



The Institute of Internal Auditors, Singapore

The Secretariat
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25 June 2009

Dear Members

2 Day Seminar on

Measuring Internal Audit Performance

3 – 4 August 2009 by Mr Tay Kim Yam

What you will gain from this seminar:

YOUR OPPORTUNITY TO...

- Further appreciate the responsibilities and expectations of internal audit departments.
- Appreciate the benefits to measuring performance and the linkages of internal audit performance to the overall success of the company.
- Understand the overall performance indicators methodology, the dashboard cycle and a step-by-step approach to identify, measure, report, analyze and review key metrics.
- Apply the process to case studies and compare performance indicators that are currently in use with fellow attendees.
- Develop a customized dashboard based on your department's operating model.
- Create or improve tools and templates for operationalizing the internal audit dashboard.

Course Description

Standard 1311 of the IIA's *International Standards for the Professional Practice of Internal Auditing* calls for "Ongoing monitoring of the performance of the internal audit activity" Whether carried out in-house or outsourced to a third party, it is critical to understand and recognize the key drivers and deliverables of successful internal audits. With internal audit being sometimes viewed as a mere support function or a department that constrains the company from meeting its objectives, the department should be able to show that it is performing effectively and adding value to the company.

With this program, auditors at all levels will be able to appreciate the contributions of the internal audit department towards meeting enterprise-wide objectives. By understanding, discussing, developing and analyzing metrics-based dashboard, attendees can identify what is important to their success and strive to achieve success for themselves and the department.

Through lecture, facilitated discussions, and hands-on exercises, attendees will acquire the necessary skills in developing metrics and defining customized dashboards. Attendees who have existing dashboards will have the opportunity to validate, compare and enhance their dashboards. Attendees will be able to take away a sample dashboard template comprising a comprehensive listing of performance indicators.

Course Outline

Please refer to Appendix I.

About the Speaker

Kim Yam TAY was previously Chief Audit Executive with a major bank where he led more than 100 auditors operating in the Asia Pacific region, including Hong Kong, China and India. He had also assumed senior positions relating to corporate governance and operational risk management. Kim Yam began his career as a treasury specialist and was Chief Dealer and Deputy Treasurer in a US global bank. As a consultant in a leading consulting firm, he had led teams to help many companies in the region. Currently, Kim Yam is the founder and director of Asia Pacific Advisory Services, an independent consulting firm specializing in risk and controls.

Who Should Attend

- Auditors who are interested in identifying and monitoring performance measures.
- Audit support staff who are responsible for the oversight of developing, tracking and reporting performance dashboards.
- CAEs and audit management who are keen to enhance the performance of the internal audit function through the use of performance indicators and dashboards.
- Board/Audit committee members who are interested in understanding the approach in evaluating internal audit effectiveness.

Details of the administrative arrangements are as follows:

Date : 3 – 4 August 2009

Time : 9.00 am to 5.00 pm
(Lunch and refreshments provided)

Registration : 8.30 am

Venue : **Singapore Recreation Club**
Boardroom at Level 2
B Connaught Drive
Singapore 179682

CPE credit : 14 hours

Fee : S\$700 (IIA / ISACA Member)
S\$910 (Non-member)
*** NO GST payable**
****NO invoice will be issued**

Closing Date : 23 July 2009

**Complimentary carpark coupon will be given on a first-come-first serve basis.*

Please return the reply slip together with your cheque made payable to “**The Institute of Internal Auditors Singapore**”. **No invoice will be issued.**

Yours sincerely
Lena Kuok
for Education Committee

REPLY SLIP

To: The Institute of Internal Auditors, Singapore
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Fax: 6220 5972

2 Day Seminar on

Measuring Internal Audit Performance

3 – 4 August 2009 by Mr Tay Kim Yam

From: Mr/Mrs/Ms/Miss _____

Organisation: _____

Mailing Address: _____

Tel: _____ Fax: _____ Mobile: _____ Email: _____

Name of Attendee	Designation	IIA / ISACA Membership No. (where applicable)

Terms and Conditions:

1. Notification of withdrawal in writing received **seven working days or more before** the event will be processed for refund after deduction of \$100 processing fee.
2. No refund will be made for shorter notice but you are welcome to send a replacement.
3. Registration is only confirmed when full payment is received. An official receipt will be sent to you.
4. Payment must be received **before** commencement of the event.
5. No invoice will be issued.
6. IIAS reserves the right to cancel, postpone, alter the programme and/or change the speaker due to unforeseen circumstances.
7. Request for special food arrangement must be made at time of registration.

Enclosed is cheque number _____ for S\$ _____ being payment for _____
IIA / ISACA member(s) @ S\$700 and _____ non-member(s) @ S\$910.

Participants will be awarded 14 CPE hours upon completion of the course.

[Cheque should be crossed and made payable to "The Institute of Internal Auditors Singapore"]

>>>> Complete and Fax to : (65) 6220 5972 for Reservation <<<<<

COURSE OUTLINE

INTERNAL AUDIT ROLES AND RESPONSIBILITIES

- Internal and external stakeholders expectations
- Audit process
- Innovation and capabilities

METRICS AND DASHBOARDS

- Value proposition
- Dashboard cycle
- Deployment tools - What, who, when and how to determine measures and performance criteria
- Analysis of dashboard results
- Follow-up actions

APPLICATION

- Creating dashboards
 - Case studies
 - Attendees-specific dashboards
- Analysis of results
- Enhancement of in-use dashboards