



The Institute of
Internal Auditors

Malaysia



ROOT CAUSE ANALYSIS FOR INTERNAL AUDITORS

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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

Upon completion of the course, participants would be able to:

- 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

- IIA 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



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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

ADMINISTRATIVE DETAILS

TARGET AUDIENCE	LEVEL II-III
MEMBER'S FEE	RM2,300.00
NON-MEMBER'S FEE	RM2,650.00 <i>All Fees will be subject to 6% SST</i>
EARLY BIRD FEE	10% discount for registration received one (1) month prior to respective workshop dates
DATE	25 & 26 July 2022
TIME	9:00 am – 5:00 pm <i>(Registration on Day 1 at 8:30am)</i>
DELIVERY MODE	Physical Class
LOCATION	Kuala Lumpur
PROGRAMME CODE	KL25
TRAINER	Monnie Goh CIA (USA), ICAEW (UK), FCCA (UK), ACFE, CA (M), CMIIA
CPD POINTS	16

Disclaimer

This course has been planned as a classroom training session. In the event that the training session is converted to virtual format, a rebate of RM300 will be given for each participant. T&C apply.



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ABOUT THE TRAINER

MONNIE GOH

CIA (USA), ICAEW (UK), FCCA (UK), ACFE, CA (M), CMIIA

Monnie involves in the risk management assessment and implementation of IFRS projects for banks in Malaysia. She is also the evaluator for financial statement for the Sarawak Chamber of Commerce & Industry ("SCCI") Annual Corporate Report Award from 2011 to 2013.

In her previous career with Baker Tilly Monteiro Heng, and she has assumed the role of a Director to provide consultancy services and manages a portfolio of clients with diversified operations including construction, manufacturing, services, shipping, trading, resort, hotel operations hospital, oil and gas, software developments and investment holding companies incorporated in Malaysia, China, Indonesia, Hong Kong and Austria. She also conducts seminars and talks for MICPA and ACCA in Malaysia and Vietnam.

Her career background includes more than 10 years of risk management, internal and external audit experience. She was with PricewaterhouseCoopers for a period of 8 years. Monnie also worked with a group of multi-national companies (listed in overseas) as the Head of the Internal Audit Department.

She has carried out special assignments for due diligence audits for major mergers and acquisitions, initial public offerings, financial due diligence, corporate exercises and investigative audits. Monnie has successfully completed the Institute of Internal Auditors "Internal Assessor / Validator Accreditation Course" and the related examination necessary to achieve Accreditation in Internal Quality Assessment / Validation. She is a Certified Internal Auditor (CIA) and a member of IIA Malaysia.

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@iam.com.my Website: www.iam.com.my

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COURSE DETAIL

Course Title _____
Course Code _____ Course Date(s) _____

DELEGATE 1

*Full Name (as per IC) _____
*Designation _____
*Mobile No. _____ *Email Address _____
 Member Non-Member "Membership No. (only applicable for members)" _____
Dietery Preferences Vegetarian Non-Vegetarian

DELEGATE 2

*Full Name (as per IC) _____
*Designation _____
*Mobile No. _____ *Email Address _____
 Member Non-Member "Membership No. (only applicable for members)" _____
Dietery Preferences Vegetarian Non-Vegetarian

DELEGATE 3

*Full Name (as per IC) _____
*Designation _____
*Mobile No. _____ *Email Address _____
 Member Non-Member "Membership No. (only applicable for members)" _____
Dietery Preferences Vegetarian Non-Vegetarian

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 _____ Email Address _____

BILLING DETAILS

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

Contact Person _____ Designation _____
Billing Address _____
Telephone _____ Fax _____
Email Address _____

Are you claiming under HRDF SBL Khas? Yes No If Yes, please fill in the form of Appendix A

For non-member, would you like to be contacted to know more about IIA Membership programme? Yes No

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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

LOCAL PAYMENTS BY CHEQUE / INTERBANK GIRO

All payments should be crossed and made payable to **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

Bank Details: United Overseas Bank (M) Bhd. USJ Taipan Branch, No.7, Jalan USJ 10-1, USJ Taipan Triangle, 47620 UEP Subang Jaya, Selangor

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

OVERSEAS PAYMENTS BY WIRE TRANSFER (USD only)

Beneficiary: **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA**

Address: 1-17-07, Menara Bangkok Bank, Berjaya Central Park, 105 Jalan Ampang, 50450 Kuala Lumpur, Malaysia

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

I hereby authorise **THE INSTITUTE OF INTERNAL AUDITORS MALAYSIA** to charge to my credit card. to the value of

RM _____ Card Type: VISA MASTER

Card Number:

Expiry Date: _____ Cardholder's Name _____

I understand that any amount drawn from my credit card will first be cleared with the credit card authorisation facility.

Signature (As per credit card) _____ Date _____

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.
- This course has been planned as a classroom training session. In the event that the training session is converted to virtual format, a rebate of RM300 will be given for each participant. T&C apply.

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, advice 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.

ENQUIRY & REGISTRATION

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APPENDIX A – HRDF SBL KHAS CLAIM

DELEGATE 1

Full Name (as per IC) _____

NRIC _____

Citizenship _____

Gender _____

Race _____

DELEGATE 2

Full Name (as per IC) _____

NRIC _____

Citizenship _____

Gender _____

Race _____

DELEGATE 3

Full Name (as per IC) _____

NRIC _____

Citizenship _____

Gender _____

Race _____

*** Invoice will only be produced upon approval of grant. Should the amount approved be lesser than the total cost fee, the balance will be invoice to the corporation/individual.*

DISCLAIMER: For organisations claiming from HRDC under SBL-Khas scheme, please note that in the event application of grants or claims made through HRDC are unsuccessful, the registering organisation will be liable to make full payment for the course fees. To secure your registration, kindly share the approval of grant from HRDC or provide a Letter of Undertaking (LoU) to the IIA Malaysia Training Team before formal confirmation can be sent from the IIA Malaysia Training Team for the respective training sessions.