



The Institute of  
**Internal Auditors**  
Malaysia

IIAM  
**GLOBAL**  
SERIES

**2024**

# BUILDING A SUSTAINABLE QUALITY PROGRAM

*(DEVELOPED BY GLOBAL IIA)*

## OVERVIEW

An internal audit activity demonstrates its commitment to quality by meeting the expectations of its stakeholders while continuing to improve the effectiveness and efficiency of its operations. A successful quality assurance and improvement program (QAIP) is crucial to achieving this goal.

Building an effective QAIP is similar to establishing a total quality management program, where products and services are analyzed to verify, they meet stakeholder expectations, operations are evaluated to determine their efficiency and effectiveness, and practices are assessed to confirm their conformance to standards. Once the QAIP has been established, sustaining it requires leaders who are responsible for setting the proper tone in support of quality.

This course will help you learn how to build and maintain an effective QAIP, leading to a successful external quality assessment.

## OBJECTIVES

- Identify the Standards related to building a sustainable quality program.
- Identify the Core Principles and associated Standards related to building a sustainable quality program.
- Identify opportunities to improve the quality and value of internal audit services.
- Demonstrate the ability to build the two key components of an effective QAIP: ongoing and periodic assessments.
- Demonstrate the ability to develop a QAIP that exemplifies quality and continuous improvement.



## COURSE TOPICS

### The IPPF

- The Mission and Definition
- The Standards and the Core Principles
- Internal Audit Quality Standards and Maturity Models
- The Core Principles and the QAIP

### Internal Audit Governance

- Independence and objectivity
- IPPF Code of Ethics
- Purpose, authority, and responsibility
- Stakeholder relationships

### Internal Audit Management

- Principles
- Managing the internal audit activity
- Nature of work

### Internal Audit Staffing

- Principles
- Proficiency and continuing professional development
- Due professional care
- Implementation and supplemental guidance
- Talent management
- The IIA Global Internal Audit Competency

### Internal Audit Process

- Audit project planning
- Audit project execution
- Audit project reporting
- Internal audit process implementation guidance
- Process innovation and improvement

### Building a Sustainable Quality Program

- Principles related to the quality program
- Components of a QAIP
- Developing a sustainable QAIP
  - Ongoing monitoring
  - Periodic self-assessments
- Measuring internal audit value and quality





## 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.



## ADMINISTRATIVE DETAILS

|                         |   |
|-------------------------|---|
| <b>TARGET AUDIENCE</b>  | LEVEL II-III  |
| <b>MEMBER'S FEE</b>     | RM2,916.00<br><i>Fee is inclusive of 8% SST</i>   |
| <b>NON-MEMBER'S FEE</b> | RM3,348.00<br><i>Fee is inclusive of 8% SST</i>   |
| <b>EARLY BIRD FEE</b>   | 10% discount for registration received one (1) month prior to respective workshop dates |
| <b>DATE</b>             | 10 & 11 December 2024   |
| <b>TIME</b>             | 9:00 am – 5:00 pm<br><i>(Registration on Day 1 at 8:30am)</i>                           |
| <b>DELIVERY MODE</b>    | Physical Class  |
| <b>LOCATION</b>         | KUALA LUMPUR  |
| <b>PROGRAMME CODE</b>   | 2024/KL67   |
| <b>TRAINER</b>          | <b>MONNIE GOH</b>   |
| <b>CPD POINTS</b>       | 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.

Are you claiming under HRDC SBL Khas?

Yes  No

## COURSE DETAILS

Course Title 2024 Building a Sustainable Quality Program

Course Code 2024/KL67 Course Date(s) 10 & 11 December 2024

## DELEGATE 1

Full Name (as per IC) \_\_\_\_\_

Designation \_\_\_\_\_

NRIC \_\_\_\_\_ Gender  Male  Female Race \_\_\_\_\_

Mobile No. \_\_\_\_\_ Email Address \_\_\_\_\_

Member  Non-Member Membership No. (only applicable for members) \_\_\_\_\_

Dietary Preferences  Vegetarian  Non-Vegetarian

## DELEGATE 2

Full Name (as per IC) \_\_\_\_\_

Designation \_\_\_\_\_

NRIC \_\_\_\_\_ Gender  Male  Female Race \_\_\_\_\_

Mobile No. \_\_\_\_\_ Email Address \_\_\_\_\_

Member  Non-Member Membership No. (only applicable for members) \_\_\_\_\_

Dietary Preferences  Vegetarian  Non-Vegetarian

If you are sending more than 2 delegates, kindly send the delegates details in an Excel File format.

## CORPORATE DETAILS (only applicable for corporations)

Corporate Member Corporate Membership No: \_\_\_\_\_

Corporate Non-Member

## CONTACT DETAILS

Organisation Name \_\_\_\_\_ Company Registration No. \_\_\_\_\_

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 \_\_\_\_\_

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

## ENQUIRY & REGISTRATION

1-17-07, Menara Bangkok Bank, Berjaya Central Park, 105 Jalan Ampang, 50450, Kuala Lumpur, Malaysia  
Tel: +603 2181 8008 ext 210/211/212/213 Fax: +603 2181 1717 Email: training@iiam.com.my Website: www.iiam.com.my

Follow and like us on  - IIA Malaysia  - IIA Malaysia  - IIA Malaysia  - IIA Malaysia



## PAYMENT DETAILS

| Payment Details  | Member Rate (per person) for KL-code related courses | Non-Member (per person) | 8% 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: UOVBMKML

### 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 a copy of course material\*, lunches, refreshment, and Certificate of Attendance.
- Full payment is to be made before the date of the course. Fee is inclusive of 8% 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.

### HUMAN RESOURCE DEVELOPMENT CORPORATION (HRDC) SBL KHAS CLAIM(S) [APPLICABLE TO HRDC SBL KHAS CLAIMABLE COURSE(S) ONLY]

- Claimants are fully responsible:
  - To provide IIA Malaysia with the HRDC grant approval notification (letter or email) minimum 7 working days before the commencement of the course(s).
  - To provide IIA Malaysia with Letter of Undertaking (LOU) for full settlement of the course fees if grant approval notification is received from HRDC prior to the commencement of the course(s).
  - To adhere to all terms and conditions set by HRDC (i.e., full attendance of the courses).
  - For timely completion and submission of all required HRDC documents as per their requirement.
  - To follow up and respond to any queries from HRDC and attain the approval of grant claim(s) within 60 days from the completion of the course(s). If no grant claim approval is attained within 60 days, claimants are responsible to arrange for an immediate full settlement of the course fees(s). Should a late approval is attained post the full settlement, IIA Malaysia will arrange for the reimbursement accordingly based on the approved grant claim.
  - The HRDC Grant Approval Amount falls within the purview of HRDC. IIA Malaysia is obligated to adhere to the HRDC procedure and permissible cost matrix. In the event that the approved amount is less than the total training cost, the participant or attending corporate entity is required to cover the remaining balance.

### 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.
  - Written cancellations should be received by 14 working days before the workshop date to get the refund.
  - 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.
  - 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.
  - 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 reserves the right to utilize any recordings or photographs taken during the delivery of the course(s) for marketing and advertising purposes.
- The Institute is not responsible for the action, advice or representations of the trainer / speaker.
- Registration will be on first-come, first-serve basis.
- 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.
- 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.

### 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 workshop(s) 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. IIA Malaysia is not responsible for any incidental cost of participants (i.e. return flights, accommodation and etc) due to changes or cancellation of course(s). Upon submitting the registration form, you are deemed to have read and accepted the terms and conditions.

\* Subject to approval of the proprietor.

## ENQUIRY & REGISTRATION

1-17-07, Menara Bangkok Bank, Berjaya Central Park, 105 Jalan Ampang, 50450, Kuala Lumpur, Malaysia  
Tel: +603 2181 8008 ext 210/211/212/213 Fax: +603 2181 1717 Email: training@iiam.com.my Website: www.iiam.com.my

Follow and like us on  - IIA Malaysia  - IIA Malaysia  - IIA Malaysia  - IIA Malaysia

