

ROOT CAUSE ANALYSIS FOR INTERNAL AUDITORS

(DEVELOPED BY GLOBAL IIA)



OVERVIEW

This course will provide you with some of the key root cause analysis tools and techniques that can be utilized in the planning, fieldwork, and reporting phases of an internal audit - in order to enhance audit effectiveness, strengthen audit observations reported, and facilitate deeper discussions with management on issues identified. These tools can be used apart from or in conjunction with existing audit methodologies, tools, and techniques. You will have the opportunity to practice and apply the skills learned during the course through a case study and exercises, which should enable you to integrate the tools and techniques into your audit engagement activities.

OBJECTIVES

- Identify the purpose, importance, and key terms of root cause analysis.
- Identify the relevant IPPF Standards and related root cause analysis Implementation Guidance.
- Identify the importance of process documentation and understanding it as the groundwork for effective root cause analysis, utilizing the process profile worksheet.
- Identify measures of success and trigger events as key elements in root cause analysis.
- Apply root cause analysis concepts, tools, techniques, skills, and templates within an audit setting.
- Explain how root cause analysis can be used to significantly enhance reporting of audit results.

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OUTLINE

Root Cause Analysis Overview

- What is root cause analysis?
- Purpose and importance of root cause analysis
- Key root cause analysis terms
- IPPF Standards and Implementation Guidance
- Required auditor skills for root cause analysis
- Benefits of root cause analysis
- Root cause analysis considerations

Root Cause Analysis in Planning

- Audit planning phase purpose and structure
- What is a process?
- Tool: SIPOC diagram
- Trigger events
- Measures of success
- Tool: Process profile worksheet
- Tool: Flowcharting
- Tool: Failure mode and effects analysis

Root Cause Analysis in Fieldwork

- Audit fieldwork phase - Purpose and structure
- Controls testing
- Business process analysis
- Tools and techniques
- Root cause identification
 - Tool: The 5 Whys
 - Tool: Fishbone diagram
 - Tool: Fault tree analysis
- Root cause measurement and prioritization
 - Data analytics
 - Tool: Pareto chart
 - Tool: Scatter diagram

Reporting Root Cause Analysis Reporting

- Relevant IPPF Standards and related Implementation Guidance
- Components of an audit observation
- Tying root cause analysis audit findings to planning documentation
- Matching and inking root causes to recommendations and management action plans
- Creative problem solving
- Root cause analysis reporting tools
- Cause and effect matrix
- Payoff matrix

TARGET AUDIENCE

LEVEL II-III

ADMINISTRATIVE DETAILS

DATE

26-27 February 2020

COURSE CODE

KL05

LOCATION

KUALA LUMPUR

MEMBER'S FEE

RM2,020.00

NON MEMBER'S FEE

RM3,100.00

FEES

(Early Bird Fee: 10% discount for registration with full payment received one (1) month prior to respective workshop dates. Only applicable to non member's fee)

Time:

9.00am – 5.00pm
(Registration on Day 1 at 8:30am)

CPD Points:

16

Trainer:

Shanmugam M.
CA (M), ACMA (UK), MBA, CMIIA

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ABOUT THE TRAINER

SHANMUGAM M

CA (M), ACMA (UK), MBA, CMIIA

Shanmugam M is the Chief Executive Officer of Fiscal Consultants Sdn Bhd, rendering services in control assurance, internal and management audit, risk management and related training services through IIA Malaysia. He is a Chartered Accountant (Malaysia), an Associate Member of CIMA, and holds an MBA from the University of Bath (UK).

After a brief stint with the Ministry of Trade & Industry, Malaysia, he began his corporate career in one of Malaysia's largest conglomerates. Shan has contributed to the various diverse businesses within the conglomerate and his varied experience of more than 25 years includes accounting and finance, corporate treasury and secretarial work, financial controllership, general management and internal and management audit.

As an accredited quality reviewer of the Institute, Shan also assists in carrying out internal audit quality assurance work, as emphasised by the profession.

ENQUIRY & REGISTRATION

1-17-07, Menara Bangkok Bank, Berjaya Central Park, 105 Jalan Ampang, 50450, Kuala Lumpur, Malaysia
Tel: +603 2181 8008 ext.210/213/212 Fax: +603 2181 1717 Email: training@iiam.com.my Website: www.iiam.com.my

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COURSE DETAIL

Course Title _____

Course Code _____

Course Date(s) _____

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*Full Name (as per IC) _____

*Designation _____

*Mobile No. _____

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Dietery Preferences Vegetarian Non-Vegetarian

DELEGATE 2

*Full Name (as per IC) _____

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DELEGATE 3

*Full Name (as per IC) _____

*Designation _____

*Mobile No. _____

*Email Address _____

Member Non-Member "Membership No. (only applicable for members)" _____

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CORPORATE DETAILS (only applicable for corporations)

Corporate Member Corporate Membership No: _____

Corporate Non-Member

CONTACT DETAILS

Organisation Name _____

Mailing Address _____

Contact Person _____

Designation _____

Telephone _____

Fax _____

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BILLING DETAILS

please tick if billing details are the same as contact details.

Contact Person _____

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ENQUIRY & REGISTRATION

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PAYMENT DETAILS

Payment Details	Member Rate (per person) for KL-code related courses	Non-Member (per person)	6% SST	Total with SST
Fee (per pax) RM				
No. of pax				
Subtotal				

All registrations **MUST** be accompanied with full payment. Upon receipt of your registration, you are deemed to have read and understood the registration procedures and accepted the terms and conditions contained therein. (Please tick (✓) the chosen method)

Enclosed is a cheque/bank draft no. _____ for the sum of RM _____ payable to **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

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Account No.: 165-301-514-9 Bank Swift Code: UOVBMKYL

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Beneficiary's Bank: STANDARD CHARTERED BANK MALAYSIA BERHAD

Beneficiary's Bank Address: Level 18, Menara Standard Chartered, No.30 Jalan Sultan Ismail, 50250 Kuala Lumpur

Account No.: 312-170-024-235 Bank Swift Code: SCBLM-YK-XXXX

All wire transfer payments should include USD\$30.00 (overseas) and RM25.00 (local) for wire transfer processing fee. For GIRO, please include RM1.00 as bank charges. (Please fax the bank-in slip to +603 2181 1717 or email to training@iiam.com.my)

CREDIT CARD

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TERMS & CONDITIONS

FEE

- Fee is payable to "THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA". Please state your name, payment advice number, phone number and Workshop Code number at the back of the cheque/bank-in slip. Admittance will only be permitted upon receipt of full payment
- The fee covers the hard copy course material, lunches, refreshment and Certificate of Attendance.
- Full payment is to be made before the date of the course. Fee is subject to 6% SST.
- Walk-in delegates will only be allowed if full payment is made, subject to the availability of the seat.

CANCELLATION

- Upon registering, participant(s) are considered successfully enrolled in the course. Should participant(s) decide to cancel/transfer their registration, a cancellation/transfer policy shall be applied as follows.
 - a) Written cancellations should be received by 14 working days before the workshop date to get the refund.
 - b) Written cancellations should be received by 7 working days before the workshop date to get a partial refund after deduction of 50% administrative charge. Unpaid registrations will also be liable for 50% administrative charge.
 - c) Written cancellations/no-show on the day of the workshop.
 - No refund will be entertained.
 - Unpaid registrations will also be liable to full payment of the registrations fee.
 - Partial cancellation is not allowed.
 - d) You can substitute an alternate delegate(s) if you wish to avoid cancellation charges. Any differences in fees will be charged accordingly.

RESERVATION

- The Institute reserves the right to make changes to the venue, date, topic, speaker including cancellation if warranted by circumstances beyond its control.
- The Institute is not responsible for the action, advise or representations of the trainer / speaker.
- Registration will be on first-come, first-serve basis.
- Upon signing this form, you have deemed to have read and understand the registration term and condition and therefore have accepted the terms contained herein.
- Certificates of Attendance will be issued an "E-certificate" via email. For this purpose, it is COMPULSORY to fill in the email address clearly. Certificate will only be given to participant who attended the session in full.

DATA PROTECTION

Personal Data is gathered in accordance with the Personal Data Protection Act 2010 (Act 709). The Institute of Internal Auditors Malaysia (IIA Malaysia) hereby inform you that your personal data will be processed, retained and used by IIA Malaysia in relation to this Workshop. Your personal data may also be retained and used by IIA Malaysia to market and promote other training programmes conducted by IIA Malaysia.

DISCLAIMER

The Institute of Internal Auditors Malaysia (IIA Malaysia) reserves the right to change the speaker(s), date(s) or to cancel the Workshop should circumstances beyond its control arise. IIA Malaysia also reserves the right to make alternative arrangements without prior notice should it be necessary to do so. Upon signing the registration form, you are deemed to have read and accepted the terms and conditions.