

VIRTUAL TRAINING

WEB41 – Practical Root Cause Analysis

20 April 2021

OVERVIEW

In our current audit environment, we certainly can do better at understanding our businesses and addressing root causes for audit findings.

If the audit team doesn't perform effective root cause analysis, then addressing symptoms or effects instead of real root causes does not solve the problem.

At the exit meetings, the auditors highlight their findings and perhaps symptoms rather than real root causes.

It is not uncommon for auditors to assume what the root cause is or use past reported root causes. Auditors do find that identifying and validating root causes takes too much time and there are no systematic methodology or tools for RCA in their workspace.

Team leads and audit managers are faced with poorly addressed root causes and hence the never ending "recurring audit findings" that reflects poorly on the audit function in terms of adding value and improving business operations. In many cases, audit recommendations are not aligned with the "root causes" and hence the recurring issues.

To resolve this gap in root cause analysis, auditors need to establish methodology, tools and practices that work.

LEARNING OUTCOMES

This session shall assist the participants in understanding the following:

1. Discuss barriers to effective root cause analysis (RCA)
2. Understand how identification, validation and reporting correct root causes should be.
3. Explore relevant and practical tools that can help the auditor do RCA right the first time.
4. Implement a 90-day RCA project in your current or next audit engagement to improve your RCA competency.
5. Identify some good practices for RCA.

TARGET AUDIENCE

Level II-III

FEES

Member's Fee
RM450.00

Non-Member's Fee
RM550.00

- All Fees will be subject to 6% SST

TIME

8:30 am – 1:00 pm

DELIVERY MODE

Virtual Platform

TRAINER

Gurbakhish Singh
ARL® COACH, FCMA,
CIA

CPD POINTS

5

OUTLINE

1. The Why and What of Root Cause analysis.
2. How to conduct RCA - Processes, documentation, Tools & Techniques
3. Real examples of few comprehensive RCA in Accounts Payable, Procurement, HR, IT etc
4. RCA good practices
5. Implication/ applications - next steps and way forward

ABOUT THE TRAINER

GURBAKHISH SINGH ARL® COACH, FCMA, CIA

Gurbakhish is distinguished by his passion for Internal Auditing and Action Reflection Learning. A Management Accountant and Certified Internal auditor with background in multiple industries, company sizes and subject matter. He has proven track record of success with both large and small Internal Audit teams focused on driving innovation, transforming operations, improving customer experience and return on investment. Proven ability to build and lead teams during periods of change and drive organizational efficiencies through unique action reflection learning (ARL®) and Quality Education System (QES) methodologies.

He has over 47 years of value adding experience across a broad range of industries. Served 29 years in internal audit, 6 years in Finance & Admin and 12 years in Operations. Plus, leading IIA Inc's QAR and SAIV projects for several clients.

He served in various leadership roles in the areas of Business Risk Management, Corporate Governance, Fraud mitigation, Internal Audit, Finance & Accounting, Administration, Sales Operations, Learning & Development, Total Quality Management. In most appointments, besides his professional responsibilities, he contributed by developing and conducting several in house subject matter-based training programs at the request of his employers.

He worked with local companies (Perwira Habib Bank and Island & Peninsular Group) multinationals (Dunlop Estates Group and Inchcape Group) and IT global giant Hewlett Packard Australia.

Firm believer that the best way to build a strong Internal Audit function is to build the Auditors and Audit deliverables simultaneously in order to value add and improve businesses they work for.

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

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

**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)" _____

DELEGATE 2

*Full Name (as per IC) _____

*Designation _____

*Mobile No. _____

*Email Address _____

 Member Non-Member

"Membership No. (only applicable for members)" _____

DELEGATE 3

*Full Name (as per IC) _____

*Designation _____

*Mobile No. _____

*Email Address _____

 Member Non-Member

"Membership No. (only applicable for members)" _____

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 _____

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

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



PAYMENT DETAILS

| Payment Details | Member Rate (per person) for WEB-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 **(3)** the chosen method)

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 Virtual Training 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 soft copy course material* and Certificate of Attendance.
- Full payment is to be made before the date of the course. Fee is subject to 6% SST.
- Last minute registration and admittance 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 Virtual Training date to get the refund.
 - b) Written cancellations should be received by 7 working days before the Virtual Training 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 Virtual Training.
 - 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 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 Virtual Training. 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 Virtual Training 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.

*Subject to approval of the proprietor