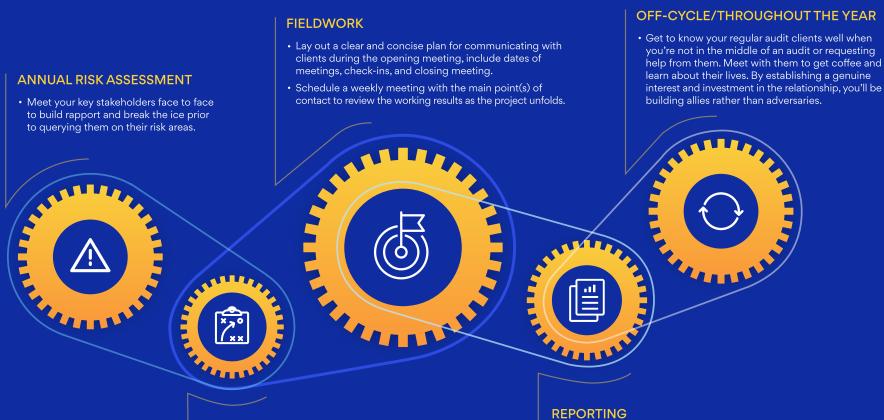
Tips for Turning Audit Clients Into Allies

Turning audit clients into allies should be a year-round effort. Below are tips to consider incorporating in every stage of an audit project.



PLANNING

- Communicate with stakeholders/process owners well in advance of the audit (exception: surprise audits).
- Provide clear dates, and stick to them. Don't push back meetings or announce unexpected meetings.
- Be mindful of the client's location and timezone. Run planning calls during the client's working hours.
- Leverage an audit management solution to facilitate communication with clients and streamline document requests.
- Ensure stakeholders and points of contact have been briefed on preliminary audit findings in advance of the closing meeting.
- If cross-functional teams are involved, brief them on the findings prior to the closing meeting.
- Come to the closing meeting prepared with draft management action plans.

