

## Compliance Today – July 2018 We should investigate processes rather than people

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Please feel free to contact me anytime to share your thoughts.

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When we talk about investigations, it's usually in the context of determining whether or how someone did something they shouldn't have. That might be fine if our only objective is determining guilt or innocence. But, as compliance professionals, our jobs are bigger than that — we need to find and fix problems. As a result, we should focus on investigating processes, not people. And this is true even if the investigation was triggered by a specific allegation aimed at a particular individual.

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