

COMPLIANCE, A JOURNEY BEYOND THE RULES

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FABRICS OF THE BUSINESS CULTURE

PROFIT CENTRIC

COMPETITION FOCUS

WIN AND WIN AND WIN

MARKET SHARE

PRODUCTS / SERVICES

??????????

WINTER OF 1999

Christmas Eve

CHANGE

POWER PILLARS

FEAR OF UNKNOWN

WHY DO CHANGE EFFORTS FAIL?

GREATER FOCUS ON THE PROCESS

LESS WALK TO TALK

NO SHIFT IN THE PARADIGM

TRAININGS; CHECK THE BOX APPROACH

COMPROMISES : Can you walk away from sales?

LESS NUMBER OF CHANGE AGENTS

SUMMER OF 2002

MEETINGS WITH THE UNION CHAIRMAN

EARN TRUST OF THE PEOPLE

CHANGING CULTURE IS NOT CHANGING A MASK ON YOUR FACE.

Seven Elements of Compliance Program

1. PEOPLE, 2. PEOPLE, 3. PEOPLE, 4. PEOPLE, 5. PEOPLE
6. PEOPLE, 7. PEOPLE

TESTING OF BUSINESS INTEGRITY CULTURE

1. DO YOU HAVE 3RD PARTY MANAGED INTEGRITY SURVEYS ENGAGING EMPLOYEES, CUSTOMERS & SUPPLIERS ?
2. DO PEOPLE SPEAK UP OF THE PROBLEM IN YOUR ORGANIZATION?
3. DO YOU WELCOME CRITICISM ?
4. DO YOU REWARD PEOPLE FOR RAISING INTEGRITY CONCERNS?

IF YOU HAVE ONE “ NO” ANSWER, YOU FAIL THE TEST

THANK YOU