



NAVEX Customer Success Story

Senju Comtek uses NAVEX training to improve culture and promote consistent values-based messaging.

“NAVEX training helps us to really develop a strong corporate culture based on ethics and our conduct and as well as business practices.”

Machiko Kyoya

General Manager, Human Resources



Highlights



Industry

Computer services



Number of Employees

70



Challenge

Efficiently deploying essential ethics and compliance training to a global workforce.



Solution

Implementation of training solutions in multiple languages on a regular cadence to ensure the message is instilled across the company.

Solution

SINGLE-PRODUCT

NAVEXEngage®
ETHICS & COMPLIANCE TRAINING

About Senju Comtek Corporation

Senju Comtek Corporation, a subsidiary of Senju Metal Industry Co., Ltd., manufactures soldering materials, factory automation equipment, and slide bearings as their mainstay businesses. They are involved in the development of diverse high-tech solutions in every field such as electrical and electronic devices, semiconductors, and automobiles.

With manufacturing and sales operations spread across locations in North and South America, Senju Comtek has locations in Brazil, Mexico, California, Illinois, and Tennessee and are a critical piece of the supply chain for their customers. Being a third-party supplier to many organizations, Senju Comtek understands the importance of corporate social responsibility (CSR) and prioritizes transparency and ethics in all things they do – from sourcing of raw materials to workplace conduct.

“Corporate social responsibility is really important for us as a company because we feel the company culture and values we espouse and put into action is a vital part of our activities. It allows us to strengthen our workforce with knowledge and information with regards to ethics and business conduct. And NAVEX really is a great tool for us,” says Machiko Kyoya, general manager, human resources at Senju Comtek.

To learn more about NAVEX E&C Compliance Training® or to schedule a demo, please visit www.navex.com or call us at U.S. +1 866 297 0224 or EMEA +44 (0) 20 8939 1650.

Challenge:

Kyoya’s responsibilities as the human resources general manager include communicating with all stakeholders to provide appropriate training for on-the-job skills, as well as ethics and compliance-related training. However, given the distributed nature of the business and Kyoya’s responsibilities, crafting, deploying, and tracking training performance became too much to handle internally.

“I have many other responsibilities, so it made sense for us to outsource some of our training. Most of our customers are really large organizations, much larger than we are ourselves, but nonetheless we have to meet their expectations and requirements in the same manner they themselves conduct their company and operate their businesses. And so, for that I found the NAVEX training is really excellent and helpful for us,” says Kyoya.

Solution:

For those who wear many hats in their organization, this story may sound all too familiar. For Senju Comtek, the rigors of training this small but mighty (not to mention, very distributed) workforce led them to a trusted ethics and compliance training solution.

“When I began to account for the time and effort that I was putting into doing these trainings, it became clear I needed support. Part of the reason we chose NAVEX is because in the past two companies I’ve worked for we used NAVEX. I also knew that as a global company NAVEX could meet our needs. Also, since I was once a participant in these trainings, I had a pretty good idea about the content. This made me feel very confident in choosing NAVEX as our training provider,” recalls Kyoya.



NAVEXEngage®

E&C TRAINING

Strengthen your organizational culture, meet legal requirements and inspire behavior change by deploying our award-winning online ethics and compliance training. Our robust library of courses set the industry standard for quality.

Results:

The courses Senju Comtek uses for their ethics and compliance training are ethics and code of conduct, sexual harassment, and workplace violence prevention training – all essential components to shaping a culture that upholds ethical values.

“The ethics training helps to shape our culture and helps our team to understand and do the right thing. The training also enables our staff to handle ethical questions with confidence and that’s really big for us. With this annual training, they’re consistently reminded of these values and what’s supposed to be versus what they’re doing. Having these values and this knowledge in the training definitely strengthens the culture of our organization in many different ways,” says Kyoya.

It’s widely recognized that “run of the mill” learners more easily ignore training. One such way to give training a personalized feel is with the NAVEX course customizer, a feature that Senju Comtek uses to ensure training hits the target. With dedicated assistance to walk through the process, Senju Comtek was able to highly customize their training with minimal effort. They are also able to offer training in the languages spoken by their workforce, which includes English, Spanish and Japanese.

“Course customizer is a very good benefit to have, and our support contact walked us through the process, and we can get in touch with them at any time if we need help. Some of our training programs required a lot of customization and it was no problem at all” says Kyoya. “Having this as a resource is extremely valuable in making our tasks quite easy to complete.”

Monitoring success of ethics and compliance training is an ongoing effort, but Senju Comtek is well on the way to measuring the training impact, says Kyoya. “We monitor completion rate, individual task performance using NAVEX, job satisfaction and engagement using employee surveys, and run statistical analysis of the data we collect each year.”

While there is still a way to go with spotting trends and looking at the impact of the training in the long term, Kyoya is confident this is what the future will hold. “Our goal is to one day we have more normative data, so we are able to continue to benchmark against ourselves and others.”

WWW.NAVEX.COM | info@navex.com | U.S. +1866 297 0224 | EMEA +44 (0) 20 8939 1650

NAVEX is trusted by thousands of customers worldwide to help them achieve the business outcomes that matter most. As the global leader in integrated risk and compliance management software and services, we deliver our solutions through the NAVEX One platform, the industry’s most comprehensive governance, risk and compliance (GRC) information system. © 2024 NAVEX Global, Inc. All Rights Reserved. 08.12.24