

# PROFILE



- **Name:** Thien Thau Khen, 45
- **Current employment:** Vice President, OCBC Bank (M) Bhd
- **Work experience:** Hong Leong Bank Bhd - 17 years in Credit evaluation and credit control, Affin Bank Bhd - Credit Auditor , OCBC (M) Bank Bhd – Credit Auditor
- **Education background:** Certification of Risk Management Assurance (CRMA), Certified Internal Auditor (CIA), Associate Member of The Institute of Internal Auditors Malaysia (IIAM), Chartered Banker (CB), AICB & Bachelor of Economics (Hons), UKM.



## MY STORY by THIEN THAU KHEN



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

I love to explore how businesses are run and auditing gives me a real insight. As a business auditor, I have the opportunity to meet new people from various departments in the bank.

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

Internal auditor checks and evaluates the controls in the bank and to provide assurance that the bank's risk management, governance and internal control processes are operating effectively.

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

One of the biggest challenges would be the speed of audit skills that's evolving. Analytical and critical thinking have always been a necessity for an internal auditor. Most of the businesses had embarked on sophisticated technology to be competitive and remain relevant in the industry. Apart from the conventional audit skills, internal auditor is required to have an in-depth understanding on robotic process automation and machine learning to be a future ready auditor.

### 5. 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?

The IIA had introduced set of Standards on how to provide a reasonable assurance in internal audit. This has greatly assisted us in terms of audit planning and determining risk-based audit scope.



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

Yes. I have recommended my fellow colleagues to be a member of IIAM and to consider taking CIA/ CRMA exam.



**7. What motivated you to take the CIA exam?**

I intend to have an in-depth understanding on internal audit in a structured manner and proper standards. CIA exam is covering the globally recognised standards and practices hence, able to assist me to build a strong fundamental in this field.

**8. What were the challenges you encountered when attempting the CIA exam?**

My biggest challenge was to allocate time for the exam preparation due to tight work schedule and family commitment.



**9. How did you manage your study time while working?**

I had allocated a minimal of 1 hour per working day and 2 hours on weekend for revisions.

**10. As a CIA certified professional, where do you envision yourself?**

To have better prospect for career advancement.



**11. How important is CIA for an internal auditor?**

CIA is the only globally recognised internal audit certification which enables you to earn the credibility and respect in internal auditing. It can also enhance our competencies and skills, regardless of industry.

**12. Please provide 3 main advice for those attempting to take the CIA examination**

- Must be discipline in time allocation for revision.
- To be familiar with the exam format by attempting mock test.
- To understand the concepts instead of memorizing.

