

Root Cause Analysis

18th November 2021

Learn about key root cause analysis (RCA) techniques, going beyond the 5 whys technique, including 3 way 5 whys, the fishbone diagram (but with IA specific categories) and causal loop mapping. With these enhanced techniques learn to see the difference between immediate, contributing and root causes and to see the systemic nature of many issues that IA assignments uncover. Learn also that RCA will not slow down audit assignments and will often help with smarter assignment scoping and shorter more insightful reporting.

All the participants can do a case study before the training. Case study will be a practical example of a project with problems. It will take up to 45 min to read and answer to some questions. It will help all the participants to understand the problems that we are going to discuss and to set the root cause mindset.

Who should attend: experienced auditors, audit managers and heads of internal audit.

What will you learn?

Upon completion you will be able to:

- understand key IIA requirements, key root cause analysis techniques beyond the five whys approach and why these are a crucial tool for delivering insight and foresight
- gain a clearer sense of how an audit methodology can be improved in order to deliver more robust and consistent root cause analysis – recognizing there are always at least two root causes for any issue
- see how effective root cause analysis should not normally slow down an audit assignment but rather help it to be better focused in the first place
- understand good practice RCA categories (not culture, tone at the top, or failings by individual employees) and how these can be linked to assessments of organisational culture.

Course program

Key Chartered IIA guidance

- the Chartered IIA practice advisory note on RCA.

Four key RCA techniques and how they complement one another

- key RCA techniques, principally based on lean techniques.

Application of RCA to auditing

- review of various audit case studies.

Managing time to avoid delays

- examine the ways RCA can speed up audit assignments not delay them.

Benefits from RCA

- looking at the ways effective RCA can help deliver shorter, more impactful audit reports with insight and foresight.

Themes and RCA categories

- the importance of having appropriate RCA categories, so that audit findings can be properly themed - both what and why.

Practical action steps

- understand how RCA and thematic analysis play a key role in understanding culture and how this also links to political factors.

CPE competency areas covered

- Performance (Organisational governance | Risk management | Internal control | Engagements)
- Environment (Organisational strategic planning and management)

Session timings

9.00-10.30	Session 1
10.30-10.45	<i>Break</i>
10.45-12.15	Session 2
12.15-13.15	<i>Lunch</i>
13.15-14.45	Session 3
14.45-15.00	<i>Break</i>
15.00-16.30	Session 4

About the lecturer: James Paterson is a former Chief Audit Executive for AstraZeneca PLC from 2002-2009. Prior to that: various corporate and commercial finance roles, culminating as Head of Group Financial Reporting for AstraZeneca PLC and - after working on a Masters Degree In Management - seconded into HR to be head of Global Leadership Development programs.

Set up a consulting business in 2010 providing training, development and coaching in the following key areas:

- Risk Assurance Mapping
- Lean/Agile Auditing (James is the author of Lean Auditing published by J Wiley in 2015)
- Auditing Culture
- Root Cause Analysis for Internal Audit
- Influencing and Political Savvy for Internal Audit

Open courses with 12 IIA institutes across Europe, including Belgium, Estonia, Finland, Latvia, Netherlands, Norway, Spain, Switzerland, Sweden and the UK.

Speaker at the IIA International Conferences in 2012, 2014 and 2016; Chair of the EU IAS conference 2017 and 2018 and speaker at the US GAM conference in 2019 on lean/agile auditing.

Masters Degree in management, McGill University, Canada, specialising in organisational effectiveness and culture change. CIA qualified.

Location: online (Zoom)

Language: English

Size of a group: max 24 people

CPEs available: 7,2

Participation fee: 175 euros for IIA Estonia members, 280 euros for non members. We will send you an invoice the latest after the training.

Registration: via IIA Estonia homepage. Click on the event and register. Registration is open until 4th November 2021.

Information: www.siseaudit.ee or by email koolitus@siseaudit.ee