Internal auditors face a lot of struggles. Allocation of limited resources, gaining the trust of clients, getting intelligible reports out timely — it is a constantly growing and evolving list. However, one of our biggest struggles is probably the one area where, when we do it right, we can provide the greatest possible value — identifying the true root cause for issues identified during the audit.

I am sure the success in finding root causes varies among audit departments. Some do it well; others, well, not so much.

There was a time when our audit department often found itself in that “not so much” group. We came to recognize this when we realized how often we were accepting corrective actions that effectively said, “Honest, we’ll do better next time.”

Okay, they didn’t say that exactly. The corrective actions were couched in phrases such as “We will emphasize the need to follow procedure” or “A meeting will be held to review the procedures with all employees” or “This requirement has been added to all employees’ annual appraisals.” But, say it however you want, they were just telling us, “Honest, we’ll do better next time.”

Any wonder we kept having repeat findings?

We got better. We worked on our critical thinking, we used the five “Whys” more effectively, and we focused on corrective actions that actually helped change behaviors. Repeat findings decreased and it seemed we were making a difference. But, I’m not sure that, except in a relatively small set of instances, we really got to true root causes.

The above excerpt comes from “From the Mind of Mike Jacka,” written October Training Event Key Note Speaker Mike Jacka. To view the entire blog, click here.
CREATIVE THINKING FOR TIMES OF CHANGE

IIA MEMPHIS CHAPTER
PROFESSIONALS & STUDENTS DAY

TOPICS INCLUDE

Using Your Brain: Aspects of Critical Thinking
Reputational RISK
Practical Creativity
Additional Speakers
Robert A. King
Adrienne Foster
John L. Merino

KEYNOTE SPEAKER
Mike Jacka
CIA, CPA, CPCU, CLU

OCT. 30
Holiday Inn • University of Memphis Campus
3700 Central Avenue • Memphis, TN
9:00 A.M. - 3:30 P.M.

For additional information:
memphisiiia@gmail.com
Register online at:
https://tinyurl.com/ybs8zzuq

COST: $99 (6 CPE HRS)
STUDENTS & PROFESSORS FREE!
Memphis IIA Needs Your Help!

The Chapter Achievement Program (CAP) is an achievement/recognition program for chapters that complete activities that align with the IIA’s North American Strategic Plan in three service categories: Chapter Health, Service to Members, and Professionalism. The IIA Memphis Chapter members can help us maintain our Platinum status by informing the chapter when you complete certain activities. Platinum status is attained by achieving the designated set of points for 10 of 11 years. Thanks for your continued support in helping the IIA Memphis Chapter achieve our goals! Below are a list of activities that will help us reach our status:

- Appointed to an IIA committee
- Hosting an internal audit event at work (Lunch and Learn)
- Meeting a legislator or local politician to discuss The IIA, legislation, etc.
- Participating in a Junior Achievement Program
- Conducting a speaking engagement in and/or outside of the US, Canada, or Caribbean (unpaid)
- Publish article in a professional journal other than Internal Auditor magazine
- Publish article in Internal Auditor magazine
- Participate on an IIA or non-IIA sponsored Quality Review Team (unpaid)
- Submit thought leadership to the Audit Executive Center (AEC) Knowledge Library

For additional information or to register, please click here.
A Special Thank You to our Leadership Team...

**BOARD OF DIRECTORS**
- Les Walton, Director - MLG&W
- Randy Horton, Director - Autozone
- Rita Cowens, Vice-President - FedEx
- Jim Molzahn, Vice-President - Sedgwick
- Catina Williams, Sr. Manager - International Paper
- Glenn Russell, SVP Director - MAA
- Anne Forbus, Director - Regional One
- Doug Douglas, Audit Advisor - FedEx
- Keith Dickey, Vice-President - FedEx

**IIA-MEMPHIS OFFICERS**
- Valerie Annang, President
- Cherlyn Seals, Vice-President
- Sharonda Toney, Secretary
- Frank Mudzinganyama, Treasurer
- Adrienne Evans, Programs Director
- Jonathon Golden, Newsletter Chair

**Upcoming Webinars:**

- **Increase Your Chances of Passing the CIA Exam**
  Sept. 25 • 12:00 PM
- **Attracting and Retaining Top Talent**
  Oct. 16 • 12:00 PM
- **Managing EH&S Risk: Leveraging COSO ERM and ISO 31000**
  Oct. 31 • 1:00 PM
- **Critical Thinking in the Audit Process**
  Oct. 31 - Nov. 7
  11:00 AM - 2:20 PM
- **Thought Leadership on High Level Topics**
  Nov. 13 - 15
  11 AM - 1:00 PM
- **Cybersecurity Auditing in an Unsecure World**
  Nov. 26 - Dec. 5
  11:00 AM - 2:20 PM

**CONNECT WITH THE IIA-MEMPHIS ON SOCIAL MEDIA**

- [Facebook](https://www.facebook.com/IIAMemophis)
- [Twitter](https://twitter.com/IIAMemophis)
- [Instagram](https://www.instagram.com/IIAMemophis)
- [LinkedIn](https://www.linkedin.com/company/IIA-Memphis)

**A Special Thank You to our Leadership Team...**

- Les Walton, Director - MLG&W
- Randy Horton, Director - Autozone
- Rita Cowens, Vice-President - FedEx
- Jim Molzahn, Vice-President - Sedgwick
- Catina Williams, Sr. Manager - International Paper
- Glenn Russell, SVP Director - MAA
- Anne Forbus, Director - Regional One
- Doug Douglas, Audit Advisor - FedEx
- Keith Dickey, Vice-President - FedEx