

Process Audit

Storyline...

The client is a Bengaluru based HR solution provider. It provides a popular cloud based Human Resource Life Cycle Management solution on the SaaS model. The client was witnessing rapid business growth in recent years.

MaGC® (formerly NCRCL®) conducted a process audit of the client's processes to verify the extent of adherence to the Business Process Document (BPD).

Once upon a time...

MaGC had helped the client put in place a comprehensive BPD about a year back. The client wanted to make sure that the BPD had been implemented as originally envisaged and that the BPD was being followed by the various departments. Also the client's business had undergone a number of changes in the past year.

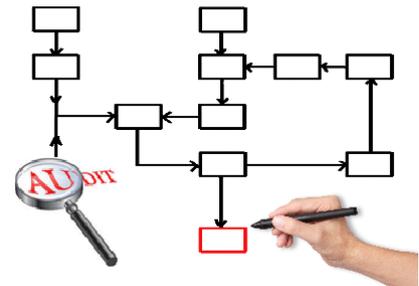
There was a need to check the validity of processes as contained in the BPD and identify any revision requirements.

MaGC was asked to conduct a process audit covering four main departments with the above objectives in mind.

Moving on...

MaGC held discussions with the various stakeholders to understand the extent of adherence to the BPD. Where possible, walk-throughs of activities were undertaken with the stakeholders. Sample documents pertaining to recent Sprints and Implementations were collected and analysed. During this exercise, deviations from the BPD were observed and these were compiled into a department-wise draft audit reports.

Revisions to the BPD were also proposed in the draft report clearly identifying revisions required due to internal process improvements, new activities in business, policy changes and so on.



The draft audit report was circulated amongst the departments of the client. Department heads discussed the draft internally with their teams and provided their responses on the audit observations. A consolidated audit report was prepared by MaGC and the revisions agreed upon were incorporated in the revised BPD. The consolidated audit report was presented to the Top Management for necessary action.

Finally...

The audit findings gave assurance to the Management that the BPD was by and large being followed across all departments and that it had helped immensely in the internal process automation exercise. The process audit also provided an opportunity to the client to question the need for certain processes/activities in the revised business scenario. The audit helped the client in updating its BPD. The Management was able to initiate quick action to address the deviations from the original BPD observed during the audit. Recognizing the benefits arising from such process audits, the Management took a decision to make the process audits an annual affair henceforth.