**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

|  |  |  |
| --- | --- | --- |
| 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. | 全球反腐败点击前进箭头。 |
| [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. | 在雅培，我们创造了改变生活的健康技术，这些技术以其最高标准且最符合道德的商业惯例，带给了人们更美好，更充实的生活。我们必须通过积极主动地管理相关的业务关系来实现我们对客户的承诺，进而预防在我们的所有互动中参杂不当的影响。 |
| [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. | 完成本课程后，您将：* 能够了解并解释为什么业务互动不应受到不当影响的原因。
* 了解为防止贿赂和腐败而设立的法律和法规。
* 了解雅培对通过正当行事在全球范围内发展业务的期待。
* 了解寻求帮助和支持的途径。

完成本课程需要大约 30 分钟的时间。 |
| [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. | 雅培在全世界 150 个国家/地区开展业务，每天都在与成千上万的人紧密互动，其中包括客户、医疗保健专业人员（HCP）、第三方分销商和政府代理。我们意识到，我们的行动和决策会对全球带来影响，并且明白，雅培需要遵守我们业务所在地的许多国家的法律、法规以及这些国家的其它各种规定。 |
| [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. | 作为一个医疗保健公司，我们必须始终为我们所服务的人士做正确的事。这包括遵守有关反腐败和反贿赂的法律条款，这些法律条款旨在预防在雅培业务交易中的不正当影响。我们必须确保我们绝不会通过给予或接受、或类似于给予或接受任何有价物的行为不正当地影响相关业务。 |
| 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. | 认知和意图一样重要。一旦向外界造成我们可能存在商业贿赂和腐败行为的印象，这将会造成与实际发生商业贿赂和腐败行为同等的风险。每当有人为了个人利益或不正当业务优势而提供、承诺、给予或接受任何有价物时，就会发生贿赂和腐败。 |
| [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 | 快速查看立即测验您掌握的知识！贿赂和腐败的风险只有在某人为不正当影响业务而对有价物进行支付时才会发生。对错提交 |
| [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.
 | 正确！不正确！* 一旦向外界造成我们可能存在商业贿赂和腐败行为的印象，这将会造成与实际发生商业贿赂和腐败行为同等的风险。
* 其实当某人为了不正当地影响业务而提供、承诺、给予或接受任何有价物时就可能发生贿赂和腐败了，而不仅限于将支付贿赂付之于行动时。
 |
| [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] 我们的理念2 分钟[2] 全球反腐败简介3 分钟[3] 法律和法规5 分钟学习进度这个主题现在可用。 |
| [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] 对于我们业务的影响10 分钟[5] 您的承诺1 分钟[6] 知识检查5 分钟 |
| [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. | 雅培必须遵守某些法律和法规，这些法律和法规严令禁止为政府机构官员和私家公司和个人提供或承诺不当酬劳和利益。在雅培，我们不区分贿赂政府官员和商业贿赂——两者都被严格禁止。 |
| [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. | 在受到高度监管的医疗保健行业，政府官员的定义通常具有非常广泛的解释，其覆盖层面远远不仅限于那些拥有政治职务的官员。在许多情况下，医生和其他医疗保健专业人员都会被考虑在政府官员范畴之内。例如，受雇于公立医院、公立诊所或大学并/或代表政府当局或其各自的国家卫生服务机构行事的医疗保健专业人员可能被视为政府官员。 |
| [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. | 雅培在对待商业贿赂和腐败方面的标准与我们在诚信、公平、正直的基础上开展业务的承诺一致。这些标准可在雅培《全球反腐败政策》(GLB-ANTI-CORRUPTION) 中找到。请点击下面的标准，了解更多信息。您必须在继续前查看所有内容。 |
| [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. | 避免不当影响我们致力在不受腐败影响的情况下开展业务。这意味着，我们任何人都不应直接或通过中间人，向任何人提供或给予任何有价物，以获取不正当业务影响，我们也不应接受来自第三方的任何有价物，以换取优惠待遇。 |
| [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. | 遵守法律无论我们在何处运营，我们致力于遵守所有国际和本地法律法规。 |
| [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. | 业务伙伴我们在与业务伙伴（包括经销商、供应商或其他代表我们开展业务的合作伙伴）签订协议时应当十分谨慎，并期望他们按照所有适用法律和行业规范开展业务。 |
| [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. | 政府官员我们致力于确保在与政府官员、HCP、客户或雅培以外的其他人打交道时，我们或代表我们行事的业务伙伴都不会施加任何不当或非法影响。 |
| [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. | 准确记录我们致力于保持准确的账簿和记录，并保持适当的内部控制，以便准确地描述付款情况，且公司资金不被用于非法目的。 |
| [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. | 报告可疑违法行为我们致力于报告任何涉嫌违反雅培反贿赂和反腐败法律政策的行为。我们可以通过商业道德合规部、法务部或商业道德合规热线报告可疑违法行为。 |
| [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. | 雅培在全球许多国家/地区开展业务，这些国家/地区都有禁止贿赂和腐败的法律。某些贿赂和腐败的法律（例如《美国反腐败法案》（FCPA））是具有国际性的，也就是说适用于世界上任何地方所发生的不正当支付。 |
| [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. | 涉及贿赂和腐败的公司和个人需要承担的后果可能包括政府调查、罚款、民事和刑事起诉和/或罚款，以及被排除在政府合同和项目之外。事实上，贿赂和腐败是非法的，并会让该个人和公司承担民事和刑事责任，除此之外，它还会对公司的声誉造成负面影响，搅乱了市场竞争，使患者护理处于危险之中。 |
| [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. | 对企业的后果贿赂、腐败调查和相关起诉给企业声誉造成的损害和业务中断不可小觑。除了调查和补救任何问题的成本外，患者和股东可能会失去对企业的信任。公司也可能会选择不与涉及贿赂丑闻的公司开展业务。此外，被判犯有贿赂和腐败罪的医疗保健公司可能会发现自己被排除在政府合同和医疗保健项目之外。 |
| [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. | 对个人的后果涉及贿赂和腐败的个人面临的后果也可能更加严重。其他许多国家/地区也对个人处以监禁和罚款。 |
| [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. | 点击向前箭头，查看近期一些医疗保健公司和个人因腐败行为而被起诉的例子。 |
| [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 AG2020 年，全球制药和保健公司及其前子公司爱尔康同意支付超过 2.33 亿美元的刑事罚款，以解决司法部对其在多个管辖区违反 FCPA 行为的调查。例如，诺华希腊涉及了一项贿赂计划，该公司为了提高其药物产品的销售量而对国有和国家控股医院和诊所的雇员进行贿赂。诺华希腊为国有和国家控股医院和诊所的雇员支付了参与国际医学大会的相关差旅费，以此作为贿赂手段，换得这些雇员开具更多的处方。来源 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 | PHILIPS2023 年，总部坐落于荷兰的飞利浦为了解决其在中国销售医疗诊断设备期间，因违反 FCPA 条例而受到的指控，同意支付 6,200 多万美元。飞利浦（中国）因通过为分销商实施特殊折扣而为分销商创造了超常的利润，而这些利润可能被用于向政府雇员支付不正当的款项。美国证券交易所（SEC）还发现，飞利浦（中国）的雇员、分销商、次级经销商为了能够使飞利浦产品更受青睐，以不正当手段对医院官员在公开招标中的技术规范草案产生了影响。来源 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. | NORDION2016 年，加拿大健康科学公司 Nordion 的一名前工程师曾支付近 170,000 美元的罚款，以解决关于他和一名被聘为顾问的朋友试图贿赂俄罗斯官员来获得产品批准的美国 FCPA 指控。指控称，行贿企图是利用通过该员工朋友的咨询协议获得的部分资金进行的。该雇员涉嫌通过操纵预算来尝试掩盖自己的不当行为。 |
| [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 | 快速查看立即测验您掌握的知识！雅培与公共卫生机构 A 的合约即将到期，机构 A 正在以招标的形式提出下一个合约。机构 A 负责竞标的员工与您取得联系，声称他愿意与您签合约，只要您为他和他女朋友的巴黎度假支付费用。您同意了该官员的要求，为其度假买单，但是雅培仍然没有赢得合约。由于该机构的员工联系了您，但是雅培并没有赢得合约，所以您没有违反反腐败法案。对错提交 |
| [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. | 正确！不正确！出于诱使公务人员滥用职权，进而获得利益，您向该公务人员提供了有价物。无论是公务人员首先建议实施的非法行为，还是雅培，或者雅培最终没有赢得合约，这都无关紧要。 |
| [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. | 点击箭头以开始查看。 |
| [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. | 复习请花些时间来复习本部分中的一些关键概念。 |
| [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. | 商业活动只有基于正当目的，并符合相应的法律和雅培政策，我们的商业活动才能有利于使用我们的产品的人。 |
| [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. | 贿赂和腐败每当有人为了个人利益或不正当业务优势而提供、承诺、给予或接受任何有价物时，就会发生贿赂和腐败。 |
| [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. | 表象一旦向外界造成我们可能存在商业贿赂和腐败行为的印象，这将会造成与实际发生商业贿赂和腐败行为同等的风险。 |
| [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. | 贿赂和腐败的后果涉及贿赂和腐败的公司和个人需要承担的后果可能包括政府调查、罚款、民事和刑事起诉和/或罚款，以及被排除在政府合同和项目之外。 |
| [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. | 在雅培，我们积极反对欺诈、贿赂和腐败。我们通过使用正当的方法获得业务。我们决不允许出于销售或为雅培获得经营优势的目的向政府官员、医疗保健专业人员（如医生、药剂师、护士、研究者或实验室人员）或其他任何人直接或间接提供任何形式的好处。同样，我们绝不因为过去或现在和雅培存在的联系而为此提供任何有价值的物品作为“奖励”。 |
| [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. | 在雅培，我们的期望是与我们合作的第三方遵守所有适用的地方和国际反贿赂和反腐败法律法规，以及雅培禁止贿赂的标准。第三方例如分销商、经销商、批发商、二手销售商、推广和经销雅培产品的营销合作伙伴、顾问、代言人和促销员。 |
| [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. | 在雅培的任何一员必须积极管理与第三方的关系，保证其代表雅培所开展的服务均能符合我们的要求并遵守适用法律法规。在选择第三方时，我们必须进行适当的尽职调查，支付符合市场公允价格的费用，准确记录服务付费、收费和类似支出。 |
| [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
 | 雅培建立了一个强大的、基于风险的第三方合规计划，其中包括：* 明确的第三方指南
* 第三方风险评估和监督
* 第三方在线学习
* 由公司审计部门执行的第三方审计
* 健全的尽职调查筛查流程 (3PP)，包括红旗风险补救
 |
| [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 是一个以风险为基础的 4 步集成过程，其宗旨是与代表雅培与 HCP 和政府官员互动的第三方携手行事时，识别并管理相关于贿赂和腐败的潜在风险。 |
| [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. | 除了完成3PP之外，我们每一个人都要以对任何潜在的危险信号保持警惕为己任，以确保与我们合作的第三方明确我们的期待和标准。 |
| [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). | 请记住，雅培对腐败的禁止延伸到与我们有业务往来的第三方，而且执法部门将寻求让雅培为这些第三方的行为负责。如果您对任何人是否参与不正当商业行事有所怀疑，请通过您当地的商业道德合规部或法务联系人联系商业道德合规部，使用 Speak Up 网站（speakup.abbott.com），或发送电子邮件至 [investigations@abbott.com](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html)。 |
| [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 | 快速查看立即测验您掌握的知识！一位雅培分销商联系您，要为一个新的营销活动寻求资助。当您问及该资金的用途时，他们告知您政府对审批营销材料有了新的审批流程，在此流程中，分销商必须以非正式方式向政府雇员支付一笔“处理费用”，否则材料将不会被批准销售。因为这个原因而为分销商提供资助可以吗？是否提交 |
| [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. | 正确！不正确！从法律角度来看，通过代表雅培行事的第三方或供应商提供不当付款，可能与我们进行不当付款具有相同的效果。《雅培的全球反腐败政策》禁止向政府官员支付疏通费或任何款项，以加快日常政府行动。在此案例中，分销商出于加速营销材料审批的目的而向当地政府雇员进行支付是违反公司政策的。 |
| [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. | 当面临困难决定时，总是要花时间把事情想清楚。* 考虑哪些法律、政策和程序可能会受到损害。
* 考虑您和公司面临的风险。
* 考虑您的决定会给别人带来什么影响。
* 但是，最重要的是，考虑您的选择。因为您始终有选择权。

并且请记住，无论发生什么，如果您做出了正确选择，雅培永远都会支持您。 |
| [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. | 专业服务招聘这里有一些您可以做的简单事情，以确保您总是基于正确的原因而聘请 HCP 和其他人。* 确保服务有正当需求。
* 始终根据候选人的资格和专业知识来选择他们。
* 确保报酬符合市场公允价值。

永远不要为了不恰当地影响或诱导商业决策而签订协议，即使该协议也有合法的理由。 |
| [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. | 赞助在分支机构规定（体现当地法律、法规和行业守则）的明确准许下，雅培可以支持医疗保健专业人员参加第三方会议，包括教育、科学和公共政策会议、座谈会、专题讨论会、研讨会和类似会议。 |
| [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. | 赞助（续）这里有一些您可以遵循的简单的原则，以确保赞助是基于正当目的而进行，没有任何不当影响和利诱。* 永远不要将赞助作为奖励或利诱。
* 在同意赞助政府雇员的业务开支前，必须取得适当的事先授权。
* 确保会议是适当的，并检查确保会议议程经过预先批准、会议议程体现内容具有科学价值。
* 确保费用适中、适当，并符合当地政策。
* 不得为配偶、家庭成员或客人支付任何费用。
* 切勿为附带进行的旅游或招待付款。
* 尽可能直接向服务提供商付款，不要以现金形式付款。

请记住，许多司法管辖区的法律和/或行业规范禁止赞助。在提供赞助之前，要始终参阅当地的附属公司的标准。 |
| [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. | 账簿和记录这里有一些您可以遵循的简单的原则，以确保您符合雅培的记录保存要求。* 准确记录每笔交易，以反映实际目的、实际详情和正确的描述。
* 遵守所有法律、外部会计要求和雅培的财务交易记录和报告程序。
* 不得故意作出虚假的、人为的、误导性的或不完整的会计条目。
* 不得建立或维持未公开或未记录的帐户、基金或资产。

如果有些事情看起来不合适或不清楚，要提出疑问。 |
| [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. | 有价物请查看当地的商业道德合规部政策和程序，以确定哪些有价物是可以向 HCP 和其他客户提供的。然后使用以下指南，确保从未作为或看似作为一种奖励或利诱而提供餐饮和其他物品。* 只支付金额合理、不频繁、与业务相关、符合当地政策的餐费和零食费。
* 仅提供有益患者健康或办公/工作相关的，且符合当地政策要求的最低价值物品。决不允许提供礼物。
* 切勿为您自己提供的东西付款。

决不能为 HCP 或其他客户的配偶、客人或家庭成员提供餐食或款待。 |
| [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. | 不正当利益例如现金、礼品卡、礼物、娱乐活动、虚假顾问协议、夸大其词的佣金、非授权的折扣或反款、以及其他任何因错误的原因而给予的有价物。 |
| [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 | 快速查看立即测验您掌握的知识！您正在努力推出一个新产品。一位同事因为自己与卫生部之间的关系，而建议聘用某位 HCP 作为顾问。当您联系该顾问时，他们告知您会很快向您发送一份服务拟议函。接到拟议函后，您注意到该函并未包括任何服务详情，而且他们提出非常高的固定费用要求。应该雇佣该 HCP 吗？是否提交 |
| [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. | 正确！不正确！以顾问与监管机构之间的关系为背景的聘用可能会让人感觉该业务咨询有不当之嫌。选择顾问必须以其资质和专业知识为基础，而且该顾问需拿得出他可提供的合法服务的具体详情。必须对 HCP 顾问支付公平的市场价值。 |
| [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 | 在当地政府检查员重新安排工厂检查时间数月之后，您打电话给检查员办公室，催促她尽快完成检查工作，因为悬而未决的检查延误了工厂的运转。在电话中，他的助理保证，如果您送给他 50 美元礼品卡，他就安排第二天与本地检查员预约。您松了一口气，因为只需 50 美元就能解决问题，并且您提供了礼品卡。这是否是获得所需检查的适当方法？是否提交 |
| [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. | 正确！不正确！雅培的全球反腐败政策禁止支付疏通费。因此，您不得向政府官员支付任何款项或提供任何有价物（无论金额有多小），以加快政府的日常行动。 |
| [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 | 您已经同意赞助一位关键意见领袖 (KOL) 参加在希腊举行的国际会议，其中该 KOL 来自一个行业规范允许 HCP 赞助的国家。KOL 告知您他计划在希腊的会议结束后留下度假，请求您将其回程机票延期，他会支付所有额外费用。因为他已经向您说明他会支付所有额外费用，那么这样可以吗？是否提交 |
| [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. | 正确！不正确！即使 KOL 愿意为延长行程支付费用，这样的活动也会让人对整个安排的正当性产生怀疑。这可能看起来像是雅培在作为一种奖励而支付非商业相关费用。应作出合适的交通安排，参会者在活动开始前不超过一天到达，并在活动结束后不迟于一天离开。 |
| [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. | 点击箭头以开始查看。 |
| [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. | 复习请花些时间来复习本部分中的一些关键概念。 |
| [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. | 雅培的期待在雅培，我们积极反对欺诈、贿赂和腐败。我们通过使用正确的方法获得业务。 |
| [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. | 与第三方合作我们的期望是与我们合作的第三方遵守所有适用的地方和国际反贿赂和。雅培制定了一个第三方流程 (3PP)，用于识别、处理和预防与第三方相关的潜在风险。 |
| [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. | 做出正确的选择即使是在最棘手的情形下，您也总是有选择权。务必三思而后行。 |
| [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. | 您的责任我们都有责任对表明我们的合作伙伴参与腐败行为的任何潜在危险信号或警示信号保持警惕。 |
| [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. | 到何处获取支持如果您面临艰难选择，或者您对潜在贿赂或腐败问题有疑问，请联系商业道德合规部或法务部工作人员。 |
| [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 | 花一点时间，确认您已经了解您在反腐败中的相关责任。我确认我已经了解自己在反腐败中的相关责任，并知晓在哪里查找并审查适用的政策和程序。确认 |
| [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. | 随后的知识检查部分含 10 道题。您必须达到 80% 或以上的正确率才能成功通过本课程测验。做好准备后，请点击**“知识检查”**按钮。 |
| [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] 下列哪项永远不是合适的商业活动？ |
| [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] 考虑到 HCP 的技术和专业知识，聘请他们来讲述特定的疾病领域。[2] 在雅培申办的教育计划中，为与会者提供合理的膳食。[3] 为当地组织安排慈善捐款。[4] 为开展一项教育计划而聘请 HCP，感谢其适用雅培产品。下一页 |
| 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. | 因 HCP 的技术及专业知识而对其进行聘用是可行的，然而，出于对使用雅培产品的感谢而聘用 HCP 是不正当的，因为这有可能被视为贿赂。 |
| [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] 涉及贿赂和腐败的个人的后果可包括： |
| [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] 声誉损害。[2] 罚款和处罚。[3] 解雇。[4] 狱中服刑时间。[5] 以上皆是。下一页 |
| 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. | 个人涉及贿赂和腐败的后果可能会包括声誉扫地、罚款和处罚、被解雇、甚至被判入狱。 |
| [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] 一位越南的影响代表也有一家小型珠宝店。她想为进来没有开具雅培产品处方的 HCP 从其商店中提供一些小礼品。这是否可以？ |
| [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] 是[2] 否下一页 |
| 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. | 雅培政策禁止给 HCP 送礼。因为该销售代表是雅培的代表，故这些礼品是严令禁止的（即使她支付了礼品的费用）。提供礼品也有可能被看作是为未来业务进行贿赂。 |
| [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] 想像一下，您是一位销售经理。您收到了一通来自在竞争对手处认识的人打来的电话。该人说一个通过在新市场提供合约销售团队的支持雅培的第三方正在为购买雅培产品（而非竞争对手产品）的客户提供豪华大餐。您该怎么做？ |
| [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] 什么也不做，因为这些信息是竞争对手分享的。[2] 什么也不做，因为奢侈的餐食在当今已成惯例。[3] 立即向商业道德合规部报告此事。[4] 寻找新的分销商，以防止分享的信息是正确的。下一页 |
| 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. | 雅培致力在不受腐败影响的情况下开展业务。这意味着，我们任何人都不应直接或通过中间人，向任何人提供或给予任何有价物，以获取不正当业务影响，我们也不应接受来自第三方的任何有价物，以换取优惠待遇。 |
| [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] 雅培建立了一个强大的、基于风险的第三方合规计划，其中包括： |
| [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] 清晰明了的第三方指南和电子学习[2] 第三方风险评估和监督[3] 由公司审计部门执行的第三方审计[4] 健全的尽职调查筛查流程 (3PP)，包括危险信号补救。[5] 以上皆是下一页 |
| 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 是一个以风险为基础的 4 步集成过程，其宗旨是与代表雅培与 HCP 和政府官员互动的第三方携手行事时，识别并管理相关于贿赂和腐败的潜在风险。 |
| [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] 想像一下，您正在与一家为雅培提供监考服务的 HCP 安排差旅事宜的旅行社进行合作。当查阅该旅行社提交的收据时，您注意到这些数据与雅培处提出的报销申请有所出入。您还注意到有些收据上的信息不全， 比如说差旅日期。您该怎么做？ |
| [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] 告知该旅行社，雅培在准确且完整的文件缺失的情况下无法进行支付。[2] 由于仅有一部分信息缺失，依旧对收据进行处理。[3] 告知该旅行社下次他们下次必须仔细检查其文件，以确保准确性。[4] 没有，因为该旅行社是新的。下一页 |
| 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. | 雅培的账簿和记录必须完整、准确地反映所有交易。因此，为雅培提供服务的第三方必须出具完整的、准确反映交易实际目的和细节的文件，这是至关重要的。 |
| [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] 您在一家允许赞助 HCP 参加教育会议的雅培公司工作。您正在挑选参加会议的 HCP。您选择的标准包括：(1) 会议的主题是否与该医疗保健专业人员的专业领域相符；(2) 过去一年雅培是否赞助过该医疗保健专业人员；以及 (3) 该医疗保健专业人员是否有可能在参加完会议后推荐雅培产品或使用雅培设备。这些标准是否合适？ |
| [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] 是。为个人提供赞助时必须始终满足两大关键标准，即赞助与该医疗保健专业人员的专业领域相关，以及并非为了酬谢或业务招揽。确认雅培在过去一年没有赞助过该医疗保健专业人员有助确保满足后一项标准。[2] 可以。只要并非因为要对其施加影响或提供回报而赞助该医疗保健专业人员，您就可以考虑您的投资回报，即，此人是否会继续将雅培产品加入其所开的药方。[3] 否。赞助决定不得基于如下标准，即该医疗保健专业人员有可能在参加完某项赞助活动后推荐雅培产品或使用雅培设备。[4] 是。只要至少有一个标准是适当的，则其他不适当标准的存在并无伤大雅。下一页 |
| 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. | 在任何情况下均不得为答谢某人此前曾使用我们产品或设备，或者为诱导其日后更多使用我们的产品而为其提供赞助。请记住，许多司法管辖区禁止赞助。在提供赞助之前，要始终参阅当地的附属公司的程序。 |
| [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] 您是雅培在印度的销售代表。在向一位 HCP 培训了我们的一款产品后，她告诉您，雅培的竞争对手向她提供了一台新 iPad，前提是她同意帮助他们提高销量。您该怎么做？ |
| [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] 告知 HCP，您愿意提供同样的激励以保持竞争力。[2] 告知 HCP，虽然您不能给她一个新 iPad，但您想带她去一家昂贵的餐厅，进一步讨论雅培产品。[3] 告知 HCP，雅培以正确方式开展业务——因此您不能提供任何可能不恰当地影响她决策的有价物。然后，立即向商业道德合规部报告情况。下一页 |
| 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. | 您不应该为了获得不当商业利益或者获得或保留业务而提议、承诺、给予或接受任何有价物。无论竞争对手做什么，您必须遵守适用的法律和雅培政策，包括雅培全球反腐败政策 (GLB-ANTI-CORRUPTION) 的要求。如有疑问，应咨询法务部或商业道德合规部。 |
| [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] 以下哪些有价物的示例是不得出于赢得业务而赠与的？ |
| [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] 为 HCP 及其家人提供水疗、赌场、或去其他知名娱乐场所的旅行。[2] 未来研究或教育计划的资助。[3] 给政府官员首选的慈善机构进行捐赠。[4] 以上皆是。下一页 |
| 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. | 全球反腐败政策 (GLB-ANTI-CORRUPTION) 中雅培在对待商业贿赂和腐败方面的标准与我们在诚信、公平、正直的基础上开展业务的承诺一致。这意味着不允许提供或给予有价物来赢得业务。 |
| [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? | 10作为关键意见领导的医疗保健专业人员询问您是否可以为他想要参与的教育项目安排一些支持，这样的话就可以为雅培换得更多的商业机遇 哪个是最适合的选项？ |
| [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] 坚定拒绝这一请求，因为这违反了雅培的“反腐败政策”。[2] 告知 HCP 您会仔细您的经理。[3] 同意其请求，因为 HCP 是一个关键意见的领导人，具有很大的影响力。[4] 以上皆不是提交 |
| 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. | 雅培必须遵守某些法律和法规，这些法律和法规严令禁止给政府机构官员和私家公司提供或承诺不当酬劳和利益。在雅培，我们不区分贿赂政府官员和商业贿赂——两者都被严格禁止。 |
| [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. | 您尚未通过知识检查，无法查看结果。恭喜！您已顺利通过知识检查。请点击问题，在下方查看您的测验结果。完成后，请点击前进箭头，参加一个简短调查。抱歉，您未通过知识检查。请点击各个问题，在下方查看您的测验结果。完成后，请点击重新测验按钮。 |
| [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 | 到何处获取支持 |
| [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. | 经理如果您对自己与雅培以外的人的互动有疑问，那么最好先询问您的经理。 |
| [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.
 | 书面标准* 关于本公司对与他人互动设定的基本预期，请查阅我们的[商业行为准则](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html%22%20%5Ct%20%22_blank)。
* 请参阅雅培的全球反腐败政策 (GLB-ANTI-CORRUPTION)，以指导公司的反腐败要求。
* 点击 [此处](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/Pages/anti-corruption-policy.aspx)，访问雅培全球的商业道德合规部网站上的政策。
* 关于第三方合规的更多信息，包括第三方流程 (3PP)，请访问：
* 访问雅培全球上的商业道德合规部网站上的[第三方合规](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html)部分。
* [第三方指南。](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html)
* 3PP 体系：[雅培第三方计划 (319abbott.com)](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html%22%20%5Ct%20%22_blank)。
* 对于 3PP 相关问题，请联系您当地的商业道德合规部或[3PP 团队](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.
 | 商业道德合规部* 商业道德合规部作为全球资源，可帮助您解决有关贿赂和腐败的问题或关切。
* 访问“[雅培全球](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/Pages/Home.aspx?icid=AW_MN_ORG_OEC)”[商业道德合规部网站](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html)上的“[联系商业道德合规部](https://icomply.abbott.com/Apps/ComplianceContacts/)”页面。
* 如果您对公司内部或与客户或其他第三方的交易中的腐败商业活动有任何担忧，您可以向商业道德合规部 ([investigations@abbott.com](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html)) 或法务部报告您的担忧，或拨打我们的全球全天候多语种“[商业道德合规热线](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html)”。
 |
| 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.
 | 法务部如果不清楚贿赂和腐败可能引发的法律问题，请咨询法务部。* 点击[此处](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html%22%20%5Ct%20%22_blank)，访问雅培全球 上的法务部主页。
 |
| [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 | 课程资源录音文稿点击[此处](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html%22%20%5Ct%20%22_blank)，查看本课程的脚本全文 |
| 118\_toc\_1 | Our Philosophy | 我们的理念 |
| 119\_toc\_2 | Global Anti-corruption | 全球反腐败 |
| 120\_toc\_3 | Our Philosophy | 我们的理念 |
| 121\_toc\_4 | Objectives | 目的 |
| 122\_toc\_5 | Table of Contents | 目录 |
| 123\_toc\_6 | Introduction to Global Anti-corruption | 全球反腐败简介 |
| 124\_toc\_7 | Our Business Interactions | 我们的商业互动 |
| 125\_toc\_8 | The Importance of Anti-corruption | 反腐败的重要 |
| 126\_toc\_9 | Laws and Regulations | 法律法规 |
| 127\_toc\_10 | The Law and Abbott's Standards | 法律和雅培标准 |
| 128\_toc\_11 | The Consequences of Poor Decision Making | 错误决策的后果 |
| 129\_toc\_12 | The Impact on Our Business | 对我们业务的冲击 |
| 130\_toc\_13 | Abbott's Expectations | 雅培的期待 |
| 131\_toc\_14 | Working with Third Parties | 与第三方合作 |
| 132\_toc\_15 | Making the Right Choice | 做出正确的选择 |
| 133\_toc\_16 | Your Commitment | 您的承诺 |
| 134\_toc\_17 | Your Commitment | 您的承诺 |
| 135\_toc\_18 | Knowledge Check | 知识检查 |
| 136\_toc\_19 | Introduction | 介绍 |
| 137\_toc\_20 | Assessment | 评估 |
| 138\_toc\_21 | Feedback | 反馈 |
| 139\_toc\_22 | Survey | 调查 |
| 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  | 本课程无法连接 LMS。点击“确定”继续复习本课程。注意：课程认证可能不可用。点击“取消”退出  |
| 141\_string\_2 | All questions remain unanswered | 所有问题均未回答 |
| 142\_string\_3 | Questions | 问题 |
| 143\_string\_4 | Question | 问题 |
| 144\_string\_5 | not answered | 未回答 |
| 145\_string\_6 | That's correct! | 正确！ |
| 146\_string\_7 | That's not correct! | 不正确！ |
| 147\_string\_8 | Feedback:  | 反馈： |
| 148\_string\_9 | Global Anti-corruption  | 全球反腐败  |
| 149\_string\_10 | Knowledge Check | 知识检查 |
| 150\_string\_11 | Submit | 提交 |
| 151\_string\_12 | Retake | 重新测验 |
| 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.   | 课程描述：作为一个医疗保健公司，我们必须始终为我们所服务的人士正确行事。这其中包括所有的使用法律和法规。在本课程中，员工将会学到反腐败和反贿赂的法律，这些法律旨在防止雅培业务交易中产生的不正当影响。完成本课程大约需要 30 分钟。  |
| 153\_string\_14 | Menu | 菜单 |
| 154\_string\_15 | Resources | 资源 |
| 155\_string\_16 | Reference Material | 参考资料 |
| 156\_string\_17 | Audio | 音频 |
| 157\_string\_18 | Exit | 退出 |
| 158\_string\_19 | Close | 关闭 |
| 159\_string\_20 | Comment... | 点评…… |

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. | 雅培产品质量投诉和不良事件报告点击前进箭头。 |
| [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. | 我们通过在工作中做出合乎道德且合规的决策，以正确的方式开展业务。雅培致力于通过提供优质、安全、有效的产品，确保产品的合规性，继而改善医疗保健。 |
| [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.
 | 完成本课程后，您将能够：* 知晓产品质量投诉是什么。
* 知晓不良事件是什么。
* 识别产品质量投诉和不良事件。
* 知晓如何及何时报告产品质量投诉和不良事件。
* 了解寻求帮助并获得支持的途径。
 |
| [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] 我们的理念1 分钟[2] 简介3 分钟[3] 产品质量和不良事件5 分钟[4] 您的承诺1 分钟[5] 知识测验5 分钟学习进度这个主题现在可用。 |
| [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. | 我们是一个全球性、多元化的医疗保健公司，我们的客户依赖我们设计并销售安全的产品。要做到这一点，我们必须在生产过程和市场营销中保持高水平的诚信和警惕。了解产生产品质量投诉和不良事件的起因并进行内部报告是我们的责任。 |
| [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. | 尽早通知相关的质量和监察组是至关重要的，这样的话他们就可以认真仔细地评估雅培是否有向监管机构提交有关雅培产品质量投诉和/或不良事件报告的义务。 |
| [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. | 所有雅培员工（无论其职务和职责，或隶属于哪个部门），都必须勤于对投诉进行报告，其中包括与雅培产品相关的产品质量投诉和/或不良事件，该报告可提交给雅培内部适当的部门或职能部门。保持我们客户的安全不仅是正确的，也是法律规定的。 |
| [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. | 在本课程中，雅培产品包括药物、营养品、医疗设备、诊断产品和其他雅培品牌产品或附有任何雅培子公司名称的品牌产品、或雅培在任何地区独家代理的产品。 |
| [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. | 什么是产品投诉吗？在本课程中，**产品质量投诉**是指以任何书面、电子或口头沟通的方式声言已售产品存在以下缺陷：* 物理属性
* 特性
* 质量
* 纯度
* 功效
* 耐用性
* 可靠性
* 安全性
* 有效性
* 性能

仅就婴儿配方奶粉而言，任何对产品表示出的不满也被视为投诉。 |
| [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. | 什么是不良事件？在本课程中，**不良事件**指的是使用雅培产品的患者或临床试验受试者的任何非预期医疗事件。不良事件并非一定会与产品有因果关系。所以，不良事件可以是在使用雅培产品过程中产生的任何不利和/或意外的迹象（例如实验室检查结果异常）、症状、受伤或疾病，无论是否与雅培产品有关。 |
| [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.
 | 雅培员工不仅需要，而且有责任报告产品质量特性和不良事件的信息：* 以确保患者的安全，以及我们上市产品的安全性和有效性。
* 遵循当地和国际将与法律报告要求，以及雅培的政策和程序。
* 创造机遇，以进一步改善并开放雅培产品。
* 给予我们的客户对我们产品和流程的信心。
 |
| [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. | 不遵循当地和全球报告要求会需要面临后果。这会有可能加大雅培产品责任的风险。在美国，根据《联邦食品、药品和化妆品法案》的规定，它自身就是一项独立的禁止法案。泛泛来讲，这可能会构成违反适用产品的法规（这些法规是由相关国家主管当局强制执行的）。该产品可能被视为错误贴标。在州际贸易中引入错误贴标的设备属于一种违禁行为。实施违禁行为会被导致强制执行行动（例如扣押、被禁、产品许可证的吊销、刑事起诉和民事处罚）。 |
| [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. | 产品质量投诉和不良事件信息可能出自不同的来源，以任何格式，在任何时间出现（包括书面，电子或口头沟通或来自社交媒体）。 |
| [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
 | 来源可包括：* 现场服务代表
* 科学文刊
* 临床试验
* 销售和专家会议
* 朋友
* 家庭成员
* 厂商
* 雅培客户热线
 |
| [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. | 您可能旁听到了一个在医生办公室的交谈，或人们可能因为知道您是雅培的员工，而告诉您客户投诉。了解并知晓如何对这些信息进行处理是我们的责任。 |
| [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. | 作为一名雅培员工，您有责任对产品质量投诉和/或不良事件进行及时的内部报告（从察觉起 24 小时内）。哪怕您相信某个机构、医疗保健专业人员或其他人也会报告该信息，您也必须将此信息进行内部汇报。 |
| [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. | 如果您察觉雅培产品存在潜在问题，不要自行判断其是否属实，立即向相关的雅培产品和监察组，或当地代表进行报告。他们将负责评估雅培是否有义务向美国食品药品监督管理局（FDA）或全球的其他监管机构提交报告。 |
| [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. | 对于从察觉之时起的提交此类报告的时间表，各个国家/地区均有严格规定。必须尽可能快地通知相关质量和监察组。我们希望尽可能设备潜在风险，并迅速将其解决。 |
| [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. | 医疗设备的可报告事件包括：* 表明上市产品已经或可能造成了严重伤害或死亡的任何合理信息。
* 若任何产品出现故障，则该产品或类似的上市产品会很有可能导致或造成伤亡（如果故障再次发生）。

必须将雅培产品质量投诉报告给相关的质量和监察组，进而确定该投诉是否必须向 FDA 或其他监管机构进行报告。 |
| [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. | 某些情况是必须报告的，哪怕没有产生不良事件，以预防不良的影响且保护患者和公众健康。 |
| [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
 | 例如，对于药物产品来说，以下的信息必须立即向成熟药物局（EPD）、全球药物监察部或当地代表进行报告（哪怕没有发生不良事件）：* 通过乳汁传播（通过母乳传播）
* 缺乏效力
* 于妊娠相关的产品暴露性接触（母体，父系或胎儿）
* 用药错误
* 用药过量
* 疑似传染病病原体的传播
* 医护专业人员或非专业人士在其工作过程中为患者应用产品时发生的所有暴露性接触
* 未经核准的使用（在批准标签/包装说明书范围外使用）
* 不慎/意外暴露
* 滥用或误用
* 使用该产品而带来的非预期的治疗学上或临床上的益处
 |
| [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. | 在那里报告产品质量投诉或不良事件的信息？向当地相关质量组织或公司质量代表报告您察觉到的产品质量投诉和/或不良事件的信息。每一个不良事件和安全相关的情况都必须立即向您所在组织的监察组进行报告。访问雅培全球质量和法规部门网站，查询报告投诉和不良事件的部门联系人列表。在“监察组网站”中也可以获得其他信息。查阅本课程的“资源”页面，以立即更多信息。 |
| [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).
 | 您需要什么信息来报告？至少要尽量收集到下列信息：* 谁在报告？ 用于潜在随访的可识别的报告者和联系信息。
* 谁经历了不良事件或产品质量投诉？可识别的患者信息（例如，首字母缩写、性别、年龄或年龄组）。
* 当时发生了什么？ 潜在的不良事件和/或产品质量投诉。
* 雅培产品是什么？ 产品名称（包括批的代码、品牌名称、活性成份或任何可用产品信息等任何详细信息）。
 |
| [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. | 在社交媒体所发帖子中意识到潜在的可报告的不良事件时，需要提供的最低标准信息为该帖子本身的全部内容。为了收集更多信息，相关雅培投诉处理团组可能需要进行跟进。查看本课程的“资源”页面，以了解关于“不良事件/社交媒体培训”的更多信息。 |
| 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. | 哪怕您没有全部所需信息，也需要尽可能报告相关信息。一旦知晓不良事件和产品质量投诉信息和产品名称，立即进行报告。患者和报告人身份识别可能会在稍后收集。要求始终在察觉该事件后 24 小时内进行报告。请遵循雅培在各国家/地区的隐私政策。 |
| [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! | 快速查看立即测验您掌握的知识！ |
| [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. | 以下哪个陈述代表雅培员工应在内部报告不良事件信息？请选择所有适用选项。 |
| [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 | 一位雅培客户仔细一个雅培产品，但尚未由任何缺陷。有个邻居并没有遭遇过任何药物问题，但是该人对雅培药物产品的改进提出了建议。一位家人在服用雅培产品几个月后，分享了实验室验血的异常结果。服用雅培药物产品的临床试验受试者报告的不利症状。提交 |
| [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. | 正确！不正确！不良事件指的是在使用雅培产品过程中出现的任何不利和/或意外的迹象、症状、受伤或疾病，无论是否与雅培产品有关。不良事件并非一定会与产品有因果关系。 |
| [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? | 以下哪项陈述代表雅培员工应在内部报告的不良事件信息？ |
| [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 | 不良事件报告人的联系信息。对出现的不良事件的简短描述。至少一项患者身份识别信息。雅培产品名称。以上皆是提交 |
| [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). | 正确！不正确！雅培员工应至少尽可能地报告以下不良事件信息：报告人是谁？用于潜在随访的可识别的报告者及相关联系信息。谁经历了不良事件或产品质量投诉？可识别的患者信息（例如，首字母缩写、性别、年龄或年龄群）。发生了什么？潜在的不良事件和/或产品质量投诉。雅培产品是什么？产品名称（包括批次代码、品牌名称、活性成份或任何可用产品信息的详情）。 |
| [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. | 点击箭头以开始查看。复习请花些时间来复习本部分中的一些关键概念。 |
| [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. | 产品质量投诉产品质量投诉指的是表明上市产品在物理属性、特性、质量、纯度、效用、耐药性、可靠性、安全性和/或有效性方面具有缺陷的任何沟通。 |
| [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. | 不良事件不良事件指的是在使用雅培产品时任何患者或临床试验受试者所经历的非预期的和不适的医疗事件。 |
| [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. | 报告来源产品质量投诉和不良事件信息可能出自不同的来源，以任何形式、在任何时间出现（包括书面、电子或口头沟通或来自社交媒体的内容）。 |
| [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) | 报告时间您必须立即在内部报告产品质量投诉和不良事件（从察觉起 24 小时内） |
| [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. | 报告给何处请将所有产品质量投诉和/或不良事件的信息报告给您当地相应的质量组织或公司质量代表。 |
| [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).
 | 需要报告的不良事件信息 请务必尽可能地报告下列不良事件信息：* 您的名字和联系信息。
* 潜在的不良事件概览
* 可识别的患者信息（例如，首字母缩写、性别、年龄或年龄群）。
* 雅培产品信息 可确认患者信息（例如首字母缩写、性别、年龄和年龄组）。
 |
| [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. | 在雅培，我们以保护产品的安全、质量和完整性为己任。要做到这一点，我们必须时刻遵循全球监管的所有要求和法律。雅培期望我们及时将所有涉及或可能涉及雅培产品质量投诉和不良事件在内部进行报告。我们之所以这样做是因为这是法律规定，但也是为了保护我们患者的安全。运用敏锐的判断力，在问题出现时寻求帮助。 |
| [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. | 请花些时间确认每项陈述。我知道产品质量投诉和不良事件是什么。我了解及时在内部报告产品质量投诉和不良事件的重要性。点击“提交”。 |
| [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. | 随后的知识检查部分含 5 道题。您必须达到 80% 或以上的正确率才能成功通过本课程测验。做好准备后，请点击“知识检查”按钮。 |
| [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] 仅有科学家、DVP 和销售人员才有责任将不良事件和产品质量投诉在内部进行报告。 |
| [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] 对[2] 错下一页 |
| 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. | 所有雅培员工都必须积极地报告不良事件或产品质量投诉。确保我们客户的安全不仅是正确的，也是法律规定的。 |
| [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] 潜在的可报告事件的来源包括社交媒体（如 Facebook）、小型聚会中的闲聊、甚至是专业贸易期刊杂志。 |
| [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] 对[2] 错下一页 |
| 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. | 相关资源可以包括客户投诉、杂志期刊的文章、临床试验、销售/专业会议、社交媒体、朋友、家人或供应商。尽管此列表并不详尽，但您应该明白潜在的可报告事件会在各种场景中出现。发现并知道如何处理是我们的责任。 |
| [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] 员工可在发现问题后及时进行报告。 |
| [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] 对[2] 错下一页 |
| 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. | 作为一名雅培员工，您有责任对不良事件和产品质量投诉进行及时的内部报告（从察觉起 24 小时内）。对于从察觉之时起的提交此类报告的时间要求，各个国家/地区均有严格规定。因此尽早通知相关质量和监察组十分重要。 |
| [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] 对婴儿配方奶粉的不满也应作为投诉来进行报告。 |
| [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] 对[2] 错下一页 |
| Screen 32Question 4: Feedback57\_C\_33 | For infant formula only, any expression of dissatisfaction with the product will also be considered a complaint. | 仅就婴儿配方奶粉来说，针对产品所表达的任何不满均会被视为投诉。 |
| [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] 您听说存在一起潜在的不良事件，但您认为已经对它进行报告了，或者别人也会报告，或者您不认为我们的医疗设备有任何问题。没有必要报告。 |
| [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] 对[2] 错提交 |
| 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. | 如果您发现关于雅培产品有问题，请立即向相关的质量和/或监察组进行报告。不要试图弄清楚所担心的问题是否合理，或者是否已经引起组织的重视。 |
| [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. | 您尚未通过知识检查，无法查看结果。恭喜！您已顺利通过知识检查。请点击问题，在下方查看您的测验结果。完成后，请点击前进箭头，参加一个简短调查。抱歉，您未通过知识检查。请点击各个问题，在下方查看您的测验结果。完成后，请点击重新测验按钮。 |
| [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 | 到何处获取支持 |
| [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. | 经理对于涉及产品质量投诉和不良事件的报告的潜在问题，如果有疑问，请咨询您的经理。 |
| [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). | 雅培全球质量和法规访问[雅培全球质量和法规](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?icid=AW_MN_ORG_AQR)，并导航至：* 质量系统，以了解有关投诉和产品措施（AQ04）的更多信息，关于致电给谁来报告投诉和不良事件，以及监察组网站。
* 雅培质量和监管政策 - 全球政策门户网站。

访问雅培全球质量与法规知识管理，以了解更多的培训信息。* AQC5000e 报告投诉的责任

访问“[数字化知识中心](https://abbott.sharepoint.com/sites/dkc/ENGLISH/Pages/default.aspx)”，以获得其他的“[不良事件/医疗设备报告/社交媒体培训](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html)”。 |
| [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). | 商业道德合规部商业道德合规部作为公司资源，可帮助您解决您在合规方面的问题或顾虑。请访问[雅培全球商业道德合规部网站](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). | 法律监管及合规如您对产品质量投诉、不良事件或医疗设备报告相关的法律和法规有所疑问，可以求助于法律监管和合规部门。访问雅培全球[法务网站](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=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 | 课程资源录音文稿点击[此处](file:///C%3A/dev/AbbottProductQuality/courses/EN-US/translation/reference/Transcript.pdf)，查看本课程的脚本全文 |
| 74\_toc\_1 | Our Philosophy | 我们的理念 |
| 75\_toc\_2 | Product Quality Complaint and Adverse Event Reporting at Abbott | 雅培产品质量投诉和不良事件报告 |
| 76\_toc\_3 | Our Philosophy | 我们的理念 |
| 77\_toc\_4 | Objectives | 目的 |
| 78\_toc\_5 | TOC | 目录 |
| 79\_toc\_6 | Introduction | 介绍 |
| 80\_toc\_7 | Introduction | 介绍 |
| 81\_toc\_8 | TOC | 目录 |
| 82\_toc\_9 | Product Quality and Adverse Events  | 产品质量和不良事件  |
| 83\_toc\_10 | Defining Product Quality and Adverse Events | 定义产品质量和不良事件 |
| 84\_toc\_11 | Requirements and Responsibilities | 要求与责任 |
| 85\_toc\_12 | Reporting | 报告 |
| 86\_toc\_13 | Quick Check | 快速查看 |
| 87\_toc\_14 | Review | 复习 |
| 88\_toc\_15 | TOC | 目录 |
| 89\_toc\_16 | Your Commitment | 您的承诺 |
| 90\_toc\_17 | Your Commitment | 您的承诺 |
| 91\_toc\_18 | Knowledge Check | 知识检查 |
| 92\_toc\_19 | Introduction | 介绍 |
| 93\_toc\_20 | Assessment | 评估 |
| 94\_toc\_21 | Feedback | 反馈 |
| 95\_toc\_22 | Survey | 调查 |
| 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  | 本课程无法连接 LMS。点击“确定”继续复习本课程。注意：课程认证可能不可用。点击“取消”退出  |
| 97\_string\_2 | All questions remain unanswered | 所有问题均未回答 |
| 98\_string\_3 | Questions | 问题 |
| 99\_string\_4 | Question | 问题 |
| 100\_string\_5 | not answered | 未回答 |
| 101\_string\_6 | That's correct! | 正确！ |
| 102\_string\_7 | That's not correct! | 不正确！ |
| 103\_string\_8 | Feedback:  | 反馈： |
| 104\_string\_9 | Product Quality Complaint and Adverse Event Reporting at Abbott | 雅培产品质量投诉和不良事件报告 |
| 105\_string\_10 | Knowledge Check | 知识检查 |
| 106\_string\_11 | Submit | 提交 |
| 107\_string\_12 | Retake | 重新测验 |
| 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. | 课程描述：本课程旨在帮助您明确在察觉到雅培产品质量投诉和不良事件时雅培员工应该如何处理。完成本课程需要大约 20-25 分钟的时间。 |
| 109\_string\_14 | Menu | 菜单 |
| 110\_string\_15 | Resources | 资源 |
| 111\_string\_16 | Reference Material | 参考资料 |
| 112\_string\_17 | Audio | 音频 |
| 113\_string\_18 | Exit | 退出 |
| 114\_string\_19 | Close | 关闭 |
| 115\_string\_20 | Comment... | 点评…… |