

CASE STUDY 11. FICTITIOUS MAINTENANCE AND WHISTLEBLOWER HOTLINE

COMPANY BACKGROUND

A Chilean company provides ambulance emergency services. It has annual revenues of \$80 million with over 700 ambulances and 3,000 employees.

FINDINGS

Repairs and spare parts represented one of the principal costs of the operation of the ambulances. The company used a software application to control the maintenance and repairs, by means of which each vehicle is assigned a unique number to which all repairs and costs are charged. Each part taken from the warehouse had to be charged to a specific ambulance. Where this was not the case, the written authorization of the Spare Parts Warehouse Manager was required.

Internal Audit used to perform periodic physical cycle counts with the objective of verifying the inventory balances. The results of these cycle counts were satisfactory in that the physical balances always coincided with the system.

Even though the cycle counts did not present any variations, a group of mechanics decided to repeat the same repair work on the same vehicle a number of times in the same year. This was done by means of collusion between the drivers and the mechanics whereby the drivers would request a fictitious service or mechanical repair work in order to ensure that the corresponding spare part was requested from the warehouse. This was performed successfully as the Company did not have a mechanism in place to check the reasonableness of the work performed. The drivers would subsequently sell the spare parts in the black market and share the proceeds with the mechanics. The situation was discovered as a result of a whistleblower who filed an anonymous report via the Company's hotline.



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Company : Case Studies in Auditing. Solutions Manual Hoyle, Joe Ben,W. Morley Lemon,Trussel, John,Melanie E. (Melanie Elizabeth) Russell,1997 **Case Studies in Computer Control and Auditing** Frederick L. Neumann,1978

Nokia Case Study: How Can Nokia Maintain Its Market Position in the Mature European Market? Anonym,2008-02 Seminar paper from the year 2006 in the subject Business economics Marketing Corporate Communication CRM Market Research Social Media grade 1 5 Trinity College Dublin 27 entries in the bibliography language English abstract This report gives an overview on what is happening on the mobile phone market today and analyses Nokia s market position in the mature European market This report includes a brief introduction to Nokia followed by an environmental analysis SWOT analysis and trend analysis of the company Half way through the report you can find information about consumer behaviour brand profile and segmentation At the end this report introduces the main competitors and analyzes the competitive market Finally we try to make a conclusion of the topics discussed and attempt to give some possible answers to the question at hand

The Accountant ,1926 The Balance Sheet ,1926 Indian Science Abstracts ,1978 **The Journal of Accounting Case Research** ,1992 *A Communication Audit Handbook* Seymour Hamilton,1987 **Indian Books in Print** ,2003 National Union Catalog ,1982 Includes entries for maps and atlases **Internal Auditing** ,1990

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Table of Contents Audit Case Study And Solutions

1. Understanding the eBook Audit Case Study And Solutions
 - The Rise of Digital Reading Audit Case Study And Solutions
 - Advantages of eBooks Over Traditional Books
2. Identifying Audit Case Study And Solutions
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Audit Case Study And Solutions
 - User-Friendly Interface
4. Exploring eBook Recommendations from Audit Case Study And Solutions
 - Personalized Recommendations
 - Audit Case Study And Solutions User Reviews and Ratings
 - Audit Case Study And Solutions and Bestseller Lists
5. Accessing Audit Case Study And Solutions Free and Paid eBooks
 - Audit Case Study And Solutions Public Domain eBooks
 - Audit Case Study And Solutions eBook Subscription Services
 - Audit Case Study And Solutions Budget-Friendly Options
6. Navigating Audit Case Study And Solutions eBook Formats

- ePub, PDF, MOBI, and More
- Audit Case Study And Solutions Compatibility with Devices
- Audit Case Study And Solutions Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Audit Case Study And Solutions
 - Highlighting and Note-Taking Audit Case Study And Solutions
 - Interactive Elements Audit Case Study And Solutions
- 8. Staying Engaged with Audit Case Study And Solutions
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Audit Case Study And Solutions
- 9. Balancing eBooks and Physical Books Audit Case Study And Solutions
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Audit Case Study And Solutions
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Audit Case Study And Solutions
 - Setting Reading Goals Audit Case Study And Solutions
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Audit Case Study And Solutions
 - Fact-Checking eBook Content of Audit Case Study And Solutions
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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