**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. | 全球反貪腐點選前進箭頭。 |
| [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. | 在亞培，我們創造了改變生活的健康技術，以最高、最道德的商業實務幫助人們過上更好、更充實的生活。我們必須透過積極管理業務關係來證明我們對客戶的承諾，以防止在我們所有的互動中產生不當影響。 |
| [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. | 在完成本課程之後，您將：* 能夠理解並解釋為何業務互動不應受到不當影響。
* 了解旨在防止賄賂與貪腐的法律和法規。
* 了解亞培對以正確方式在全球開展業務的期望。
* 了解何處可取得幫助與支援。

完成本課程將需要約 30 分鐘的時間。 |
| [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. | 亞培在全球 150 多個國家開展業務，每天與消費者、醫護人員 (HCP)、第三方經銷商及政府代理人等數千人往來互動。我們體認到自身行動與決策的全球影響，並理解亞培需遵守業務所在地的各國諸多法律、規範及其他各種規定。 |
| [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. | 身為醫療保健公司，我們必須為我們所服務的許多人做正確的事情。這包括遵守旨在防止對亞培業務交易產生不當影響的反貪腐與反賄賂法律。我們必須確保我們從不給予或收受，或似乎給予或收受任何有價值物品，以不當影響業務。 |
| 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. | 外界的看法與意圖一樣重要。若外界觀感認為我們從事賄賂及貪腐行為，即會造成與實際賄賂及貪腐行為相似的風險。當某人為了個人獲利或不當影響業務而提供、承諾、給予或收受任何有價值物品時，即屬於賄賂和貪腐。 |
| [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 | 快速測驗現在就測驗學到的知識吧！賄賂與貪腐的風險只有在某人實際支付有價值物品以不當影響業務時才會發生。對錯提交 |
| [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.
 | 答對了！答錯了！* 若外界觀感認為我們從事賄賂及貪腐行為，即會造成與實際賄賂及貪腐行為相似的風險。
* 當某人為了不當影響業務而提供、承諾、給予或收受任何有價值物品時，即屬於賄賂和貪腐，而不僅僅是在實際支付賄賂時。
 |
| [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] 我們的理念2 分鐘[2] 全球反貪腐簡介3 分鐘[3] 法律與法規5 分鐘學習進度此主題現可供學習。 |
| [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] 對業務的影響10 分鐘[5] 您的承諾1 分鐘[6] 知識測驗5 分鐘 |
| [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. | 亞培公司遵守法律法規，禁止向政府官員、私人公司和個人提供或承諾不當付款或利益。在亞培，我們沒有區分政府官員賄賂與商業賄賂，二者都受到嚴厲禁止。 |
| [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. | 在監管嚴格的醫療保健產業，政府官員的定義往往採廣義解釋，其涵蓋範圍往往超越擔任政治職務的人員。在許多情況下，醫生和其他醫護人員均被視為政府官員。舉例來說：於政府醫院、公共診所或大學任職或具有特權，及/或代表政府機關或其各自國家衛生服務局處行事的醫護人員，都可能被視為政府官員。 |
| [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. | 亞培自身的賄賂和貪腐標準與我們誠實、公平及誠信經營業務的承諾一致。您可以在亞培的《全球反貪腐政策》(Global Anti-Corruption Policy) (GLB-ANTI-CORRUPTION) 中找到這些標準。點選以下標準以了解更多資訊。您必須先檢視所有內容，然後才能繼續。 |
| [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. | 避免不正當的影響我們承諾在不受貪腐影響的情況下經營業務。這意味著，我們所有人均不得為了不正當影響業務而直接或間接透過中間人向任何人提供或給予任何有價值物品，我們也不得向第三方收受任何有價品以換取優惠待遇。 |
| [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. | 遵守法律我們承諾遵守本公司營業所在地的一切國際和當地法律和法規。 |
| [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. | 業務合作夥伴我們與業務夥伴訂立安排約定時，應秉持小心謹慎的態度，這些夥伴包括經銷商、供應商，或其他代表我們經營的人員，並期望他們在經營業務時遵守所有適用法律和產業規範。 |
| [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. | 政府官員我們承諾確保我們或代表我們行事的業務合作夥伴在與政府官員、醫護人員、客戶，以及其他亞培外部人員交易時不會施加不正當或非法的影響。 |
| [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. | 準確的記錄我們承諾保存準確的帳簿和紀錄，並且維持充分的內部控制措施，進而確保準確描述付款，且公司資金不會被用於非法目的。 |
| [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. | 舉報可疑違規行為我們致力於舉報任何涉嫌違反亞培政策中反賄賂及反貪腐法律相關規定的情事。我們可以透過 OEC、法務、或道德與法令遵循熱線舉報。 |
| [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. | 亞培在世界各地許多國家經營業務，而這些國家都有禁止賄賂與貪腐的法律。有些賄賂與貪腐法律，如《美國反海外腐敗法》(FCPA)，在國際範圍內適用，即適用於世界任何地方發生的不當付款。 |
| [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. | 涉及賄賂和貪腐行為的公司和個人要承擔的後果包括政府調查、罰款、民事及刑事訴訟和/或處罰，並且禁止與政府訂立合約和參與政府計畫。除了賄賂和貪腐是非法行為並且讓個人和公司可能承擔民事和刑事責任的事實之外，賄賂和貪腐也會對公司的聲譽造成負面影響，破壞競業，並讓患者護理面臨風險。 |
| [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. | 對業務造成的後果我們不能低估賄賂和貪腐調查及訴訟所導致的企業聲譽受損和業務中斷。除了調查和補救任何問題而花費的成本之外，患者及股東可能會失去對企業的信任。其他組織也可能決定不和涉及賄賂醜聞的公司從事業務往來。此外，被裁定賄賂和貪腐罪行的醫療保健公司禁止與政府訂立合約和參與醫療計畫。 |
| [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. | 個人承擔的後果涉及賄賂和貪腐的個人會面臨更嚴重的後果。許多國家都對個人處以監禁和罰款。 |
| [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. | 請點選前進箭頭，查看近期醫療保健公司和個人因為貪腐做法而受到起訴的案例。 |
| [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 AG全球製藥與醫療保健公司及其前子公司 Alcon 在 2020 年同意支付超過 2.33 億美元，以解決在多個司法管轄區的行為因違反 FCPA 而受到司法調查。例如，Novartis 希臘公司參與了一項賄賂國有和國家控制的醫院和診所員工的計畫，以增加其藥品的銷售額。Novartis 希臘公司出資請國有和國家控制的醫院和診所員工參加國際醫學大會，以此作為賄賂他們的方式，以換取他們增加開出的處方數量。來源：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，這家總部位於荷蘭的公司同意支付 6200 多萬美元，以解決有關其在中國銷售醫療診斷設備之行為違反 FCPA 的指控。Philips 中國公司對經銷商使用特殊價格折扣，這造成了經銷商獲取的超額利潤可能被用於向政府僱員支付不當款項的風險。SEC 還發現，Philips 中國公司的員工、經銷商或次分銷商參與了不當行為，影響醫院官員在公開招標中起草有利於 Philips 產品的技術規格。來源：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，加拿大健康科學公司 Nordion 的一位前工程師，因和受雇擔任顧問的友人企圖賄賂俄羅斯政府官員以獲取產品核准，遭美國 FCPA 起訴相關罪行而支付將近 17 萬美元的罰款解決法律糾紛。這項指控主張該賄賂意圖是使用從該員工友人的顧問合約收取的部分資金所支付。據稱，員工透過操縱經費預算來積極設法隱瞞這個不當行為。 |
| [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 | 快速測驗現在就測驗學到的知識吧！亞培與公共衛生機構 A 的合約即將到期，機構 A 正在透過招標流程提供下一份合約。機構 A 負責競標的員工聯絡您，說如果您為他及其女友支付前往巴黎度假的費用，他就會將合約指派給亞培。您同意了官員的要求，支付了度假費用，但亞培仍然沒有贏得合約。雖然該機構員工聯絡了您，但亞培並沒有贏得合約，因此您沒有違反反貪腐法。對錯提交 |
| [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. | 答對了！答錯了！您向公職人員提供有價值物品，目的是誘使該官員濫用職權並獲得不當利益。無論是公職人員先提出了非法行為，還是亞培最終並沒有成功贏得合約，這都不妨礙該事件的性質。 |
| [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. | 點選箭頭以開始複習。 |
| [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. | 複習花時間複習一下本節的一些重要概念。 |
| [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. | 業務交易我們的商業交易，如果是基於正確理由並符合適用法律與亞培政策的方式進行，就會讓使用我們產品的人受益。 |
| [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. | 賄賂和貪腐當我們為了不正當影響業務而提供、承諾、給予或收受任何有價值物品時，即屬於賄賂和貪腐。 |
| [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. | 觀感若外界觀感認為我們從事賄賂及貪腐行為，即會造成與實際賄賂及貪腐行為相似的風險。 |
| [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. | 賄賂與貪腐的後果涉及賄賂和貪腐行為的公司和個人要承擔的後果包括政府調查、罰款、民事及刑事訴訟和/或處罰，並且禁止與政府訂立合約和參與政府計畫。 |
| [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. | 在亞培，我們積極反欺詐、賄賂以及貪腐。我們以正當方式贏得業務。絕對禁止直接或間接提供可使政府官員、醫護人員（諸如醫師、藥師、護理師、研究員或實驗室人員），或任何其他人士獲利之任何事物，以期達成交易或取得亞培經營優勢。同樣的，不得對任何過去或現在和亞培存在關係之人士，提供任何有價值物品作為「獎勵」之用。 |
| [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. | 在亞培，我們期望跟我們合作的第三方都能遵守所有適用的當地與國際反賄賂及反貪腐法律和法規，以及亞培禁止賄賂的標準。一些第三方的範例包含經銷商、分銷商、批發商、轉售商、推廣和銷售亞培產品的行銷合作夥伴、顧問、講師和推廣人員。 |
| [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. | 亞培的每個成員必須積極管理與第三方的關係，以確保其代表亞培所提供之服務符合本公司期望並遵循適用法律與法規。我們應於選擇第三方時進行盡職審查，支付符合市場公平價格的服務費用，並且確實記錄服務、費用等支出項目。 |
| [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
 | 亞培制定了強大的風險導向第三方合規課程，內容包括：* 明確的第三方準則
* 第三方風險評估與監控
* 第三方線上學習
* 由公司稽核部執行的第三方稽核
* 穩健的盡職調查篩選流程 (3PP)，包括警示訊號補救措施
 |
| [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 是一個風險導向的四步綜合流程，旨在與代表亞培和醫護人員及政府官員互動的第三方合作時，識別和管理與賄賂和腐敗相關的潛在風險。 |
| [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. | 除了在適用的情況下完成 3PP 外，我們每個人都有責任對任何潛在的警示訊號保持警覺，並確保與我們合作的第三方了解我們的期望和標準。 |
| [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). | 請記住，亞培禁止從事任何貪腐情事的對象，也擴及到與我們從事業務往來的第三方，而且執法主管機關也會因該等第三方的行為，而要求亞培負責任。如果您懷疑有人從事不當商業行為，請使用 Speak Up 網站 (speakup.abbott.com) 或寄送電子郵件至 [investigations@abbott.com](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html)，聯絡您的當地 OEC 或法務聯絡人。 |
| [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 | 快速測驗現在就測驗學到的知識吧！亞培經銷商聯絡您，請求為新的行銷活動提供資金。當您詢問將如何使用資金時，他們告訴您，有一個核准行銷資料的全新政府流程，經銷商必須向政府雇員支付一筆非正式的「手續費」，否則將不會核准發行這些資料。是否可以為此目的向經銷商提供資金？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. | 答對了！答錯了！從法律角度來看，透過代表亞培行事的第三方或供應商作出不正當付款所產生的影響，可能與我們自己作出不正當付款有相同的影響。亞培的《全球反貪腐政策》(Global Anti-Corruption Policy) 禁止向政府官員支付疏通費或任何付款以加速例行的政府措施。在此案例中，經銷商向當地政府雇員付款以加快核准行銷資料，已違反了公司政策。 |
| [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. | 當面臨一個艱難的決定時，務必三思而後行。* 想一下可能會違反哪些法律、政策和程序。
* 想一下這會對您和公司造成的風險。
* 想一下您的決策對他人有什麼影響。
* 但是，最重要的是想一下您有什麼選擇。因為您總是有選擇。

另外請謹記，無論發生什麼事情，如果您作出正確的選擇，亞培將總是給予您支援。 |
| [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. | 僱用專業服務人員您可以做到以下幾件簡單的事情，確保您一律以正當的理由聘請醫護人員和其他人士。* 確保存在合理的服務需求。
* 一律根據資格及專業知識選擇候選人。
* 確保報酬反映公平市場價值。

絕不得為了不正當地影響或引誘作出業務決策而訂立一項安排，即使此類安排也有合法的理由亦然。 |
| [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. | 贊助在附屬機構的規定（反映當地法律、法規及行業規範）明確允許的情況下，亞培可資助醫護人員參加第三方會議，包括教育、科學與公共政策會議、座談會、工作坊、研討會以及類似會議。 |
| [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. | 贊助（續）為了確保贊助仍然適當且避免不當的影響和引誘，您需要做到以下幾件簡單的事情。* 絕對不要提供贊助作為回報或引誘。
* 在同意贊助政府僱員的業務支出之前務必尋求及取得適當的事先授權。
* 確保會議的適當性，並確保預先核准的議程有科學價值。
* 確保支出適度、適當且符合當地政策。
* 絕對不要為配偶、家庭成員或賓客產生的任何支出付款。
* 絕對不要為任何順道旅遊或娛樂活動付款。
* 在可行情況下，直接向服務提供商支付所有款項，而不要以現金支付。

要記得在許多司法管轄區的法律和產業規範禁止贊助。在提供贊助之前，一律要先查詢您當地的相關標準。 |
| [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. | 帳簿和記錄您可以做到此處幾件簡單事項以確保您滿足亞培的紀錄保存規定。* 準確記錄每一宗交易，以反映實際目的、實際詳情和正確說明。
* 遵守所有法律、外部會計規定及亞培的財務交易記錄和報告程序。
* 嚴禁故意輸入錯誤、虛假、誤導或不完整的科目。
* 嚴禁建立或維持未揭露或未記錄的帳目、資金或資產。

如果某事似乎不適當或不明確，請提出質疑。 |
| [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. | 有價值物品查看您的當地 OEC 政策和程序，確定可以提供哪些有價值物品給 HCP 和其他客戶。接著請利用以下指南，確保絕對不會提供餐飲及其他物品作為獎勵或誘因，亦不得看似提供餐飲及其他物品作為獎勵或誘因。* 僅支付金額合理、偶爾、與業務相關，以及符合當地政策的餐飲和小吃費用。
* 僅提供與患者的健康或辦公/工作相關且遵循當地政策的低價值物品。絕不允許送禮。
* 絕對不可以自掏腰包為任何東西付款。

絕不得向醫護人員或其他客戶的配偶、賓客或家人提供餐飲或招待。 |
| [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. | 不正當利益的一些範例包括現金、禮品卡、禮物、娛樂、虛假的諮詢協議、浮報的佣金、未經授權的折扣或回扣，以及出於錯誤原因而給予的任何有價值物品。 |
| [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 | 快速測驗現在就測驗學到的知識吧！您正在著手推出一款新產品。一位同事建議聘請一位醫護人員作為顧問，因為他在衛生部有關係。當您聯繫顧問時，他們告訴您，他們很快就會向您寄送一份服務提案。收到提案後，您注意到其中並未包含任何服務細節，而且他們要求收取非常高額的固定費用。您是否應該聘請該醫護人員？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. | 答對了！答錯了！基於顧問與監管機構的關係而聘請顧問，可能會給人一種從事不正當諮詢業務的觀感。我們必須根據顧問的資格和專業知識選擇顧問，並提供與其將提供之合法服務有關的詳細資訊。我們也必須以公平市場價值對醫護人員顧問的服務支付報酬。 |
| [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 | 地方政府檢驗人員為重新安排製造工廠的檢查日期而拖了好幾個月後，您打電話至檢驗人員辦公室，敦促對方盡快完成檢查，因為現在這項延誤導致工廠延後運作。在通話時，他的助理表示，如您能提供該助理 50 美元的禮品卡，對方就能保證隔天安排檢驗人員進行檢查。您覺得只需要花 50 美元就能解決問題而鬆了一口氣，於是提供禮品卡。這是否為取得所需檢查而有的正當方式呢？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. | 答對了！答錯了！亞培的《全球反貪腐政策》禁止疏通費。因此，您不可為了要加速政府例行工作而做任何付款或提供任何有價物品（無論價值多微薄）給政府官員。 |
| [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 | 您同意要贊助一位關鍵意見領袖 (KOL) 出席在希臘的一個國際會議，這位關鍵意見領袖的國家產業規範允許贊助醫護人員。關鍵意見領袖告訴您，他計畫在會議結束後留在希臘度假，並要求您將回程機票改期到之後的日期，而且他將支付任何額外費用。這是否可以，因為他向您揭露了這件事並打算支付任何額外的費用？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. | 答對了！答錯了！即使關鍵意見領袖自行承擔額外旅程的費用，此等活動也會讓他人對整個安排的合理性構成懷疑。人們可能會認為亞培支付與業務不相關的支出，以引誘他人。旅行安排應讓接受對象在活動開始前一天的時間之內抵達，並且在活動結束之後的一天之內離開。 |
| [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. | 點選箭頭以開始複習。 |
| [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. | 複習花時間複習一下本節的一些重要概念。 |
| [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. | 亞培的期望在亞培，我們積極反欺詐、賄賂以及貪腐。我們以正當方式贏得業務。 |
| [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. | 與第三方合作我們期望跟我們合作的第三方都能遵守所有適用的當地與國際反賄賂及反貪腐法律和法規。亞培訂有第三方流程 (3PP)，以便能識別、解決及防止與第三方有關的潛在風險。 |
| [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. | 做出正確的選擇即使在最艱難的情況下，您總是有選擇。三思而後行。 |
| [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. | 您的責任我們所有人都有責任對任何透露出我們的合作夥伴從事貪腐行為的潛在警示訊息或警告訊號保持警覺。 |
| [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. | 如何獲得支援如果您面臨艱難的抉擇，或如果您對可能的賄賂或貪腐事宜抱有疑問，請諮詢 OEC 或法務部。 |
| [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 | 花點時間確認您是否了解自己在反貪腐方面的責任。我確認，我了解我在反貪腐方面的責任，並知道在哪裡可以找到及檢閱適用的政策與程序。確認 |
| [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. | 以下的知識測驗由 10 個問題組成。為了成功完成本課程，您的得分必須為 80% 或更高。準備好後，點選**「知識測驗」**按鈕。 |
| [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] 以下哪項絕不是適當的業務交易？ |
| [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] 由於醫護人員的技能和專業知識，聘請他們談論特定的疾病領域。[2] 為出席亞培贊助教育計畫的出席者提供合理的餐飲。[3] 為某個地方組織安排一場慈善捐款。[4] 聘請 HCP 開展教育計畫，以感謝他們使用亞培產品。下一頁 |
| 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. | 我們允許因為醫護人員的技能和專業知識，而聘請他們開展教育計畫，但是，聘請醫護人員作為表達對使用亞培產品的感謝是不適當的，因為這可能被視為賄賂。 |
| [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] 個人涉及賄賂和貪腐行為的後果可能包括： |
| [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] 聲譽受損。[2] 罰款和處罰。[3] 終止僱傭關係。[4] 入獄服刑。[5] 以上皆是。下一頁 |
| 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. | 個人涉及賄賂和貪腐行為的後果可能包括聲譽受損、罰款和處罰、終止僱傭關係，甚至是入獄服刑。 |
| [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] 越南的一位銷售代表還擁有一家小型珠寶店。她覺得將店裡的小禮物送給最近沒有開立亞培產品處方的 HCP 挺不錯的主意。這樣做可以嗎？ |
| [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] 可以[2] 不可以下一頁 |
| 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. | 亞培的政策禁止向醫護人員贈送禮物。因為銷售代表是亞培的代表，所以即使是她個人支付了禮物的費用，也禁止贈送禮物。提供禮物也可能被視為對未來的業務行賄。 |
| [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] 假設您是一名銷售經理，接到競爭對手熟人的電話，稱透過在新市場提供訂約銷售隊伍來支援亞培的第三方，正在向購買亞培產品而非競爭對手產品的客戶提供豐盛餐飲。您該怎麼做？ |
| [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] 什麼都不用做，因為是競爭對手分享這些資訊。[2] 什麼都不用做，因為在新市場裡，提供豐盛餐飲是慣常的方式。[3] 立即向 OEC 報告該事項。[4] 如果對方分享的資訊是真實的，研究新的經銷商。下一頁 |
| 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. | 亞培承諾在不受貪腐影響的情況下經營業務。這意味著，我們所有人均不得為了不正當影響業務而直接或間接透過中間人向任何人提供或給予任何有價值物品，我們也不得向第三方收受任何有價品以換取優惠待遇。 |
| [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] 亞培制定了強大的風險導向第三方合規課程，內容包括： |
| [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] 明確的第三方準則和線上學習[2] 第三方風險評估與監控[3] 由公司稽核部執行的第三方稽核[4] 穩健的盡職調查篩選流程 (3PP)，包括警示訊號補救措施。[5] 以上皆是下一頁 |
| 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 是一個風險導向的四步綜合流程，旨在與代表亞培和醫護人員及政府官員互動的第三方合作時，識別和管理與賄賂和腐敗相關的潛在風險。 |
| [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] 想像您正在與一家旅行社合作，而這家旅行社正為了向亞培提供監督服務的醫護人員安排差旅事宜。在查看旅行社提交的收據時，您注意到這些收據加起來與亞培要求報銷的金額不符。您還注意到一些收據缺少資訊，包括旅行日期。您該怎麼做？ |
| [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] 告知旅行社，如果沒有準確與完整的文件，亞培將無法付款。[2] 處理收據，因為只缺少一些資訊。[3] 告訴旅行社下次需要仔細檢查文件的準確性。[4] 什麼都不用做，因為旅行社是近期才開始往來的旅行社。下一頁 |
| 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. | 亞培的帳簿和紀錄必須完整而正確地反映出所有交易。因此，為亞培提供服務的第三方必須提供能夠準確反映交易實際目的和詳細資訊的完整文件。 |
| [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] 您任職的附屬機構允許贊助醫護人員出席教育性質的會議。您參與選擇參與會議的醫護人員流程。您用於選擇的條件包括：(1) 會議主題是否屬於該醫護人員的專業知識領域；(2) 亞培過去一年內是否提供該醫護人員任何贊助；及 (3) 在出席該活動後，該醫護人員是否可能推薦亞培產品或使用亞培器材。這些條件是否適當？ |
| [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。贊助個人時必須達成的兩個關鍵條件為，該贊助：與該醫護人員的專業知識領域相關，以及不得作為業務的獎勵或誘因。您檢查亞培在過去一年內並未贊助該醫護人員，即確認了後者。[2] 可以。只要贊助醫護人員的理由不在於試圖影響或獎勵對方，您就可考慮投資的報酬，即該醫護人員是否將持續開立亞培產品的處方。[3] 否。贊助決策不得根據醫護人員於參加贊助活動後是否可能推薦亞培產品或使用亞培器材作為判定標準。[4] 是。只要至少有一個條件是適當的，那麼存在其他不適當的標準都無關緊要。下一頁 |
| 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. | 贊助決策不得作為既往使用本公司產品之獎勵，或者鼓勵對方在未來使用更多本公司產品或器材之誘因。請記得，在許多司法管轄區中都禁止贊助。在提供贊助之前，一律要先查明相關程序。 |
| [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] 您是亞培在印度的銷售代表。在讓某位醫護人員認識我們其中一項產品的資訊之後，她告訴您，亞培的某個競爭對手提議，若她同意協助增加其銷售業績，就會送她一台新的 iPad。您該怎麼做？ |
| [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] 讓醫護人員知道為了要競爭，您同意提供相同的獎勵。[2] 讓醫護人員知道，雖然您無法提供她一台新的 iPad，但您願意帶她到昂貴的餐廳用餐，以進一步討論亞培產品。[3] 讓醫護人員知道，亞培以正確方式經營業務，因此您無法提供任何可能對其決策產生不當影響的有價值物品。接著，立即向 OEC 報告這個情況。下一頁 |
| 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. | 您絕不得為了取得不正當業務優勢或取得或留住業務而提供、承諾、給予或收受有價值物品。不管競爭對手有何做法，您必須遵守適用法律和亞培政策，包括亞培的《全球反貪腐政策》(GLB-ANTI-CORRUPTION) 中的規定。出現疑惑的時候，一律都要徵詢法務或 OEC 的意見。 |
| [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] 以下哪一項是不得為了贏得業務而提供的有價值物品範例？ |
| [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] 為醫護人員及其家人提供前往水療、賭場或其他著名娛樂場所的旅行。[2] 為未來的研究或教育專案提供資助。[3] 向政府官員喜愛的慈善機構捐款。[4] 以上皆是。下一頁 |
| 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. | 在《全球反貪腐政策》(GLB-ANTI-CORRUPTION) 中，亞培的賄賂和貪腐標準和我們以誠實、公平及誠信經營業務的承諾一致。這表示絕不允許為了贏得業務而提供或給予有價值物品。 |
| [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身為關鍵意見領袖的醫護人員詢問您是否可以為他想要參與的教育計畫安排一些支援，以為亞培換取額外商機。以下哪項是最適當的選項？ |
| [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] 由於該要求違反亞培的反貪腐政策，因此明確加以拒絕。[2] 告訴醫護人員您將詢問您的經理。[3] 同意要求，因為此醫護人員是有很大影響力的關鍵意見領袖。[4] 以上皆非提交 |
| 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. | 亞培公司遵守法律法規，禁止向政府官員、私人公司和個人提供或承諾不當付款或利益。在亞培，我們沒有區分政府官員賄賂與商業賄賂，二者都受到嚴厲禁止。 |
| [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. | 由於您尚未完成知識測驗，無成績可提供。恭喜！您已經成功通過知識測驗。請在下方點選各個問題以查閱您的結果。完成後，請點選向前箭頭接受簡短調查。抱歉，您的知識測驗不及格。請花幾分鐘時間，點選各個問題以在下方查閱您的結果。在您完成後，請點選「重新參加測驗」按鈕。 |
| [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 | 如何獲得支援 |
| [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. | 經理如果您對於和亞培外部的人士互動有所疑問，最好先請教您的主管。 |
| [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.
 | 書面標準* 欲了解我們公司對您與他人互動的基本期望，請查閱我們的[《業務行為規範》](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html)。
* 查詢亞培的《全球反貪腐政策》(GLB-ANTI-CORRUPTION) 以了解本公司反貪腐規定的相關指引。
* 點選[此處](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/Pages/anti-corruption-policy.aspx)，以存取位於亞培全球 OEC 網站上的政策。
* 如需更多有關第三方合規（包括第三方程序 (3PP)）的資訊，請造訪：
* 位於亞培全球 OEC 網站上的[第三方法令合規](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html%22%20%5Ct%20%22_blank)部分。
* [第三方準則。](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html)
* 3PP 系統：[亞培第三方計畫 (319abbott.com)](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html%22%20%5Ct%20%22_blank)。
* 如有 3PP 相關問題，請聯絡您的當地 OEC 或 [3PP 團隊](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html)。
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| [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.
 | 道德合規辦公室 (OEC)* OEC 屬於全球資源，能處理您對於賄賂及貪腐的相關疑問或疑慮。
* 請造訪[亞培全球](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/Pages/Home.aspx?icid=AW_MN_ORG_OEC) [OEC 網站](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html)上的[聯絡 OEC](https://icomply.abbott.com/Apps/ComplianceContacts/) 頁面。
* 如果您對貪腐業務活動有任何疑慮，無論是在公司內部或在您與客戶或其他第三方交易過程中，您都可以向 OEC ([investigations@abbott.com](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html)) 或法務部舉報，或致電我們每週 7 天、每天 24 小時開放的全球多語言[道德與法令遵循熱線](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html%22%20%5Ct%20%22_blank)。
 |
| 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.
 | 法務部門對賄賂和貪污的法律意涵之疑問或疑慮，請聯絡法務部門。* 點選[此處](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html%22%20%5Ct%20%22_blank)，以存取亞培全球上的法務首頁。
 |
| [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 | 課程資源成績單點選[此處](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html%22%20%5Ct%20%22_blank)，取得課程的完整成績單 |
| 118\_toc\_1 | Our Philosophy | 我們的理念 |
| 119\_toc\_2 | Global Anti-corruption | 全球反貪腐 |
| 120\_toc\_3 | Our Philosophy | 我們的理念 |
| 121\_toc\_4 | Objectives | 目標 |
| 122\_toc\_5 | Table of Contents | 目錄 |
| 123\_toc\_6 | Introduction to Global Anti-corruption | 全球反貪腐簡介 |
| 124\_toc\_7 | Our Business Interactions | 我們的業務交易 |
| 125\_toc\_8 | The Importance of Anti-corruption | 反貪腐的重要性 |
| 126\_toc\_9 | Laws and Regulations | 法律與法規 |
| 127\_toc\_10 | The Law and Abbott's Standards | 法律和亞培的標準 |
| 128\_toc\_11 | The Consequences of Poor Decision Making | 錯誤決策的後果 |
| 129\_toc\_12 | The Impact on Our Business | 對業務的影響 |
| 130\_toc\_13 | Abbott's Expectations | 亞培的期望 |
| 131\_toc\_14 | Working with Third Parties | 與第三方合作 |
| 132\_toc\_15 | Making the Right Choice | 作出正確的選擇 |
| 133\_toc\_16 | Your Commitment | 您的承諾 |
| 134\_toc\_17 | Your Commitment | 您的承諾 |
| 135\_toc\_18 | Knowledge Check | 知識測驗 |
| 136\_toc\_19 | Introduction | 簡介 |
| 137\_toc\_20 | Assessment | 評估 |
| 138\_toc\_21 | Feedback | 意見回饋 |
| 139\_toc\_22 | Survey | 調查 |
| 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  | 本課程無法連接 LMS。點選「確定」以繼續及複習課程。請注意，可能不會提供課程結業證書。點選「取消」以離開  |
| 141\_string\_2 | All questions remain unanswered | 仍未答完所有問題 |
| 142\_string\_3 | Questions | 問題 |
| 143\_string\_4 | Question | 問題 |
| 144\_string\_5 | not answered | 未答 |
| 145\_string\_6 | That's correct! | 答對了！ |
| 146\_string\_7 | That's not correct! | 答錯了！ |
| 147\_string\_8 | Feedback:  | 意見回饋： |
| 148\_string\_9 | Global Anti-corruption  | 全球反貪腐  |
| 149\_string\_10 | Knowledge Check | 知識測驗 |
| 150\_string\_11 | Submit | 提交 |
| 151\_string\_12 | Retake | 重新參加測驗 |
| 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.   | 課程說明：身為醫療保健公司，我們必須為我們所服務的許多人做正確的事情。這包括遵守所有適用的法律法規。在本課程中，員工將學習如何遵守旨在防止對亞培業務交易產生不當影響的反貪腐與反賄賂法律。完成本課程將需要約 30 分鐘的時間。  |
| 153\_string\_14 | Menu | 選單 |
| 154\_string\_15 | Resources | 資源 |
| 155\_string\_16 | Reference Material | 參考資料 |
| 156\_string\_17 | Audio | 音訊 |
| 157\_string\_18 | Exit | 離開 |
| 158\_string\_19 | Close | 關閉 |
| 159\_string\_20 | Comment... | 評論…… |

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. | 亞培的產品品質投訴和不良事件報告點選前進箭頭。 |
| [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. | 我們以正確的方式開展業務，在工作中做出合乎道德、合規的決定。亞培致力於透過提供高品質、安全、有效的產品並確保合規來改善醫療保健。 |
| [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.
 | 在完成本課程之後，您將能夠：* 了解何為產品品質投訴。
* 了解何為不良事件。
* 識別產品品質投訴和不良事件。
* 了解如何以及何時報告產品品質投訴和不良事件。
* 了解何處可取得幫助與支援。
 |
| [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] 我們的理念1 分鐘[2] 簡介3 分鐘[3] 產品品質和不良事件5 分鐘[4] 您的承諾1 分鐘[5] 知識測驗5 分鐘學習進度此主題現可供學習。 |
| [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. | 我們是一家全球性、多元化的醫療保健公司，我們的客戶依靠我們設計和經銷安全的產品。要做到這一點，我們必須在流程和市場中保持高度的誠信和警覺。我們有責任了解產品品質投訴和不良事件的構成因素，以及如何在內部報告。 |
| [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. | 我們必須儘快通知相關品質或警戒團隊，讓他們能夠仔細評估亞培是否有義務針對亞培產品品質投訴和/或不良事件而向監管機構提交報告。 |
| [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. | 所有亞培員工，無論其職務和職責為何，也不論其在哪個部門工作，都必須認真向適當的亞培內部單位或職能部門報告投訴，包括與亞培產品相關的產品品質投訴和/或不良事件。這不僅是確保客戶安全的正確做法；也是法律要求這麼做。 |
| [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. | 在本課程中，亞培的產品包括藥品、營養產品、醫療器材、診斷以及以亞培為品牌或以任何亞培子公司名稱為品牌的其他產品，或者是亞培在任何地區作為獨家經銷商的產品。 |
| [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. | 何為產品投訴？在本課程中，**產品品質投訴**是指任何書面、電子或口頭溝通，聲稱經銷的產品存在以下方面的缺陷：* 物理特性
* 特徵
* 品質
* 純度
* 效力
* 耐用性
* 可靠性
* 安全性
* 有效性
* 效能

僅針對嬰兒配方奶粉而言，表達對產品的任何不滿也要視為投訴。 |
| [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. | 何為不良事件？在本課程中，**不良事件**是指施用亞培產品的患者或臨床試驗受試者發生的任何不良醫療事件。不良事件不一定與產品有因果關係。因此，不良事件可以是在使用亞培產品時發生的任何不利和/或意外跡象（如實驗室異常發現）、症狀、傷害或疾病，無論是否與亞培產品有關。 |
| [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.
 | 亞培員工不僅需要，而且有責任報告產品品質投訴和不良事件資訊：* 確保患者安全以及我們產品在市場上的安全性和有效性。
* 遵守當地及國際監管和法律報告要求以及亞培的政策和程序。
* 為進一步改善和開發亞培產品創造機會。
* 讓客戶對我們的產品和流程充滿信心。
 |
| [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. | 不遵守本地和全球報告要求會產生後果。這可能會增加亞培的產品責任風險。在美國，根據《聯邦食品藥物及化妝品法》，這本身是一項獨立的禁止行為。通常，這可能構成違反適用的產品法規，相關國家主管機關可強制執行該法規。該產品可能被視為標示不實。將標示不實的裝置引入州際商務是受到禁止的行為。實施受到禁止的行為可能導致執法行動，如扣押、禁制、吊銷產品許可證、刑事起訴和民事處罰。 |
| [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. | 產品品質投訴和不良事件資訊可能來自於各種來源，而且形式各異以及在任何時間取得，包括書面、電子或口頭溝通或社群媒體。 |
| [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
 | 來源包括：* 現場服務代表
* 科學文章
* 臨床試驗
* 銷售和專業會議
* 朋友
* 家庭成員
* 廠商
* 亞培客戶熱線
 |
| [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. | 您可能無意中聽到醫生辦公室裡的對話，或者人們可能因為知道您是亞培的員工而向您分享客戶的抱怨。我們應該意識到並知道如何處理這些資訊。 |
| [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. | 身為亞培員工，您必須立即在內部報告產品品質投訴和不良事件（在意識到後的 24 小時內）。您必須在內部報告這些資訊，即使您認為工廠、醫護人員或其他任何人員也會報告這些資訊。 |
| [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. | 如果您意識到亞培產品的潛在問題，請不要試圖弄清楚它是否有效；立即向相關亞培品質或警戒團隊或當地代表報告。他們將評估亞培是否有義務向美國食品藥物管理局 (FDA) 或全球其他監管機構提交報告。 |
| [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. | 各國制定了從意識到產品品質投訴或不良事件起算提交此類報告的嚴格時間表。儘快通知相關品質或警戒團隊是很重要的。我們希望盡最大努力識別潛在風險並迅速解決這些風險。 |
| [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. | 醫療器械的應報告事件包括：* 任何合理表明某上市產品已經或可能導致或促成嚴重傷害或死亡的資訊。
* 如果任何產品出現故障，並且如果故障再次發生，該產品或類似的上市產品可能會導致或促成傷害或死亡。

我們必須向相關品質或警戒團隊報告亞培產品品質投訴，以確定投訴是否代表需要向 FDA 或任何其他監管機構報告的事件。 |
| [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. | 在某些情況下，即使沒有發生不良事件，也需要報告，以防止不良影響並保護患者和大眾的健康。 |
| [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，對於藥品，即使沒有與之相關的不良事件，也需要立即向藥品事業部 (EPD)、全球藥物警戒部或當地代表報告以下資訊：* 哺乳接觸（透過母乳傳播）
* 缺乏療效（缺乏效果）
* 與妊娠相關的產品接觸（母親、父親或胎兒）
* 用藥錯誤
* 過量服用
* 疑似傳染源傳播
* 醫療專業人員或非專業人員在工作期間將產品應用於患者的過程中產生的所有接觸
* 藥品仿單標示外使用（超出核准標籤/包裝說明書的使用範圍）
* 無意/意外接觸
* 濫用或誤用
* 使用該產品帶來的意外治療效果或臨床效果
 |
| [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. | 您在哪裡報告產品品質投訴或不良事件資訊？向當地適用的分區品質組織或公司品質代表報告您獲悉的產品品質投訴和/或不良事件資訊。每個不良事件和安全相關情況都需要立即向您所在組織的當地分區警戒部門報告。造訪亞培全球品質與監管，取得報告投訴或不良事件的分區聯絡人清單。其他資訊也可在警戒團隊網站上取得。檢閱本課程的資源頁面以了解更多資訊。 |
| [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).
 | 您需要報告哪些資訊？在最低的限度下，請盡最大努力收集以下資訊：* 誰在報告？ 可識別的報告者和聯絡資訊，以備後續跟進。
* 誰經歷了不良事件或產品品質投訴？可識別的患者資訊（例如，姓名縮寫、性別、年齡或年齡層）。
* 發生了什麼？ 潛在的不良事件和/或產品品質投訴。
* 是什麼亞培產品？ 產品名稱（包括任何詳細資訊，如批號、品牌名稱、有效成分或任何可用的產品資訊）。
 |
| [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. | 當在社交媒體貼文中發現潛在的可報告不良事件時，需要提供的最低標準資訊是整個貼文本身的內容。相關亞培投訴處理小組可能需要跟進以收集更多資訊。查看本課程的資源頁面，了解有關不良事件/社群媒體培訓的更多資訊。 |
| 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. | 即使您沒有所有必需的資訊，也要儘可能地報告更多相關資訊。在獲悉不良事件或產品品質投訴資訊和產品名稱後，立即報告。可以稍後收集患者識別碼和報告者識別碼。要求在獲悉事件後 24 小時內報告。請遵守亞培在每個國家/地區的隱私權政策。 |
| [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! | 快速測驗現在就測驗學到的知識吧！ |
| [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. | 以下哪項陳述代表亞培員工應在內部報告的不良事件資訊？請選擇所有適用選項。 |
| [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 | 一位亞培客戶詢問了亞培的產品，但其沒有遇到過任何缺陷。一位鄰居建議改進亞培藥品，儘管他本人並沒有遇到藥物問題。一位家庭成員在服用亞培產品數月後分享了一項異常的實驗室血液檢查結果。臨床試驗受試者服用亞培藥品後報告了不良症狀。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. | 答對了！答錯了！不良事件是在使用亞培產品時發生的任何不利和/或意外跡象、症狀、傷害或疾病，無論是否與亞培產品有關。不良事件不一定與產品有因果關係。 |
| [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? | 以下哪項陳述代表亞培員工應在內部報告的不良事件資訊？ |
| [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 | 不良事件報告人的聯絡資訊。發生的不良事件簡要摘要。至少一個患者識別碼。亞培產品名稱。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). | 答對了！答錯了！在最低的限度下，亞培員工應盡最大努力報告以下不良事件資訊：誰在報告？可識別的報告者和聯絡資訊，以備後續跟進。誰經歷了不良事件或產品品質投訴？可識別的患者資訊（例如，姓名縮寫、性別、年齡或年齡層）。發生了什麼？潛在的不良事件和/或產品品質投訴。是什麼亞培產品？產品名稱（包括任何詳細資訊，如批號、品牌名稱、有效成分或任何可用的產品資訊）。 |
| [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. | 點選箭頭以開始複習。複習花時間複習一下本節的一些重要概念。 |
| [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. | 產品品質投訴產品品質投訴是指稱經銷的產品在物理特性、特徵、品質、純度、效力、耐用性、可靠性、安全性和/或有效性方面存在缺陷而進行的任何溝通。 |
| [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. | 不良事件不良事件是指患者或臨床試驗受試者在使用亞培產品時發生的任何意外及不適當的醫療事件。 |
| [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. | 報告來源產品品質投訴和不良事件資訊可能來自於各種來源，而且形式各異以及在任何時間取得，包括書面、電子或口頭溝通或社群媒體。 |
| [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) | 報告時間您必須立即在內部報告產品品質投訴和不良事件（在意識到後的 24 小時內） |
| [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. | 向哪裡報告向當地適用的分區品質組織或公司品質代表報告所有產品品質投訴和/或不良事件資訊。 |
| [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).
 | 要報告的不良事件資訊 請務必盡最大努力報告以下不良事件資訊：* 您的姓名和聯絡資訊。
* 潛在不良事件摘要
* 可識別的患者資訊（例如，姓名縮寫、性別、年齡或年齡層）。
* 亞培產品資訊、可識別的患者資訊（例如，姓名縮寫、性別、年齡或年齡層）。
 |
| [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. | 在亞培，我們的目標是保護產品的安全、品質和完整性。要做到這一點，我們必須一律遵守所有全球監管要求和法律。亞培希望我們及時在內部報告所有涉及或可能涉及亞培產品的產品品質投訴和不良事件。我們這樣做是因為這是法律要求，也是為了保護我們患者的安全。運用良好的判斷力，並在出現問題時尋求幫助。 |
| [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. | 花點時間確認每一項陳述。我知道什麼是產品品質投訴和不良事件。我理解在內部快速報告產品品質投訴和不良事件的重要性。點選「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. | 以下的知識測驗由 5 個問題組成。為了成功完成本課程，您的得分必須為 80% 或更高。準備好後，點選「知識測驗」按鈕。 |
| [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] 只有科學家、DVP 和銷售人員才有責任在內部報告不良事件和產品品質投訴。 |
| [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] 正確[2] 錯誤下一頁 |
| 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. | 所有亞培員工必須認真報告不良事件或產品品質投訴。這不僅是確保客戶安全的正確做法；也是法律要求這麼做。 |
| [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] 潛在可報告事件的來源包括 Facebook 等社群媒體、後院派對上的隨意對話，甚至是專業的產業刊物。 |
| [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] 正確[2] 錯誤下一頁 |
| 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. | 來源可能包括客戶投訴、期刊文章、臨床試驗、銷售/專業會議、社群媒體、朋友、家庭成員和廠商。雖然此清單並非詳盡無遺，但您應該意識到，潛在的可報告事件可能存在於許多不同的場景中。我們應該意識到並知道如何做。 |
| [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] 在員工意識到問題後，可以隨時提交報告。 |
| [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] 正確[2] 錯誤下一頁 |
| 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. | 身為亞培員工，您必須立即在內部報告不良事件和產品品質投訴（在意識到後的 24 小時內）。各國制定了從意識到產品品質投訴或不良事件起算提交報告的嚴格時間表，因此請務必儘快通知相關品質和警戒團隊。 |
| [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] 對嬰兒配方奶粉產品的不滿應作為投訴進行報告。 |
| [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] 正確[2] 錯誤下一頁 |
| Screen 32Question 4: Feedback57\_C\_33 | For infant formula only, any expression of dissatisfaction with the product will also be considered a complaint. | 僅針對嬰兒配方奶粉而言，表達對產品的任何不滿也將視為投訴。 |
| [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] 您聽說了一個潛在的不良事件，但您認為已經有人報告或其他人將報告這起不良事件，或者您不認為我們的醫療器材存在問題。無需報告。 |
| [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] 正確[2] 錯誤提交 |
| 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. | 如果您意識到亞培產品存在問題，請立即向相關品質和/或警戒團隊報告。不要試圖弄清楚這個問題是否有效，或者是否已經引起組織的注意。 |
| [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. | 由於您尚未完成知識測驗，無成績可提供。恭喜！您已經成功通過知識測驗。請在下方點選各個問題以查閱您的結果。完成後，請點選向前箭頭接受簡短調查。抱歉，您的知識測驗不及格。請花幾分鐘時間，點選各個問題以在下方查閱您的結果。在您完成後，請點選「重新參加測驗」按鈕。 |
| [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 | 如何獲得支援 |
| [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. | 經理如果您對涉及產品品質投訴或不良事件報告的潛在問題有疑問或需要指導，請與您的經理討論。 |
| [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). | 亞培品質與監管造訪[亞培全球品質與法規](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html?icid=AW_MN_ORG_AQR)，然後前往：* 品質系統，了解有關投訴與產品行動 (AQ04)、報告投訴或不良事件聯絡人以及警戒團隊網站的更多資訊。
* 亞培品質與監管政策——全球政策入口網站。

造訪亞培全球品質與監管知識管理，了解更多培訓。* AQC5000e 報告投訴的責任

造訪[數位知識中心](https://abbott.sharepoint.com/sites/dkc/ENGLISH/Pages/default.aspx)，了解其他[不良事件/醫療器材報告/社群媒體培訓](http://www.learnex.co.uk/test/AbbottGAC2/courses/EN-US/course/index.html)的資訊。 |
| [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). | 道德合規辦公室 (OEC)OEC 為一企業資源，供您傳達合規疑問或顧慮之用。造訪[亞培全球 OEC 網站](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). | 法律監管與合規部如果您對有關產品品質投訴、不良事件或醫療器材報告的法律與法規有疑問，法律監管與合規部可以為您提供協助。造訪亞培全球[法務網站](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 | 課程資源成績單點選[此處](file:///C%3A/dev/AbbottProductQuality/courses/EN-US/translation/reference/Transcript.pdf)，取得課程的完整成績單 |
| 74\_toc\_1 | Our Philosophy | 我們的理念 |
| 75\_toc\_2 | Product Quality Complaint and Adverse Event Reporting at Abbott | 亞培的產品品質投訴和不良事件報告 |
| 76\_toc\_3 | Our Philosophy | 我們的理念 |
| 77\_toc\_4 | Objectives | 目標 |
| 78\_toc\_5 | TOC | 目錄 |
| 79\_toc\_6 | Introduction | 簡介 |
| 80\_toc\_7 | Introduction | 簡介 |
| 81\_toc\_8 | TOC | 目錄 |
| 82\_toc\_9 | Product Quality and Adverse Events  | 產品品質和不良事件  |
| 83\_toc\_10 | Defining Product Quality and Adverse Events | 定義產品品質和不良事件 |
| 84\_toc\_11 | Requirements and Responsibilities | 要求與責任 |
| 85\_toc\_12 | Reporting | 報告 |
| 86\_toc\_13 | Quick Check | 快速測驗 |
| 87\_toc\_14 | Review | 複習 |
| 88\_toc\_15 | TOC | 目錄 |
| 89\_toc\_16 | Your Commitment | 您的承諾 |
| 90\_toc\_17 | Your Commitment | 您的承諾 |
| 91\_toc\_18 | Knowledge Check | 知識測驗 |
| 92\_toc\_19 | Introduction | 簡介 |
| 93\_toc\_20 | Assessment | 評估 |
| 94\_toc\_21 | Feedback | 意見回饋 |
| 95\_toc\_22 | Survey | 調查 |
| 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  | 本課程無法連接 LMS。點選「確定」以繼續及複習課程。請注意，可能不會提供課程結業證書。點選「取消」以離開  |
| 97\_string\_2 | All questions remain unanswered | 仍未答完所有問題 |
| 98\_string\_3 | Questions | 問題 |
| 99\_string\_4 | Question | 問題 |
| 100\_string\_5 | not answered | 未答 |
| 101\_string\_6 | That's correct! | 答對了！ |
| 102\_string\_7 | That's not correct! | 答錯了！ |
| 103\_string\_8 | Feedback:  | 意見回饋： |
| 104\_string\_9 | Product Quality Complaint and Adverse Event Reporting at Abbott | 亞培的產品品質投訴和不良事件報告 |
| 105\_string\_10 | Knowledge Check | 知識測驗 |
| 106\_string\_11 | Submit | 提交 |
| 107\_string\_12 | Retake | 重新參加測驗 |
| 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. | 課程說明：本課程旨在幫助闡明，在我們意識到亞培產品品質投訴和不良事件時，對亞培員工有何期望。完成本課程將需要約 20-25 分鐘的時間。 |
| 109\_string\_14 | Menu | 選單 |
| 110\_string\_15 | Resources | 資源 |
| 111\_string\_16 | Reference Material | 參考資料 |
| 112\_string\_17 | Audio | 音訊 |
| 113\_string\_18 | Exit | 離開 |
| 114\_string\_19 | Close | 關閉 |
| 115\_string\_20 | Comment... | 評論…… |