

NAVEX®

miraclon

NAVEX Customer Success Story

Miraclon: Clarity With Compliance Training

"I would definitely recommend NAVEX. The quality of the courses is great, the content is relevant and the customer service has been very responsive and helpful. The training is essential for us."

Christophe Raux

General counsel, compliance officer and data privacy officer – Miraclon



Highlights



INDUSTRY

Manufacturing



NUMBER OF EMPLOYEES

250+ globally



CHALLENGE

The global workforce required engaging, multilingual training that could be easily managed, understood and completed



SOLUTION

Compliance training

Solution

SINGLE-PRODUCT

NAVEXEngage®

ETHICS & COMPLIANCE TRAINING

About Miraclon

In 2019, Miraclon became the new home of KODAK FLEXCEL Solutions. Miraclon continues to draw on the insight, expertise and technology built up at Kodak, operating as a global hub with manufacturing plants in the US and Japan. In addition to its global headquarters based in Brussels, it also has offices in Singapore, Mumbai, Tokyo, Mexico, Rochester, Oklahoma and Minnesota. To keep its global workforce compliant with international regulations and the company's code of conduct, Miraclon sought easy-to-follow compliance training with measurable uptake and completion feedback.

Challenge:

Miraclon's challenge was to ensure that employees around the globe, speaking different languages, remained compliant with various regulations across its territories. The organization wanted comprehensive training but recognized the need to make it efficient and digestible due to employee time constraints. Moreover, the content had to be engaging and understandable, making both internal policies and compliance requirements clear for employees across all levels of the business.

Solution:

Miraclon selected NAVEX Engage training for its engaging and interactive format, with a focus on videos and people-based scenarios. The training programs integrate with Miraclon's code of conduct, helping employees understand the connection between training and company values. The programs are also customizable, enabling Miraclon to focus its training initiatives on specific topics like anti-bribery and corruption, but also cover wider issues such as antitrust, conflicts of interest, data privacy and export controls for broader compliance awareness. Multilingual support ensures training is accessible across different regions.

Results:

Over time, training initiatives have helped support a more ethical culture within Miraclon. It has now successfully redesigned its training program to be more relevant to its employees. It is now easier for the organization to distribute training, identify gaps and better understand how and when training should be revisited for employees to optimally retain information and apply it in their roles.

When employees must undergo training or refresher courses, direct emails and reminders now help employees know exactly what they need to complete and when items are due. This ensures Miraclon's compliance training is comprehensive, consistent and of high quality with a high success score

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