Information and Communication, Networks, & Documentation









## Technical overview: Agenda

- Information and Communication
  - Quality Objectives
  - Communication
- Network Requirements & Services
  - Definitions
  - Understanding Networks
  - Network Requirements
  - Monitoring of Quality Management System by the Network
  - Network Monitoring and Activities and Deficiencies
- Documentation

#### Information and communication

Enables the design, implementation and operation of the SOQM

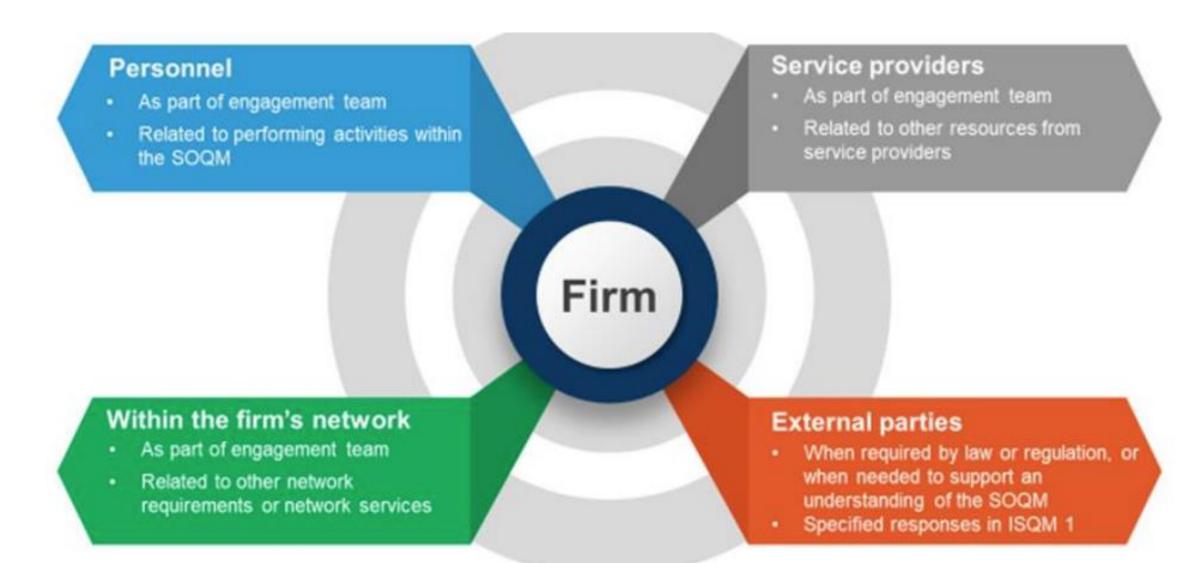
Many aspects overlap with other components

#### Information and Communication

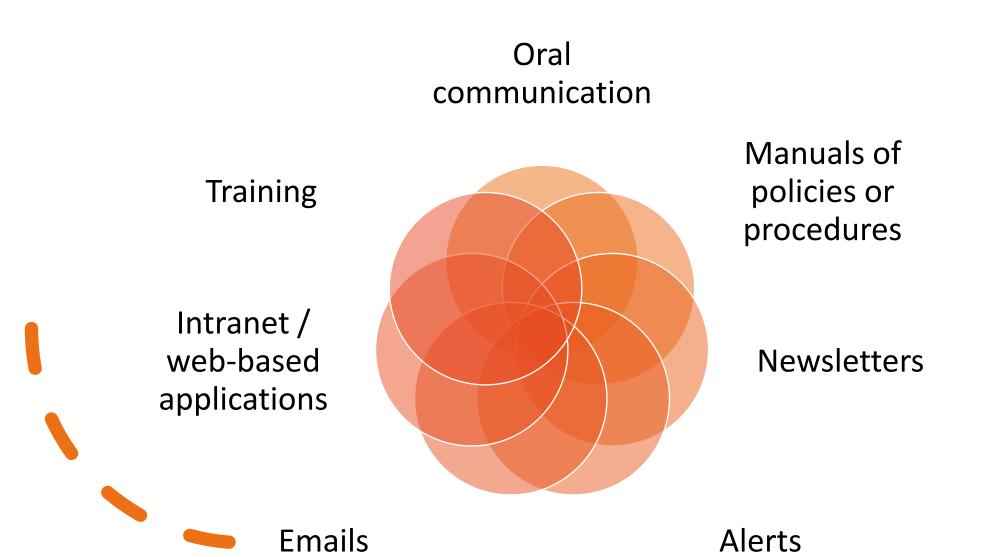
#### **Quality Objectives**

- Obtaining, generating or using information to support the SOQM
- Communicated within firm and each other
  - ☐ Information system identifies, captures, processes and maintains information
  - ☐ Culture of firm to exchange information
  - ☐ Exchange of relevant and reliable information
    - ➤ Nature, timing and extent
    - ➤ Fulfil responsibilities for SOQM
    - ➤ Personnel & engagement teams communicate to the firm results of activities

#### Communication



### Methods of Communication



### Scalability for Smaller Firms

- Less complex
- Fewer personnel
- Direct involvement of leadership
- Less rigorous policies and procedures

Communication more informal and achieved through direct discussions with personnel and engagement teams

- Not all communication needs to be formally documented
- Firm communication documented to satisfy documentation requirements

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# Firm Responsibility

#### System of quality management including

- Professional judgments
  - Design
  - Implementation and
  - Operation

#### Firm shall not allow

- Network requirements or network services
  - ☐ Contravene the requirements of this ISQM

# Network Requirements & Services

#### **Definitions**

# Network

- A larger structure aimed at
- cooperation and
  - profit or cost-sharing or
  - shares common ownership, control or management or
  - common quality management policies or procedures or
  - common business strategy or
  - common brand name or a significant part of professional resources

# Network Firm

 Firm or entity that belongs to a network

### Network Requirements

#### **Network Firms**

- Requirements established by the network firm's system of quality management
  - firm to implement or use resources or
  - services designed or otherwise provided by or through the network
- Network services or resources firm chooses to implement or use
- Firm's responsibilities to implement the network requirements or use network services

# Network Requirements vs Services

Requirements

- Additional quality objectives or risks
- Network common responses
- Leadership policies and procedures
- Roles and responsibilities
- Assignment of responsibility and authority
- Resources
- Methodologies
- IT applications
- Network monitoring activities
  - Network requirements
  - Monitoring policy
  - Methodology

Services

#### Voluntary

- Training programs
- Component auditors or
- Experts
- Service delivery centres

# Applied Understanding of Network

- Determination of requirements and services
  - Relevant
  - Incorporated
  - Implemented
- Evaluation requirements and services
  - Adapted
  - Supplemented

# Monitoring Activities

System of Quality Management

- Effect of network monitoring
- Firm responsibilities and actions from monitoring
- Evaluation and findings
- Responses to deficiencies

#### Scope of Monitoring

- Implementation of network requirements
- Communication of results of monitoring activities
- Results of overall network monitoring
  - Communication to engagement teams
  - Prompt action
  - Effect

# Deficiencies Identified by Firm

#### Deficiencies in Requirements or Services

- Communicate to network
- Design and implement remedial action

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#### Documentation

## Three Principles

- •Consistent understanding of the SOQM by personnel of their roles and responsibilities and application for performance of engagements
- •Consistent implementation and operation of responses
- Evidence of: design; implementation and operation of the responses & evaluation of the SOQM

### Specific Matters

- Quality Objectives
- Quality Risks
- Description of responses & how responses mitigate QRs

#### Monitoring

- Evidence of Monitoring Activities
- Evaluation of findings, identified deficiencies and root cause analysis
- Remedial action & evaluation of design and implementation
- Conclusion reached

#### Documentation

# Network

- Requirements
- Services
- Evaluation

# Retention

- Sufficient period of time to monitor SOQM
  - ☐ Design
  - ☐ Implementation
  - ☐ Operation