

CEP Magazine – June 2022 Field visits for compliance professionals

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Years ago, as a young lawyer at Bell Telephone, I took part in a field visitation program for new lawyers and paralegals. We each spent most of a week in different parts of the business. This experience served me well, and I recommend it for all compliance people.

I spent time sitting on position with an operator and with a service rep. I could see how busy each one was, what the job involved, what the work environment was. I could hear each time there was a measurement signal, determining how quickly the rep was responding to a call.



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