

# LEAN AUDITING

## OVERVIEW

Continuous improvement is an integral part of an organization's effort to manoeuvre in the hypercompetitive condition of the market. Organizations are at an ever-present need to continually improve products, services and processes to cater the fluctuating need of the market. Lean Six Sigma is the latest improvement philosophy and methodology of the 21st century with a proven impact on organizational performance globally. Its principles enable the elimination of non-value adding activities coupled with minimizing variability in organizational processes enhances organization's capability in delivering enhanced value to customers. Join us for this 2-days course to understand and learn some of the tools and techniques of Lean Six Sigma.

## OBJECTIVES

What you will gain from this seminar:

- Understand the importance of Lean Six Sigma and how it could benefit the organization.
- Explore the technical skills of viewing the business process through the philosophical lens of continuous improvement or Lean Six Sigma.
- Learn the critical tools and techniques of Lean Six Sigma that can be useful in carrying out daily tasks.

## OUTLINE

### DAY 1

#### Lean Six Sigma Overview

- Correlate the Six Sigma methodology to the phases of an internal audit.
- Describe the relationship of the Lean Six Sigma process improvement methodology to the IIA's International Standards for the Professional Practice of Internal Auditing.
- Describe the relationship between the Lean Six Sigma process improvement model (DMAIC) and the five phases of an internal audit. today's fraudsters
- The Role of forensics in investigating frauds
- Key steps in conducting a fraud investigation

#### Theory of Constraints

- Explain the purpose and importance of the Theory of Constraints.
- Describe the five focusing steps related to the Theory of Constraints.
- Explain how Lean Six Sigma and Theory of Constraints are interrelated.

#### Process Capability and Control Charts

- Explain the use and how to determine process capability.
- Explain the purpose and importance of control chart.
- Correlate the use of process capability and control chart.

#### Cause-and-effect (Fishbone) Diagrams

- Employ a cause-and-effect (Fishbone) diagram to determine the root cause(s) of process breakdowns.

- Explain the purpose and importance of root cause analysis.
- Describe the six categories of cause-and-effect (Fishbone) diagrams.

### DAY 2

#### The "Five Whys" Technique

- Explain the purpose and importance of "Five Why" analysis.
- Practice the "Five Whys" Technique for drilling down to the ultimate root cause of issues.
- Employ the question-asking method for determining the root cause of an issue or problem.

#### Pareto Charts

- Build a Pareto chart to assist with highlighting the vital, most common causes of defects in a given process from among the various other causes.
- Explain the purpose and importance of a Pareto chart.
- Construct a Pareto chart to prioritize process failure issues.

#### Spaghetti Diagram

- Explain the purpose and importance of a Spaghetti diagram.
- Demonstrate how to construct a Spaghetti diagram.
- Describe notable points to look for in a Spaghetti diagram.

#### Mistake Proofing (Poke-Yoke)

- Explain what Poke-Yoke is.
- Characterize effective mistake-proofing techniques.
- Describe examples of Poke-Yoke.

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## ABOUT THE TRAINER

### MURALIRAJ JAGANTHERAN

Mr. Muraliraj Jagantheran is a Director and Chief Operating Officer of MBiZM Group, specializing in the training, coaching and consultation of continuous improvement approaches like Lean Six Sigma. He has considerable working experience in multiple industries in the capacity of process improvement specialist, training and consultation with locally and globally renown companies spanning for almost 8 years.

Graduated with a Master's Degree in Economics from the University of Malaya, Mr. Muraliraj is also an Accredited Training Associate (ATA) in The International Association for Six Sigma Certification (IASSC).

## ADMINISTRATIVE DETAILS

<b>TARGET AUDIENCE</b>	LEVEL I-III
<b>MEMBER'S FEE</b>	RM1,900.00
<b>NON-MEMBER'S FEE</b>	RM2,400.00
	<i>All Fees will be subject to 6% SST</i>
<b>EARLY BIRD FEE</b>	10% discount for registration received one (1) month prior to respective workshop dates
<b>DATE</b>	6 & 7 September 2021
<b>TIME</b>	9:00 am – 5:00 pm (Registration on Day 1 at 8:30am)
<b>LOCATION</b>	Kuala Lumpur
<b>DELIVERY MODE</b>	Physical Class
<b>PROGRAMME CODE</b>	KL26
<b>TRAINER</b>	<b>Muraliraj Jagantheran</b>
<b>CPD POINTS</b>	16

## 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) \_\_\_\_\_

## 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 \_\_\_\_\_

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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.

### 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.