

QUALITY ASSESSMENT SERVICES

Titus' uniquely experienced team is nationally recognized for providing Quality Assessment (QA) services to organizations from the Fortune 10 to middle-market companies across virtually all industries. Our experience with nearly 200 successful QA engagements includes readiness and full external assessments, validation of self-assessments and other quality-related projects. Below are summaries of a few of our engagements.

External Quality Assessment

- Conformity rating required by IIA *Standard 1312*
- Detailed assessment of IA's efficiency and effectiveness in carrying out its mission and goals
- Innovative suggestions and guidance for use in fine-tuning the IA function
- Independent input on customer perceptions of and attitudes toward IA
- Promote the value-added aspects of IA
- Current snapshot of IA positioning on the Titus Capabilities Maturity Model

Validation of Self-Assessment

- Planning support to assure internal assessment is right-sized, cost-effective and comprehensive
- Ongoing consulting as internal team completes assessment
- Value-added suggestions on innovative practices
- Validation of Self-Assessment results

Readiness Assessment

- Gap Analysis of the current state of IA's conformity with IIA *Standards*
- High-level assessment of IA process efficiency and effectiveness considering recognized professional innovative practices and IIA GAIN benchmarking

Quality Assurance and Improvement Program (QA&IP)

- Evaluation of current required QA&IP
- Coordination and design of the organization's future QA&IP
- Suggestions on required components, proper sizing and supporting resource allocations

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Internal Audit Process Improvement

Titus was engaged by a Fortune 10 global retailer's internal audit department to conduct an independent assessment of their group, utilizing techniques and methodologies typically involved in an external Quality Assessment (QA). The company's objective was not conformity with IIA *Standards* but to identify opportunities for improving the efficiency and effectiveness of its audit processes that could lead to added value and/or cost savings. Titus was chosen for our ability to provide the highest quality process improvement expertise, using professionals with extensive internal audit experience and track records, at a reasonable cost. Following this review, we were asked to continue with the additional work necessary to complete a full external QA. Our work not only allowed the company to receive its first IIA *Standards* conformity rating, but also led to many value-added process improvements.

Readiness and Quality Assessment

One of the world's largest technology companies sought early adoption of the IIA *Standards* for QA. Titus was engaged to provide an assessment of the IA function's "current state" as well as gaps that warranted remediation. Based on our assessment, a mitigation plan was developed and carried out to conform to IIA *Standards*. Titus was subsequently engaged to provide a full external QA.

Internal Self-Assessment Preparation

In order to continue compliance with IIA *Standard 1312*, a nationally-recognized, multi-billion-dollar company engaged Titus to coordinate its internal team's self-assessment efforts. To enhance anonymity, Titus conducted the requisite executive and staff interviews and collected and summarized client survey data. We finalized the assessment workpapers, coordinated the determination of the conformity rating and drafted the final report which was validated by one of the Big Four public accounting firms.

Workpaper Readiness

One of the nation's largest telecommunications companies hired Titus to determine its current level of conformity with its own internal workpaper policies and procedures and IIA *Standards*. Titus was engaged to provide an assessment of the workpaper preparation processes throughout the company's various geographical locations, with the primary objective of determining the current state of preparedness to undergo an external QA as required by IIA *Standard 1312*.