

Driving global engagement: Empowering compliance with 60+ languages

Medical device manufacturer case study

Company overview

This organization is an American medical device manufacturer with indications in the US, EU, and Japan. Their products are intended for use in general laparoscopic surgical procedures and laparoscopic gynecological surgery.

The challenge

Prior to utilizing Diligent content, employees were all trained in English, or receiving minimal Compliance training if located in Japan. The company has also grown over time and needed to build a more substantial compliance program.

Company: Small medical device manufacturer

Industry: Medical manufacturing

Location: United States

“ We are a global company, but because we are small, we have one global compliance officer rather than a compliance officer in each of our regions, including those where English is not the primary language.”

Senior Manager Compliance



The solution

Diligent Compliance & Ethics Training proved to be a perfect fit for organization, catering to their specific needs by offering training in a wide array of languages, totaling over 60. This comprehensive language coverage allowed Japanese employees to undergo training in their native language, ensuring better comprehension and effectiveness of the training materials.

The results

The Senior Manager at the organization says she has seen how gaining access to **Diligent Compliance & Ethics Training** has been an asset across the organization. The senior leadership team often must present to the board, and they now have a greater range of topics to present on.

Employees abroad also benefited from being able to access training in languages they are more comfortable in. For this organization, this meant the engagement of Japanese employees increased significantly now that they had training available in Japanese.

“Mainly Japan is our other region where many of our employees do not speak English as their primary language... so it has been helpful to have newsletters and other trainings and videos and helpful guides [translated]. That has been the best resource that I have seen come from Diligent.”

Senior Manager Compliance

About Diligent

Diligent is the global leader in modern governance, providing SaaS solutions across governance, risk, compliance, audit and ESG. Empowering more than 1 million users and 700,000 board members and leaders with a holistic view of their organization's GRC practices so they can make better decisions, faster. No matter the challenge.

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