang tersedia untuk menanggapi pertanyaan atau kekhawatiran Anda tentang penyuapan dan korupsi.
* Kunjungi laman [Hubungi OEC](https://icomply.abbott.com/Apps/ComplianceContacts/%22%20%5Ct%20%22_blank) di [situs web OEC](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html) pada [Abbott World](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/Pages/Home.aspx?icid=AW_MN_ORG_OEC).
* Apabila Anda memiliki kekhawatiran mengenai kegiatan bisnis yang korup, baik dalam perusahaan ataupun urusan Anda dengan pelanggan atau pihak ketiga lain, Anda dapat melaporkan kekhawatiran Anda kepada OEC ([investigations@abbott.com](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html%22%20%5Ct%20%22_blank)) atau divisi Hukum, atau menghubungi [Saluran Bantuan Etika dan Kepatuhan](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html%22%20%5Ct%20%22_blank) multibahasa kami yang tersedia secara global 24/7.
 |
| Screen 46 [116\_C\_200](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=116_C_200)  | Legal DivisionContact the Legal Division with questions or concerns about legal implications of bribery and corruption.* Click [here](https://abbott.sharepoint.com/sites/dkc/ENGLISH/Pages/default.aspx) to access the Legal home page on Abbott World.
 | Divisi HukumHubungi Divisi Hukum dengan pertanyaan atau kekhawatiran tentang implikasi hukum penyuapan dan korupsi.* Klik [di sini](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html) untuk mengakses laman beranda Hukum pada Abbott World.
 |
| [Screen 46](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=117_C_200) [117\_C\_200](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=117_C_200)  | Course ResourcesTranscriptClick [here](file:///C%3A/dev/AbbottGAC2/courses/EN-US/translation/reference/Transcript.pdf) for a full transcript of the course | Sumber Daya KursusSalinanKlik [di sini](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html%22%20%5Ct%20%22_blank) untuk memperoleh transkrip lengkap kursus |
| 118\_toc\_1 | Our Philosophy | Falsafah Kita |
| 119\_toc\_2 | Global Anti-corruption | Antikorupsi Global |
| 120\_toc\_3 | Our Philosophy | Falsafah Kita |
| 121\_toc\_4 | Objectives | Tujuan |
| 122\_toc\_5 | Table of Contents | Daftar Isi |
| 123\_toc\_6 | Introduction to Global Anti-corruption | Pengantar Antikorupsi Global |
| 124\_toc\_7 | Our Business Interactions | Interaksi Bisnis Kita |
| 125\_toc\_8 | The Importance of Anti-corruption | Pentingnya Antikorupsi |
| 126\_toc\_9 | Laws and Regulations | Undang-Undang dan Peraturan |
| 127\_toc\_10 | The Law and Abbott's Standards | Hukum dan Standar Abbott |
| 128\_toc\_11 | The Consequences of Poor Decision Making | Konsekuensi Pengambilan Keputusan yang Buruk |
| 129\_toc\_12 | The Impact on Our Business | Dampak Terhadap Bisnis Kita |
| 130\_toc\_13 | Abbott's Expectations | Ekspektasi Abbott |
| 131\_toc\_14 | Working with Third Parties | Bekerja dengan Pihak Ketiga |
| 132\_toc\_15 | Making the Right Choice | Membuat Pilihan yang Tepat |
| 133\_toc\_16 | Your Commitment | Komitmen Anda |
| 134\_toc\_17 | Your Commitment | Komitmen Anda |
| 135\_toc\_18 | Knowledge Check | Uji Pengetahuan |
| 136\_toc\_19 | Introduction | Pendahuluan |
| 137\_toc\_20 | Assessment | Penilaian |
| 138\_toc\_21 | Feedback | Umpan balik |
| 139\_toc\_22 | Survey | Survei |
| 140\_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  | Kursus tidak dapat menghubungi LMS. Klik “OK” untuk melanjutkan dan meninjau kursus. Perhatikan, Sertifikasi Kursus mungkin tidak tersedia. Klik “Batal” untuk keluar  |
| 141\_string\_2 | All questions remain unanswered | Semua pertanyaan masih belum dijawab |
| 142\_string\_3 | Questions | Pertanyaan |
| 143\_string\_4 | Question | Pertanyaan |
| 144\_string\_5 | not answered | tidak dijawab |
| 145\_string\_6 | That's correct! | Itu benar! |
| 146\_string\_7 | That's not correct! | Itu tidak benar! |
| 147\_string\_8 | Feedback:  | Umpan balik:  |
| 148\_string\_9 | Global Anti-corruption  | Antikorupsi Global  |
| 149\_string\_10 | Knowledge Check | Uji Pengetahuan |
| 150\_string\_11 | Submit | Kirim |
| 151\_string\_12 | Retake | Ulangi |
| 152\_string\_13 | Course Description: As a healthcare company, it is critical that we always do what is right for the many people we serve. This includes complying with all applicable laws and regulations. In this course, employees will learn how to comply with anti-corruption and anti-bribery laws designed to preventing improper influence in Abbott’s business transactions. This course will take approximately 30 minutes to complete.   | Deskripsi Kursus: Sebagai perusahaan kesehatan, penting agar kita selalu melakukan hal yang benar bagi orang-orang yang kita layani. Ini mencakup kepatuhan terhadap semua undang-undang dan peraturan yang berlaku. Dalam kursus ini, karyawan akan mempelajari cara mematuhi undang-undang antikorupsi dan antipenyuapan yang dirancang untuk mencegah pengaruh yang tidak patut dalam transaksi bisnis Abbott. Perlu waktu sekitar 30 menit untuk menyelesaikan kursus ini.  |
| 153\_string\_14 | Menu | Menu |
| 154\_string\_15 | Resources | Sumber Daya |
| 155\_string\_16 | Reference Material | Materi Referensi |
| 156\_string\_17 | Audio | Audio |
| 157\_string\_18 | Exit | Keluar |
| 158\_string\_19 | Close | Tutup |
| 159\_string\_20 | Comment... | Komentar... |

Product Quality Translation Table 2024

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| [Screen 0](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=1_C_1) [1\_C\_1](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=1_C_1)  | Product Quality Complaint and Adverse Event Reporting at AbbottClick the forward arrow. | Keluhan Kualitas Produk dan Pelaporan Kejadian Tidak Diinginkan di AbbottKlik panah maju. |
| [Screen 1](https://www.abbott.com/policies/anti-corruption.html?showScreen=2_C_2) [2\_C\_2](https://319abbott.com/?showScreen=2_C_2)  | We do business the right way, by making ethical and compliant decisions in connection with our work.Abbott is dedicated to improving healthcare by providing high-quality, safe, and effective products and ensuring compliance. | Kita menjalankan bisnis dengan benar, dengan membuat keputusan yang etis dan patuh sehubungan dengan pekerjaan kita.Abbott berdedikasi dalam meningkatkan perawatan kesehatan dengan menyediakan produk berkualitas tinggi, aman, dan efektif, serta memastikan kepatuhan. |
| [Screen 2](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=3_C_3) [3\_C\_3](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=3_C_3)  | Upon the completion of this course, you will be able to:* Know what a product quality complaint is.
* Know what an adverse event is.
* Identify a product quality complaint and adverse event.
* Know how and when to report a product quality complaint and adverse event.
* Know where to go for help and to get support.
 | Setelah menyelesaikan kursus ini, Anda akan dapat:* Memahami tentang keluhan kualitas produk.
* Memahami tentang kejadian tidak diinginkan.
* Mengidentifikasi keluhan kualitas produk dan kejadian tidak diinginkan.
* Mengetahui bagaimana dan kapan melaporkan keluhan kualitas produk dan kejadian tidak diinginkan.
* Mengetahui ke mana mencari bantuan dan dukungan.
 |
| [Screen 3](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=4_C_4) [4\_C\_4](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=4_C_4)  | [1] Our Philosophy1 minute[2] Introduction3 minutes[3] Product Quality and Adverse Events5 minutes[4] Your Commitment1 minutes[5] Knowledge Check5 minutesLearning ProgressThis Topic is now available. | [1] Falsafah Kita1 menit[2] Pendahuluan3 menit[3] Kualitas Produk dan Kejadian Tidak Diinginkan5 menit[4] Komitmen Anda1 menit[5] Uji Pengetahuan5 menitKemajuan PembelajaranTopik ini kini tersedia. |
| [Screen 4](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=5_C_5) [5\_C\_5](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=5_C_5)  | We are a global, diverse healthcare company, and our customers depend on us to design and distribute safe products.To do this, we must maintain a high level of integrity and vigilance in our processes and in the marketplace. It is our responsibility to understand what constitutes a product quality complaint and an adverse event, and how to report them internally. | Kita adalah perusahaan kesehatan global serta beragam, dan pelanggan bergantung pada kita untuk merancang serta mendistribusikan produk yang aman.Untuk melakukan hal ini, kita harus menjaga tingkat integritas serta kewaspadaan yang tinggi dalam proses kita dan di pasar. Kita bertanggung jawab untuk memahami keluhan kualitas produk dan kejadian tidak diinginkan, dan cara melaporkannya secara internal. |
| [Screen 5](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=6_C_6) [6\_C\_6](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=6_C_6)  | It is important that the relevant quality or vigilance teams are informed as quickly as possible, so they can carefully assess whether Abbott has any obligation to file a report with regulatory authorities concerning an Abbott product quality complaint and/or adverse event. | Tim kualitas atau kewaspadaan yang relevan harus diberi tahu secepat mungkin, agar mereka dapat menilai dengan saksama apakah Abbott berkewajiban untuk memberikan laporan kepada regulator tentang keluhan kualitas produk Abbott dan/atau kejadian tidak diinginkan. |
| [Screen 6](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=7_C_7) [7\_C\_7](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=7_C_7)  | All Abbott employees, no matter their roles and responsibilities, or the department they work for, must be diligent in reporting complaints – including product quality complaints and/or adverse events related to Abbott products – to the appropriate internal Abbott unit or function.Not only is it the right thing to do to keep our customers safe; it is also the law. | Semua karyawan Abbott, apa pun peran dan tanggung jawab mereka, atau departemen tempat mereka bekerja, harus melaporkan keluhan – termasuk keluhan kualitas produk dan/atau kejadian tidak diinginkan terkait produk Abbott – kepada unit atau fungsi internal Abbott yang sesuai.Selain melindungi keselamatan pelanggan merupakan hal yang benar; ini juga diatur oleh undang-undang. |
| [Screen 7](http://www.abbott.com/investors/governance/code-of-business-conduct.html?showScreen=8_C_8) [8\_C\_8](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=8_C_8)  | For this course, Abbott products include pharmaceuticals, nutrition products, medical devices, diagnostics, and other products that are Abbott branded or branded with the name of any Abbott subsidiary, or for which Abbott is the exclusive distributor in any geography. | Untuk kursus ini, produk Abbott mencakup produk farmasi, produk nutrisi, alat kesehatan, diagnosis, dan produk lain bermerek Abbott atau yang mengandung merek anak perusahaan Abbott, atau ketika Abbott menjadi distributor eksklusif di wilayah mana pun. |
| [Screen 9](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=10_C_10) [10\_C\_10](https://abbott.sharepoint.com/sites/abbottworld/Quality/Pages/Home.aspx?showScreen=10_C_10)  | What is a product complaint?In this course, a product quality complaint is any written, electronic, or oral communication that alleges deficiencies in a distributed product related to:* Physical characteristics
* Identity
* Quality
* Purity
* Potency
* Durability
* Reliability
* Safety
* Effectiveness
* Performance

For infant formula only, any expression of dissatisfaction with the product is also considered a complaint. | Apa itu keluhan produk?Dalam kursus ini, **keluhan kualitas produk** adalah komunikasi tertulis, elektronik, atau lisan yang menduga adanya kecacatan dalam produk yang didistribusikan terkait:* Karakteristik fisik
* Identitas
* Kualitas
* Kemurnian
* Kemanjuran
* Daya tahan
* Keandalan
* Keselamatan
* Efektivitas
* Kinerja

Hanya untuk formula bayi, setiap pernyataan ketidakpuasan terhadap produk juga dianggap sebagai keluhan. |
| [Screen 10](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=11_C_11) [11\_C\_11](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=11_C_11)  | What is an adverse event?In this course, an adverse event is any untoward medical occurrence in a patient or clinical trial subject administered an Abbott product. An adverse event does not necessarily have a causal relationship with the product.An adverse event can therefore be any unfavorable and/or unintended sign (e.g., abnormal laboratory finding), symptom, injury, or disease that happens close in time to the use of an Abbott product, whether or not it is related to the Abbott product. | Apa itu kejadian tidak diinginkan?Dalam kursus ini, **kejadian tidak diinginkan** adalah kejadian medis yang tidak diinginkan terhadap pasien atau subjek uji klinis yang menggunakan produk Abbott. Kejadian tidak diinginkan tidak selalu memiliki hubungan sebab akibat dengan produk.Oleh karena itu, kejadian tidak diinginkan dapat berupa tanda tidak baik dan/atau tidak diinginkan (misalnya temuan laboratorium yang tidak normal), gejala, cedera, atau penyakit yang terjadi yang berdekatan dengan waktu penggunaan produk Abbott, baik terkait dengan produk Abbott atau sebaliknya. |
| [Screen 11](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=12_C_12) [12\_C\_12](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=12_C_12)  | Abbott employees are not only required, but also have the responsibility to report product quality complaints and adverse event information:* To ensure patient safety, and the safety and efficacy of our products on the market.
* To maintain compliance with local and international regulatory and legal reporting requirements, and Abbott policies and procedures.
* To create areas of opportunity to further improve and develop Abbott products.
* To give our customers confidence in our products and our processes.
 | Karyawan Abbott tidak hanya diwajibkan tetapi juga bertanggung jawab melaporkan keluhan kualitas produk dan informasi kejadian tidak diinginkan:* Untuk memastikan keselamatan pasien, serta keamanan dan kemanjuran produk kita di pasar.
* Untuk menjaga kepatuhan terhadap peraturan lokal dan internasional dan persyaratan pelaporan hukum, serta kebijakan dan prosedur Abbott.
* Untuk menciptakan peluang guna menyempurnakan dan mengembangkan produk Abbott.
* Agar pelanggan percaya dengan produk dan proses kita.
 |
| [Screen 12](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/3pp/Pages/default.aspx?showScreen=13_C_13) [13\_C\_13](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=13_C_13)  | Failure to comply with local and global reporting requirements has consequences.It could increase product liability risk for Abbott. In the United States, it is an independent prohibited act in and of itself under the Federal Food, Drug, and Cosmetic Act.More generally, it may constitute a breach of applicable product regulations, which is enforceable by the relevant national competent authority.The product may be deemed misbranded. Introducing a misbranded device into interstate commerce is a prohibited act.The commission of a prohibited act can lead to enforcement actions such as seizure, injunction, revocation of product licenses, criminal prosecution, and civil penalties. | Kegagalan untuk mematuhi persyaratan pelaporan lokal dan global dapat menimbulkan konsekuensi.Hal tersebut dapat meningkatkan risiko liabilitas produk bagi Abbott. Di Amerika Serikat, hal tersebut merupakan tindakan yang dilarang berdasarkan Undang-Undang Federal tentang Makanan, Obat, dan Kosmetik.Lebih umum lagi, hal tersebut merupakan pelanggaran terhadap peraturan produk yang berlaku, yang dapat ditindak oleh otoritas nasional terkait yang kompeten.Produk tersebut dapat dianggap dilabeli dengan keliru. Mendistribusikan perangkat dengan label yang keliru ke pasar antarnegara bagian adalah tindakan yang dilarang.Melakukan tindakan yang dilarang dapat menyebabkan sanksi, seperti penyitaan, perintah pengadilan, pencabutan lisensi produk, penuntutan pidana, dan sanksi perdata. |
| [Screen 13](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=14_C_14) Activity: Dialogue[14\_C\_14](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=14_C_14)  | Product quality complaint and adverse event information may come from various sources, in any format and at any time, including written, electronic, or oral communication or from social media. | Keluhan kualitas produk dan informasi kejadian tidak diinginkan dapat berasal dari beragam sumber, dalam bentuk apa pun, dan kapan saja, termasuk komunikasi tertulis, elektronik, atau lisan, atau dari media sosial. |
| [Screen 13](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/Pages/Home.aspx?showScreen=15_C_14) [15\_C\_14](https://www.abbott.com/policies/anti-corruption.html?showScreen=15_C_14)  | Sources can include:* Field service representatives
* Scientific articles
* Clinical trials
* Sales and professional meetings
* Friends
* Family members
* Vendors
* Abbott Customer Hotlines
 | Sumbernya dapat meliputi:* Perwakilan layanan lapangan
* Artikel ilmiah
* Uji klinis
* Pertemuan penjualan dan profesional
* Teman
* Anggota keluarga
* Vendor
* Saluran Siaga Pelanggan Abbott
 |
| [Screen 14](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=16_C_16) [16\_C\_16](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=16_C_16)  | You may overhear a conversation in a physician’s office, or people may share customer complaints with you because they know you are an Abbott employee.It is up to us to be aware and know what to do with this information. | Anda mungkin mendengar percakapan di kantor dokter, atau orang-orang menyampaikan keluhan pelanggan kepada Anda karena mereka tahu Anda adalah karyawan Abbott.Kitalah yang harus menyadari dan tahu apa yang harus dilakukan dengan informasi ini. |
| [Screen 15](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=17_C_17) [17\_C\_17](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=17_C_17)  | As an Abbott employee, you are required to immediately report product quality complaints and adverse events internally (within 24 hours of awareness).You must report the information internally even if you believe that a facility, healthcare professional, or anyone else will also report it. | Sebagai karyawan Abbott, Anda diwajibkan untuk segera melaporkan keluhan kualitas produk dan kejadian tidak diinginkan secara internal (dalam 24 jam setelah mengetahuinya).Anda harus melaporkan informasi secara internal meskipun Anda meyakini bahwa fasilitas, tenaga kesehatan profesional, atau orang lain juga akan melaporkannya. |
| [Screen 16](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=18_C_18) [18\_C\_18](http://speakup.abbott.com/?showScreen=18_C_18)  | If you are aware of a potential concern with an Abbott product, do not try to figure out if it is valid or not; report it immediately to the relevant Abbott quality or vigilance teams, or local representative.They will assess whether Abbott has any obligation to file a report with the Food and Drug Administration (FDA) or with other regulatory authorities worldwide. | Jika Anda mengetahui masalah potensial terkait produk Abbott, jangan mencoba untuk menyelidiki sendiri apakah hal tersebut valid atau tidak; segera laporkan kepada tim kualitas atau kewaspadaan Abbott yang relevan, atau kepada perwakilan setempat.Mereka akan menilai apakah Abbott berkewajiban untuk memberikan laporan kepada Badan Pengawas Obat dan Makanan (Food and Drug Administration/FDA) atau kepada regulator lain di seluruh dunia. |
| [Screen 17](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=19_C_19) [19\_C\_19](https://abbott.sharepoint.com/sites/abbottworld/Quality/Pages/Home.aspx?showScreen=19_C_19)  | There are strict timelines set in various countries to file such reports from the moment of awareness.It is important that the relevant quality or vigilance teams are informed as soon as possible. We want to do our best to identify potential risks and address them quickly. | Waktu yang ditetapkan untuk memberikan laporan sejak diketahui sangat ketat di berbagai negara.Hal yang penting bahwa Tim kualitas atau kewaspadaan terkait harus diberi tahu sesegera mungkin. Kita ingin melakukan yang terbaik dalam mengidentifikasi potensi risiko dan mengatasinya secara cepat. |
| [Screen 18](https://abbott.sharepoint.com/sites/abbottworld/Legal?showScreen=20_C_20) [20\_C\_20](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/3pp/Pages/default.aspx?showScreen=20_C_20)  | A medical device reportable event includes:* Any information that reasonably suggests that a marketed product has or may have caused or contributed to a serious injury or death.
* If any product malfunctioned and the product or similar marketed product would be likely to cause or contribute to an injury or death if the malfunction were to recur.

Abbott product quality complaints must be reported to the relevant quality or vigilance teams to determine whether the complaint represents an event that is required to be reported to the FDA or to any other regulatory authorities. | Kejadian yang dapat dilaporkan terkait alat kesehatan mencakup:* Setiap informasi yang secara wajar menyatakan bahwa produk yang dipasarkan telah atau mungkin telah menyebabkan atau berkontribusi terhadap cedera yang serius atau kematian.
* Jika produk apa pun mengalami kerusakan dan produk tersebut atau produk serupa yang dipasarkan dapat menyebabkan atau berkontribusi terhadap cedera atau kematian jika kerusakan terjadi.

Keluhan kualitas produk Abbott harus dilaporkan kepada tim kualitas atau kewaspadaan yang relevan untuk menentukan apakah keluhan tersebut mewakili kejadian yang wajib dilaporkan kepada FDA atau regulator lain. |
| [Screen 19](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=21_C_21) [21\_C\_21](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=21_C_21)  | Certain situations require reporting, even though no adverse event has occurred, to prevent adverse effects and to protect patient and public health. | Situasi tertentu harus dilaporkan, meskipun tidak ada kejadian tidak diinginkan, untuk mencegah dampak merugikan dan melindungi kesehatan pasien dan masyarakat. |
| [Screen 20](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=22_C_22) [22\_C\_22](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=22_C_22)  | For example, for pharmaceutical products, the following information needs to be reported immediately to Established Pharmaceuticals Division (EPD), Global Pharmacovigilance, or local representatives, even if no adverse event is associated with it:* Transmammary exposure (transmission via breast milk)
* Lack of efficacy (lack of effect)
* Product exposure (maternal, paternal, or fetal) associated with pregnancy
* Medication error
* Overdose
* Suspected transmission of an infectious agent
* All exposure incurred by health professionals or non-professionals in the course of the product application to patients during their work
* Off-label use (use beyond the approved label/package leaflet)
* Inadvertent/accidental exposure
* Abuse or misuse
* Unexpected therapeutic or clinical benefit from use of the product
 | Sebagai contoh, untuk produk farmasi, informasi berikut harus segera dilaporkan kepada Established Pharmaceuticals Division (EPD), Global Pharmacovigilance, atau perwakilan setempat, meskipun tidak ada kejadian tidak diinginkan yang terkait dengannya:* Penularan melalui ASI (penularan melalui air susu ibu)
* Tidak manjur (tidak ada efek)
* Paparan produk (ibu, ayah, atau janin) terkait kehamilan
* Kesalahan pengobatan
* Overdosis
* Dugaan penularan agen infeksi
* Semua pemaparan yang disebabkan oleh tenaga kesehatan profesional atau nonprofesional saat menggunakan produk terhadap pasien selama pekerjaan mereka
* Penggunaan di luar label (penggunaan di luar label/selebaran kemasan yang disetujui)
* Pemaparan yang tidak disengaja
* Penyelewengan atau penyalahgunaan
* Manfaat terapeutik atau klinis yang tidak terduga dari penggunaan produk
 |
| [Screen 21](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=23_C_23) [23\_C\_23](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=23_C_23)  | Where do you report product quality complaints or adverse event information?Report product quality complaints and/or adverse event information you become aware of to your local applicable divisional quality organization or to a corporate quality representative. Each adverse event and safety-related situation needs to be immediately reported to your local division vigilance department in your organization.Visit Abbott World Quality and Regulatory for a list of divisional contacts to report a complaint or adverse event. Additional information is also available on the Vigilance Team Site.Review the Resource page of this course for more information. | Kepada siapa Anda melaporkan keluhan kualitas produk atau informasi kejadian tidak diinginkan?Laporkan keluhan kualitas produk dan/atau kejadian tidak diinginkan yang Anda ketahui kepada organisasi kualitas divisi setempat yang sesuai atau kepada perwakilan kualitas korporat. Masing-masing kejadian tidak diinginkan dan situasi terkait keselamatan harus segera dilaporkan ke departemen kewaspadaan divisi setempat di organisasi Anda.Kunjungi Kualitas dan Regulasi Abbott World untuk daftar kontak divisi guna melaporkan keluhan atau kejadian tidak diinginkan. Informasi lain juga tersedia di Situs Tim Kewaspadaan.Tinjau laman Sumber Daya dalam kursus ini untuk informasi selengkapnya. |
| [Screen 22](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=24_C_24) [24\_C\_24](https://icomply.abbott.com/Apps/ComplianceContacts/?showScreen=24_C_24)  | What information do you need to report?At a minimum, do your best to collect the following information:* Who is reporting? Identifiable reporter and contact information for potential follow-up.
* Who experienced the adverse event or the product quality complaint? Identifiable patient information (e.g., initials, gender, age, or age group).
* What happened? Potential adverse event and/or product quality complaint.
* What is the Abbott product? Product name (include any details like lot code, brand name, active ingredient, or any available product information).
 | Informasi apa saja yang perlu Anda laporkan?Anda diharapkan minimal berupaya memperoleh informasi berikut:* Siapa yang melaporkan? Informasi identitas pelapor dan kontak untuk kemungkinan tindak lanjut.
* Siapa yang mengalami kejadian tidak diinginkan atau keluhan kualitas produk?Informasi identitas pasien (misalnya inisial, jenis kelamin, usia, atau kelompok usia).
* Apa yang terjadi? Potensi kejadian tidak diinginkan dan/atau keluhan kualitas produk.
* Produk Abbott apa yang terlibat? Nama produk (termasuk detail seperti kode lot, merek, bahan aktif, atau informasi produk yang tersedia).
 |
| [Screen 23](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=25_C_25) [25\_C\_25](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=25_C_25)  | When a potentially reportable adverse event is identified in a social media post, the minimum standard information that needs to be provided is the content of the entire post itself.The relevant Abbott complaint handling group may need to follow up to gather additional information. Review the Resource page of this course for more information on Adverse Event/Social Media training. | Ketika kejadian tidak diinginkan yang dapat dilaporkan teridentifikasi dalam postingan media sosial, informasi standar minimum yang perlu disediakan adalah konten dari keseluruhan postingan.Grup relevan yang menangani keluhan Abbott mungkin perlu melakukan tindak lanjut untuk mendapatkan informasi tambahan. Tinjau laman Sumber Daya dalam kursus ini untuk informasi selengkapnya tentang pelatihan Kejadian Tidak Diinginkan/Media Sosial. |
| Screen 24 [26\_C\_26](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=26_C_26)  | Even if you do not have all the required information, report as much relevant information as possible.Report it immediately and as soon as the adverse event or product quality complaint information and the product name are known. The patient and reporter identifiers may be collected later. The requirement is to report within 24 hours of awareness of the event.Please observe Abbott’s privacy policies in each country. | Meskipun Anda tidak memiliki semua informasi yang diperlukan, laporkan informasi yang relevan sebanyak mungkin.Laporkan segera setelah kejadian tidak diinginkan atau informasi keluhan kualitas produk dan nama produk diketahui. Identitas pasien dan pelapor dapat diperoleh nanti. Persyaratannya adalah melaporkan dalam 24 jam setelah kejadian ditemukan.Patuhilah kebijakan privasi Abbott di setiap negara. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=27_C_27) [27\_C\_27](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=27_C_27)  | Quick CheckTest your knowledge now! | Uji Pengetahuan SingkatUji pengetahuan Anda sekarang! |
| [Screen 25](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=28_C_27) [28\_C\_27](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=28_C_27)  | Which of the statements below represent adverse event information that Abbott employees should report internally?Check all that apply. | Manakah dari pernyataan-pernyataan di bawah ini yang mewakili informasi kejadian tidak diinginkan yang harus dilaporkan karyawan Abbott secara internal?Tandai semua jawaban yang sesuai. |
| [Screen 25](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=29_C_27) [29\_C\_27](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=29_C_27)  | An Abbott customer inquired about an Abbott product but has not experienced any deficiencies.A suggestion by a neighbor to improve an Abbott pharmaceutical product, although he has not personally experienced problems with the medication.A family member sharing an abnormal laboratory blood work finding after she consumed an Abbott product for several months.Unfavorable symptoms reported by a clinical trial subject administered an Abbott pharmaceutical product.Submit | Seorang pelanggan Abbott menanyakan tentang produk Abbott tetapi tidak menemukan kecacatan apa pun.Saran dari tetangga untuk meningkatkan produk farmasi Abbott, walaupun secara pribadi dia tidak mengalami masalah dengan pengobatan.Anggota keluarga menyampaikan temuan hasil tes darah yang tidak normal setelah mengonsumsi produk Abbott selama beberapa bulan.Gejala yang tidak baik dilaporkan oleh subjek uji klinis yang menggunakan produk farmasi Abbott.Kirim |
| [Screen 25](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=30_C_27) [30\_C\_27](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=30_C_27)  | That's Correct!That's Not Correct!An adverse event is any unfavorable and/or unintended sign, symptom, injury, or disease that happens close in time to the use of an Abbott product, whether or not it is related to the Abbott product. An adverse event does not necessarily have a causal relationship with the product. | Itu Benar!Itu Tidak Benar!Kejadian tidak diinginkan dapat berupa tanda tidak baik dan/atau tidak diinginkan, gejala, cedera, atau penyakit yang terjadi yang berdekatan dengan waktu penggunaan produk Abbott, baik terkait dengan produk Abbott atau sebaliknya. Kejadian tidak diinginkan tidak selalu memiliki hubungan sebab akibat dengan produk. |
| [Screen 26](https://abbott.sharepoint.com/sites/abbottworld/Legal?showScreen=32_C_28) [32\_C\_28](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=32_C_28)  | Which of the statements below represent adverse event information that Abbott employees should report internally? | Manakah dari pernyataan-pernyataan di bawah ini yang mewakili informasi kejadian tidak diinginkan yang harus dilaporkan karyawan Abbott secara internal? |
| [Screen 26](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=33_C_28) [33\_C\_28](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=33_C_28)  | Adverse event reporter’s contact information.Brief summary of the adverse event that took place.At least one patient identifier.The Abbott product name.All of the aboveSubmit | Informasi kontak pelapor kejadian tidak diinginkan.Ringkasan tentang kejadian tidak diinginkan yang terjadi.Minimal satu identitas pasien.Nama produk Abbott.Semua pilihan di atasKirim |
| [Screen 26](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=34_C_28) [34\_C\_28](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=34_C_28)  | That's Correct!That's Not Correct!At a minimum, Abbott employees should do their best to report the following adverse event information:Who is reporting?Identifiable reporter and contact information for potential follow-up.Who experienced the adverse event or the product quality complaint?Identifiable patient information (e.g., initials, gender, age, or age group).What happened?Potential adverse event and/or product quality complaint.What is the Abbott product?Product name (include any details like lot code, brand name, active ingredient, or any available product information). | Itu Benar!Itu Tidak Benar!Karyawan Abbott diharapkan minimal berupaya melaporkan informasi kejadian tidak diinginkan berikut:Siapa yang melaporkan?Informasi identitas pelapor dan kontak untuk kemungkinan tindak lanjut.Siapa yang mengalami kejadian tidak diinginkan atau keluhan kualitas produk?Informasi identitas pasien (misalnya inisial, jenis kelamin, usia, atau kelompok usia).Apa yang terjadi?Potensi kejadian tidak diinginkan dan/atau keluhan kualitas produk.Produk Abbott apa yang terlibat?Nama produk (termasuk detail seperti kode lot, merek, bahan aktif, atau informasi produk yang tersedia). |
| [Screen 27](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=35_C_29) [35\_C\_29](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=35_C_29)  | Click the arrow to begin your review.ReviewTake a moment to review some of the key concepts in this section. | Klik panah untuk memulai tinjauan Anda.TinjauanLuangkan waktu sejenak untuk meninjau beberapa konsep utama dalam bagian ini. |
| [Screen 27](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=36_C_29) [36\_C\_29](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=36_C_29)  | Product Quality ComplaintA product quality complaint is any communication that alleges deficiencies in a distributed product related to physical characteristics, identity, quality, purity, potency, durability, reliability, safety, and/or effectiveness. | Keluhan Kualitas ProdukKeluhan kualitas produk adalah komunikasi yang menduga adanya kecacatan dalam produk yang didistribusikan sehubungan dengan karakteristik fisik, identitas, kualitas, kemurnian, kemanjuran, daya tahan, keandalan, keamanan, dan/atau efektivitas. |
| [Screen 27](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=37_C_29) [37\_C\_29](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=37_C_29)  | Adverse EventAn Adverse Event is any unexpected and inappropriate medical occurrence in a patient or clinical trial subject that happens close in time to the use of an Abbott product. | Kejadian tidak diinginkanKejadian tidak diinginkan adalah kejadian medis yang tidak terduga atau tidak patut yang dialami pasien atau subjek uji klinis yang terjadi yang berdekatan dengan waktu penggunaan produk Abbott. |
| [Screen 27](http://speakup.abbott.com/?showScreen=38_C_29) [38\_C\_29](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=38_C_29)  | Source of ReportProduct quality complaint and adverse event information may come from various sources, in any format and at any time, including written, electronic, or oral communication or from social media. | Sumber LaporanKeluhan kualitas produk dan informasi kejadian tidak diinginkan dapat berasal dari beragam sumber, dalam bentuk apa pun, dan kapan saja, termasuk komunikasi tertulis, elektronik, atau lisan, atau dari media sosial. |
| [Screen 27](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=39_C_29) [39\_C\_29](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=39_C_29)  | Timing of ReportYou are required to immediately report product quality complaints and adverse events internally (within 24 hours of awareness) | Waktu LaporanAnda diwajibkan untuk segera melaporkan keluhan kualitas produk dan kejadian tidak diinginkan secara internal (dalam 24 jam setelah mengetahuinya) |
| [Screen 27](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=40_C_29) [40\_C\_29](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=40_C_29)  | Where to ReportReport all product quality complaints and/or adverse event information to your local applicable divisional quality organization or to a corporate quality representative. | Ke mana Harus MelaporLaporkan semua keluhan kualitas produk dan/atau kejadian tidak diinginkan kepada organisasi kualitas divisi setempat yang sesuai atau kepada perwakilan kualitas korporat. |
| [Screen 27](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=41_C_29) [41\_C\_29](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=41_C_29)  | Adverse Event Information to Report Always do your best to report the following adverse event information:* Your name and contact information.
* A summary of the potential adverse event
* Identifiable patient information (e.g., initials, gender, age, or age group).
* Abbott Product information Identifiable patient information (e.g., initials, gender, age, or age group).
 | Informasi Kejadian Tidak Diinginkan yang Dilaporkan Selalu lakukan yang terbaik untuk melaporkan informasi kejadian tidak diinginkan berikut:* Nama Anda dan informasi kontak.
* Ringkasan kejadian tidak diinginkan
* Informasi identitas pasien (misalnya inisial, jenis kelamin, usia, atau kelompok usia).
* Informasi Produk Abbott, Informasi identitas pasien (misalnya inisial, jenis kelamin, usia, atau kelompok usia).
 |
| [Screen 29](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=43_C_31) [43\_C\_31](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=43_C_31)  | At Abbott, our goal is to protect the safety, quality, and integrity of our products.To accomplish this, we must always act in compliance with all global regulatory requirements and laws.Abbott expects us to promptly report internally all product quality complaints and adverse events that involve or potentially involve Abbott products. We do this because it is the law, but also to protect the safety of our patients.Use good judgment and ask for help whenever questions arise. | Di Abbott, tujuan kita adalah menjaga keamanan, kualitas, dan integritas produk kita.Untuk mencapai hal ini, kita harus selalu bertindak sesuai dengan semua persyaratan dan undang-undang global.Abbott mengharapkan kita untuk segera melaporkan semua keluhan kualitas produk dan kejadian tidak diinginkan secara internal yang melibatkan atau berpotensi melibatkan produk Abbott. Kita melakukan ini bukan hanya karena ini diatur dalam undang-undang, tetapi juga untuk melindungi keselamatan pasien kita.Gunakan penilaian yang baik dan mintalah bantuan jika punya pertanyaan. |
| [Screen 30](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=44_C_31b) [44\_C\_31b](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=44_C_31b)  | Take a moment to confirm each statement.I know what product quality complaints and adverse events are.I understand the importance of quickly reporting product quality complaints and adverse events internally.Click Submit. | Luangkan waktu untuk mengonfirmasi masing-masing pernyataan.Saya memahami apa itu keluhan kualitas produk dan kejadian tidak diinginkan.Saya memahami pentingnya untuk segera melaporkan keluhan kualitas produk dan kejadian tidak diinginkan secara internal.Klik Kirim. |
| [Screen 31](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=45_C_32) [45\_C\_32](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=45_C_32)  | The Knowledge Check that follows consists of 5 questions. You must score 80% or higher to successfully complete this course.WHEN YOU ARE READY, CLICK THE KNOWLEDGE CHECK BUTTON. | Uji Pengetahuan berikut terdiri atas 5 pertanyaan. Anda harus mendapatkan skor 80% atau lebih untuk berhasil menyelesaikan kursus ini.SETELAH ANDA SIAP, KLIK TOMBOL UJI PENGETAHUAN. |
| [Screen 32](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=46_C_33) [46\_C\_33](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=46_C_33)  | [1] Only scientists, DVPs, and salespeople are responsible for reporting internally an adverse event and product quality complaint. | [1] Hanya ilmuwan, DVP, dan tenaga penjualan yang bertanggung jawab melaporkan kejadian tidak diinginkan dan keluhan kualitas produk secara internal. |
| [Screen 32](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=47_C_33) [47\_C\_33](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=47_C_33)  | [1] True[2] FalseNext | [1] Benar[2] SalahBerikutnya |
| Screen 32Question 1: Feedback48\_C\_33 | All Abbott employees must be diligent about reporting adverse events or product quality complaints. Not only is it the right thing to do to keep our customers safe; it is also the law. | Semua karyawan Abbott harus melaporkan kejadian tidak diinginkan atau keluhan kualitas produk. Selain melindungi keselamatan pelanggan merupakan hal yang benar; ini juga diatur oleh undang-undang. |
| [Screen 32](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=49_C_33) [49\_C\_33](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=49_C_33)  | [2] Sources of potentially reportable events include social media outlets like Facebook, casual conversations at a backyard party, or even a professional trade journal. | [2] Sumber kejadian yang berpotensi dapat dilaporkan meliputi media sosial, seperti Facebook, percakapan santai saat pesta di halaman belakang, atau bahkan jurnal perdagangan profesional. |
| [Screen 32](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=50_C_33) [50\_C\_33](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=50_C_33)  | [1] True[2] FalseNext | [1] Benar[2] SalahBerikutnya |
| Screen 32Question 2: Feedback51\_C\_33 | Sources can include customer complaints, journal articles, clinical trials, sales/professional meetings, social media, friends, family members, and vendors. While this list is not exhaustive, you should be aware that potentially reportable events can exist in many different scenarios. It is up to us to be aware and know what to do. | Sumbernya dapat mencakup keluhan pelanggan, artikel jurnal, uji klinis, pertemuan penjualan/profesional, media sosial, teman, anggota keluarga, dan vendor. Meskipun daftar ini tidak menyeluruh, Anda harus tahu bahwa kejadian yang berpotensi dapat dilaporkan mungkin terjadi dalam berbagai skenario. Kitalah yang harus menyadari dan tahu apa yang harus dilakukan. |
| [Screen 32](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=52_C_33) [52\_C\_33](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=52_C_33)  | [3] Reports can be submitted any time after an employee is aware of an issue. | [3] Laporan dapat dikirimkan kapan saja setelah karyawan mengetahui masalahnya. |
| [Screen 32](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=53_C_33) [53\_C\_33](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=53_C_33)  | [1] True[2] FalseNext | [1] Benar[2] SalahBerikutnya |
| Screen 32Question 3: Feedback54\_C\_33 | As an Abbott employee, you are required to immediately report an adverse event, and product quality complaint, internally (within 24 hours of awareness). There are strict timelines set in various countries to file reports from the moment of awareness, therefore it is important that the relevant quality and vigilance teams are informed as quickly as possible. | Sebagai karyawan Abbott, Anda diwajibkan untuk segera melaporkan kejadian tidak diinginkan dan keluhan kualitas produk secara internal (dalam 24 jam setelah mengetahuinya). Waktu untuk memberikan laporan sejak mengetahuinya diatur dengan ketat di berbagai negara, sehingga tim kualitas dan kewaspadaan yang relevan harus segera diberi tahu. |
| [Screen 32](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=55_C_33) [55\_C\_33](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=55_C_33)  | [4] Dissatisfaction with an infant formula product should be reported as a complaint. | [4] Ketidakpuasan atas produk formula bayi harus dilaporkan sebagai keluhan. |
| [Screen 32](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=56_C_33) [56\_C\_33](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=56_C_33)  | [1] True[2] FalseNext | [1] Benar[2] SalahBerikutnya |
| Screen 32Question 4: Feedback57\_C\_33 | For infant formula only, any expression of dissatisfaction with the product will also be considered a complaint. | Hanya untuk formula bayi, setiap pernyataan ketidakpuasan terhadap produk juga akan dianggap sebagai keluhan. |
| [Screen 32](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=58_C_33) [58\_C\_33](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=58_C_33)  | [5] You hear about a potential adverse event, but you believe it was already reported or will be reported by someone else anyway, or you do not believe there is an issue with our medical device. There is no need to report. | [5] Anda mendengar tentang kemungkinan kejadian tidak diinginkan, tetapi Anda meyakini bahwa hal tersebut telah dilaporkan atau akan dilaporkan oleh orang lain, atau Anda tidak meyakini bahwa ada masalah dengan alat kesehatan kita. Tidak perlu melaporkannya. |
| [Screen 32](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=59_C_33) [59\_C\_33](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=59_C_33)  | [1] True[2] FalseSubmit | [1] Benar[2] SalahKirim |
| Screen 32Question 5: Feedback60\_C\_33 | If you are aware of a concern with an Abbott product, report it immediately to the relevant quality and/or vigilance teams. Do not try to figure out if the concern is valid or not or if it has already been brought to the attention of the organization. | Jika Anda mengetahui ada masalah dengan produk Abbott, segera laporkan ke tim kualitas dan/atau kewaspadaan yang relevan. Jangan mencoba untuk mencari tahu sendiri apakah masalah tersebut valid atau tidak, atau apakah hal tersebut telah disampaikan ke organisasi. |
| [Screen 33](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=61_C_34) [61\_C\_34](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=61_C_34)  | No results are available, as you have not completed the Knowledge Check.Congratulations! You have successfully passed the Knowledge Check.Please review your results below by clicking on each question.Once you’re done, click the forward arrow to take a short survey.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 button. | Hasil tidak tersedia karena Anda belum menyelesaikan Uji Pengetahuan.Selamat! Anda telah berhasil lulus Uji Pengetahuan.Periksa hasil Anda di bawah ini dengan mengeklik masing-masing pertanyaan.Setelah Anda selesai, klik tanda panah maju untuk mengikuti survei singkat.Maaf, Anda tidak lulus Uji Pengetahuan. Luangkan beberapa menit untuk melihat hasil yang Anda peroleh di bawah ini dengan mengeklik masing‑masing pertanyaan.Setelah Anda selesai, klik tombol Ulangi. |
| [Screen 35](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=68_C_200) [68\_C\_200](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=68_C_200)  | Where to Go for Support | Tempat Mencari Dukungan |
| [Screen 35](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=69_C_200) [69\_C\_200](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=69_C_200)  | MANAGERIf you have a question or need guidance about potential concerns involving product quality complaint or adverse event reporting, speak with your manager. | MANAJERJika Anda punya pertanyaan atau memerlukan panduan mengenai potensi masalah yang melibatkan pelaporan keluhan kualitas produk atau kejadian tidak diinginkan, bicaralah dengan manajer Anda. |
| [Screen 35](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=70_C_200) [70\_C\_200](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=70_C_200)  | Abbott QUALITY and REGULATORYVisit [Abbott World Quality and Regulatory](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?icid=AW_MN_ORG_AQR) and navigate to:* Quality Systems for more information on Complaints and Product Actions (AQ04), who to call to report a complaint or adverse event, and the Vigilance Team Site.
* Policies for Abbott Quality and Regulatory - Global Policy Portal.

Visit Abbott World Quality and Regulatory Knowledge Management for additional training.* AQC5000e Responsibility for Reporting Complaints

Visit [Digital Knowledge Center](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html) for additional [Adverse Event/Medical Device Reporting/Social Media Training](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html). | KUALITAS dan REGULASI AbbottKunjungi [Kualitas dan Regulasi Abbott World](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?icid=AW_MN_ORG_AQR) dan buka:* Sistem Kualitas untuk informasi lebih lanjut tentang Keluhan dan Tindakan Produk (AQ04), siapa yang harus dihubungi untuk melaporkan keluhan atau kejadian tidak diinginkan, dan Situs Tim Kewaspadaan.
* Kebijakan Kualitas dan Regulasi Abbott - Portal Kebijakan Global.

Kunjungi Manajemen Pengetahuan Kualitas dan Regulasi Abbott World untuk pelatihan tambahan.* AQC5000e Tanggung Jawab untuk Melaporkan Keluhan

Kunjungi [Pusat Pengetahuan Digital](https://abbott.sharepoint.com/sites/dkc/ENGLISH/Pages/default.aspx) untuk [Pelatihan Kejadian Tidak Diinginkan/Pelaporan Alat Kesehatan/Media Sosial](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html) lainnya. |
| [Screen 35](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=71_C_200) [71\_C\_200](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=71_C_200)  | OFFICE OF ETHICS AND COMPLIANCE (OEC)The OEC is a corporate resource available to address your compliance questions or concerns. Visit the [Abbott World OEC website](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html). | KANTOR ETIKA DAN KEPATUHAN (OFFICE OF ETHICS AND COMPLIANCE ATAU OEC)OEC adalah sumber daya korporat yang tersedia untuk menanggapi pertanyaan atau kekhawatiran Anda tentang masalah kepatuhan. Kunjungi [situs web Abbott World OEC](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html). |
| [Screen 35](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=72_C_200) [72\_C\_200](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=72_C_200)  | Legal REGULATORY AND COMPLIANCEIf you have questions about laws and regulations regarding product quality complaints, adverse events, or medical device reporting, Legal Regulatory and Compliance, can assist you. Visit the Abbott World [Legal website](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html). | REGULASI DAN KEPATUHAN HukumJika Anda punya pertanyaan tentang undang-undang dan peraturan terkait keluhan kualitas produk, kejadian tidak diinginkan, atau pelaporan alat kesehatan, Regulasi dan Kepatuhan Hukum dapat membantu Anda. Kunjungi [situs web Hukum](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html) Abbott World. |
| [Screen 35](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?showScreen=73_C_200) [73\_C\_200](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html?showScreen=73_C_200)  | Course ResourcesTranscriptClick [here](http://www.learnex.co.uk/test/AbbottProductQuality/courses/EN-US/course/index.html) for a full transcript of the course | Sumber Daya KursusSalinanKlik [di sini](file:///C%3A/dev/AbbottProductQuality/courses/EN-US/translation/reference/Transcript.pdf) untuk memperoleh transkrip lengkap kursus |
| 74\_toc\_1 | Our Philosophy | Falsafah Kita |
| 75\_toc\_2 | Product Quality Complaint and Adverse Event Reporting at Abbott | Keluhan Kualitas Produk dan Pelaporan Kejadian Tidak Diinginkan di Abbott |
| 76\_toc\_3 | Our Philosophy | Falsafah Kita |
| 77\_toc\_4 | Objectives | Tujuan |
| 78\_toc\_5 | TOC | TOC |
| 79\_toc\_6 | Introduction | Pendahuluan |
| 80\_toc\_7 | Introduction | Pendahuluan |
| 81\_toc\_8 | TOC | TOC |
| 82\_toc\_9 | Product Quality and Adverse Events  | Kualitas Produk dan Kejadian Tidak Diinginkan  |
| 83\_toc\_10 | Defining Product Quality and Adverse Events | Mendefinisikan Kualitas Produk dan Kejadian Tidak Diinginkan |
| 84\_toc\_11 | Requirements and Responsibilities | Persyaratan dan Tanggung Jawab |
| 85\_toc\_12 | Reporting | Pelaporan |
| 86\_toc\_13 | Quick Check | Uji Pengetahuan Singkat |
| 87\_toc\_14 | Review | Tinjauan |
| 88\_toc\_15 | TOC | TOC |
| 89\_toc\_16 | Your Commitment | Komitmen Anda |
| 90\_toc\_17 | Your Commitment | Komitmen Anda |
| 91\_toc\_18 | Knowledge Check | Uji Pengetahuan |
| 92\_toc\_19 | Introduction | Pendahuluan |
| 93\_toc\_20 | Assessment | Penilaian |
| 94\_toc\_21 | Feedback | Umpan balik |
| 95\_toc\_22 | Survey | Survei |
| 96\_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  | Kursus tidak dapat menghubungi LMS. Klik “OK” untuk melanjutkan dan meninjau kursus. Perhatikan, Sertifikasi Kursus mungkin tidak tersedia. Klik “Batal” untuk keluar  |
| 97\_string\_2 | All questions remain unanswered | Semua pertanyaan masih belum dijawab |
| 98\_string\_3 | Questions | Pertanyaan |
| 99\_string\_4 | Question | Pertanyaan |
| 100\_string\_5 | not answered | tidak dijawab |
| 101\_string\_6 | That's correct! | Itu benar! |
| 102\_string\_7 | That's not correct! | Itu tidak benar! |
| 103\_string\_8 | Feedback:  | Umpan balik:  |
| 104\_string\_9 | Product Quality Complaint and Adverse Event Reporting at Abbott | Keluhan Kualitas Produk dan Pelaporan Kejadian Tidak Diinginkan di Abbott |
| 105\_string\_10 | Knowledge Check | Uji Pengetahuan |
| 106\_string\_11 | Submit | Kirim |
| 107\_string\_12 | Retake | Ulangi |
| 108\_string\_13 | Course Description: This course was designed to help clarify what is expected of Abbott employees when we become aware of Abbott product quality complaints and adverse events. This course should take about 20-25 minutes to complete. | Deskripsi Kursus: Kursus ini didesain untuk mengklarifikasi hal yang diharapkan dari karyawan Abbott saat kita mengetahui adanya keluhan kualitas produk dan kejadian tidak diinginkan. Anda memerlukan waktu sekitar 20-25 menit untuk menyelesaikan kursus ini. |
| 109\_string\_14 | Menu | Menu |
| 110\_string\_15 | Resources | Sumber Daya |
| 111\_string\_16 | Reference Material | Materi Referensi |
| 112\_string\_17 | Audio | Audio |
| 113\_string\_18 | Exit | Keluar |
| 114\_string\_19 | Close | Tutup |
| 115\_string\_20 | Comment... | Komentar... |