

PROFILE



- **Name:** Charmei Tan Soo Mei, CMIIA, 46
- **Current employment:** Assistant General Manager – Group Internal Audit, Berjaya Corporation Berhad
- **Work experience:** I was an internal audit executive at Hong Leong Finance Berhad since May 1999 until February 2004. I lead and supervised a team of fellow auditors to conduct Hong Leong Finance Branch's operational audits. In March 2004, I joined Berjaya Corporation Berhad as an Internal Audit Executive and promoted to Assistant General Manager in year 2020 and reports to the General Manager of Group Internal Audit. Undertaken audits for the following industry:
 - Ø Consumer Retail
 - Ø Hotels and Resorts
 - Ø Golf and recreation club
 - Ø Education
 - Ø Food & Beverage
 - Ø Motor Industry
 - Ø Complex/building management
 - Ø Theme Park
 - Ø Manufacturing
 - Ø Solid waste management
 - Ø Property Development
- **Education background:** Bachelor of Commerce (Accounting and Finance) from University of Sydney, Australia.



MY STORY by CHARMEI TAN

1. Why did you decide to pursue a career as an internal auditor?

- Opportunity to understand the business processes and procedural controls of various industries have made this job interesting.
- The chance to travel outstation and overseas is the extra perk as an internal auditor.

2. How important is an Internal Auditor's role in the organisation?

- Able to provide business units' management with an unbiased view and balanced assessment on the adequacy and effectiveness of the existing controls framework to be in line with Code of Corporate Governance best practices.
- In current business environment, internal auditor's role has evolved to be a business partner that collaborates with management to promote an effective and practical controls framework in the organisation.

3. What is the typical challenge internal auditors generally face? And amongst them, can you highlight what would be one of the biggest challenges?

Generally, people's perception towards internal auditors as “watchdog/policeman” is unchanged over the years and the change mindset to improve system of controls is continuously gaining resistance from the business units' management. Thus, for me, people factor is one of the biggest challenges in carrying out internal audit duties. Despite having the most comprehensive policies & procedures or the best operating system in-place, human factor plays a key role in causing control breakdown or ensuring controls are intact.

4. Does the Institute play a role in supporting your Internal Auditor scope of work? If yes, in what ways? And if no, what can we do better?

Consistent updates/articles from IIAM and IIA Global (as listed below) have supported me to keep abreast with the latest IA news:

- Virtual networking session;
- E-techline;
- Internal Audit Smart Brief; and
- Free downloads and updates on standards/guideline.

5. Would you recommend IIA Malaysia to your fellow IA colleagues?

Yes definitely. In my department, one of my colleague is a Certified Internal Auditor (CIA), one colleague is pursuing the CIA exam, and another 2 colleagues are members of IIAM.

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