UTILIZING HOTLINE BENCHMARKING DATA TO IMPROVE ETHICS AND COMPLIANCE PROGRAM EFFECTIVENESS

Benchmark data is extremely helpful in not only ascertaining areas of concern regarding your overall ethics and compliance program, but in providing a comparison against others in similar industries or organizational size. This session will look at what your hotline data is telling you about activity within your organization, and what you can learn by comparing that data to others in similar positions. It will also look at how one leading organization implemented these findings with great success.

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Nicholas Ciancio has more than 25 years of experience in senior marketing and business development positions in the telecommunications and technology industries. Previously, he served as vice president of corporate integration and infrastructure development at an Ethernet networking services provider, Yipes Enterprise Service. Before Yipes, he served as chief marketing officer for Curiosity.com, and previously held the title of vice president of new product and business development for US West Communications. Ciancio began his telecommunications career with Pacific Bell, serving as director of marketing, where he was subsequently promoted to executive director of new product development. Before entering telecommunications, Ciancio served as a mathematical statistician for the U.S. Department of Agriculture. He holds an M.A. in statistics from Pennsylvania State University and a B.S. and M.S. in mathematics from the University of Massachusetts.

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