Report On

CSM Live Monitoring Procedures & its effectiveness on Service Points

By

Nishat Anan Prithila

ID: 18204070

An internship report submitted to the BRAC Business School in partial fulfillment of the requirements for the degree of Bachelor of Business Administration (BBA)

BBS Department
Brac University
May 2023

Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

Student's Full Name & Signature:

____

Nishat Anan Prithila
ID: 18204070

Supervisor's Full Name & Signature:

____

Dr. Suman Paul Chowdhury

Assistant Professor

BRAC Business School

BRAC University

Letter of Transmittal

Dr. Suman Paul Chowdhury

Assistant Professor

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submission of Internship report.

Dear Sir

It is my pleasure to be able to handover my internship program report to you on "**CSM Live Monitoring Procedures & its effectiveness on Service Points**". With this internship program, I have gathered huge practical knowledge from the organization. The program has given me the opportunity to work in the organization with other employees of ACNABIN Chartered Accountants. I worked very closely with other employees and articled students there and the organization treated me as their own employee. It was a great experience to work for the organization. It gave me the opportunity to explore the cultures and rules of ACNABIN Chartered Accountants. It surely improved my practical knowledge that I can use for my further development. As an intern student, I had to be the representative for CSM live monitoring on behalf of ACNABIN internal audit. I explored the working procedures of CSM live monitoring and other related important information. I am very happy to have the opportunity of working with other students and employees of ACNABIN and knowing the working process of CSM live monitoring in job management. I, therefore, convey my thanks to you for your timely supervision, kind cooperation and advice for preparing my internship report. I appreciate you will assess my report considering the limitations of the study.

Sincerely yours,

____

Nishat Anan Prithila

ID: 18204070

BRAC Business School

BRAC University

Date: Month Day, Year

Acknowledgement

I would like to express my special thanks and gratitude to the BRAC Business School (BBS) for the amazing opportunity it created for me to work as an intern at ACNABIN Chartered Accountants, one of the largest accounting firms of Bangladesh. I also want to express my gratitude towards my faculty and supervisor Dr. Suman Paul Chowdhury, who have guided me through to finish my internship report Secondly, I would like to thank Muhammad Aminul Hoque Fca, Partner of ACNABIN Chartered Accountants, for taking me as an intern in his firm. The person with whom I had the most interaction during the period of my internship is my on job supervisor, Md Shif All Mostakin, Manager: Audit & Consultancy. I am very grateful to him for the help he provided in gaining the information I needed for the report. Besides my supervisor, I would also like to express my gratitude to other audit associates of ACNABIN Chartered Accountants listed below, who took time out of their busy schedule to give answers to my queries.

1. **Dipto Saha**, Senior Assistant Manager
2. **Md Hamidur Rahman**, Assistant Manager
3. **Tanjil Ahmed**, Senior Audit Associate
4. **Md. Jibon Miah**, Senior Audit Associate
5. **Liton Chandra Karmaker**, Audit Associate

Executive Summary

This report will give the reader an insight to the live monitoring auditing of ACNABIN Chartered Accountants that is operated at its client Walton Hi-Tech Industries PLC-Corporate Office. Moreover the report contains an overview of my internship at the Internal Audit department of ACNABIN Chartered Accountants. The report bears a brief overview of the whole of ACNABIN Chartered Accountants and their internal functions like, inventory, admin etc. The information presented in the report is gathered through personal observation and interviewing multiple employees of Walton & with the help of auditors of ACNABIN Chartered Accountants . Basic information regarding the firm was collected from the website of ACNABIN Chartered Accountants.

Table of Contents

List of Figures

List of Acronyms

ODI	One day International
T20	Twenty Twenty
IPL	Indian Premier League
CPL	Caribbean premier League
BPL	Bangladesh Premier League
MR	Runs scored by Home team
OR	Runs scored by the opponent team
MRN	Home Team Run Rate
ORN	Opponent Team Run Rate
Batord	Batting Order
MW	Home Team Wicket
OW	Opponent Team Wicket
MAE	Mean Absolute Error
RMSE	Root Mean Squared Error
LBW	Leg Before Wicket
NBA	National Basketball Association
CSK	Chennai Super Kings

Chapter 1
Overview of Internship

1.1 Student Information

Name: Nishat Anan Prithila

ID : 18204070

Program : Bachelor of Business Administration (BBA)

Major : Accounting

1.2 Internship Information

1.2.1 Internship Overview

Period : 3 months

Company Name : ACNABIN Chartered Accountants

Department : Internal Audit

Address : BDBL Bhaban (Level-13 &15), 12 Kawran Bazar Commercial Area Dhaka-1215, Bangladesh

1.2.2 Internship Company Supervisor's Information

Name : Md Shif All Mostakin

Position : Manager (Audit & Consultancy)

1.2.3 Job Scope

As an intern at the internal audit department of ACNABIN Chartered Accountants the main objective was to learn how a firm provides accounting, auditing, taxation, business advisory services to clients. Apart from that, regular discussion & work with my team members on major audited areas, coming up with scope of developments through it, writing those in monthly audit reports & taking follow up on those scope were the main focus throughout the period of my internship. The duty was mainly to cooperate with the team members in specific audited areas. It was a good opportunity to learn by discussion and observance in the real environment of an audit department.

1.3 Internship Outcomes

1.3.1 Student's contribution to the company

In the initial stage of my internship at ACNABIN Chartered Accountants, I was asked to complete some of the pending works of the department. My first task was to reconcile given observations into an excel file for the past few months of Walton client. After that, for the rest of my internship Md Shif All Mostakin, my supervisor, assigned me into a particular group to work in a specific working area. I mainly contributed to the firm by assisting in collecting, organizing and analyzing information of different core areas for accomplishing the month wise target.

1.3.2 Benefits to the student

The internship program plays a vital role for the business students. Because most of us don't know how the real corporate offices' environment & practices are & internship program gives us the opportunity to know all those practically. It also helps us to know about professionalism. I was lucky to get an opportunity to be an intern of one of the leading firms of Bangladesh. Being a part of this firm, it helped me to understand the role of a firm in the business industry. Besides, this program gave me a basic knowledge of the process of task accomplishment. Moreover, I consider myself lucky to have Md Shif All Mostakin as my supervisor, who helped me throughout my internship through giving tasks, sharing his knowledge & views through discussion and providing advice regarding my career and studies. I have learnt a lot of things practically which will help me to get success in my future career.

1.3.3 Problems/Difficulties (During internship)

While working as an intern as internal auditor of ACNABIN Chartered Accountants in Walton client, initially I was not familiar with many things about Walton & also the different working areas. Gradually, my supervisor & team leaders assisted me to understand everything which was related to my work. Besides, I also did not know about the policies & systems of Walton. In this case my teammates helped me to know them all day by day. Because of everyone's cordiality & friendly helpful gesture, I did not have to face that many problems/difficulties throughout my internship period. I was very happy to be part of them & working with them.

1.3.4 Recommendations

As an intern of ACNABIN Chartered Accountants I was quite impressed with the way they managed everything as a whole team. But still I would like to give some recommendations which may improve the quality of future internships.

1. They should keep extra laptops in their stock so that if any intern/employee joins, they can provide them immediately.

2. They should make a few extra ID cards specifically for their interns so that they can get their own access.

Chapter 2

Organization Part

2.1 Introduction

ACANABIN is one of the largest accounting firms in Bangladesh which represents Baker Tilly International as an independent network member firm in Bangladesh. This firm provides assurance, tax & business consulting service ensuring high quality to its clients. The included clients of this firm are multinational corporations, local businesses, non-profit organizations, and government agencies. The clients are provided customized solutions to meet their unique needs by the firm. Acnabin Chartered Accountants is also known for their commitment to ethical and professional standards in the accounting profession.

2.2 Overview of ACNABIN

2.2.1 History of ACNABIN

The professional services company ACNABIN Chartered Accountants offers a comprehensive range of audit, advising, tax, and consulting services. Md. Habibullah Bahar, a well-known chartered accountant in Bangladesh, launched the company in 1985.

With a staff of over 300 experts, including chartered accountants, attorneys, and business consultants, ACNABIN has established itself as one of the top accounting and consulting firms in Bangladesh over the years. The company has also grown internationally and now has offices in a number of nations, including Singapore, the United Kingdom, and the United Arab Emirates.

ACNABIN has worked with clients in a range of industries, including government agencies, manufacturing, banking and financial services, and telecommunications. Statutory audit, internal audit, tax compliance, risk management, business consultancy, and corporate finance are just a few of the services offered by the organization.

ACNABIN is engaged in a number of social and community development programs in addition to its main services. The company started the ACNABIN Foundation with the intention of advancing social welfare, health, and education in Bangladesh.

Overall, ACNABIN Chartered Accountants has a distinguished past and is well known for its high-caliber offerings, professionalism, and dedication to its patrons and the neighborhood.

2.2.2 Firm's Profile:

Name of the firm	ACNABIN Chartered Accountants
Date of registration	February 15, 1985
Address	BDBL Bhaban(13th floor) & TK Bhaban(9th floor), Kawran Bazar, Dhaka.
Phone	(880-2) 8144347-52
Email	acnabin@bangla.net
Web	www.acnabin.com

2.2.3 Vision of ACNABIN:

"We go beyond the traditional auditor and client relationship by becoming your Trusted Business Advisor (Acnabin.com, 2018)."

2.2.4 Mission of ACNABIN:

"We adhere to the strictest principles of client confidentiality. The sensitive and competitive nature of proprietary information-and the maintenance of trust-demands it. We have built our success on such principles. We do our utmost to earn-and keep-client trust (Acnabin.com, 2018)."

2.2.5 Strategic Intent:

"We want to become trusted leader in the market ensuring highest level of professional ethics and competencies. While securing safe & trusted position in the market for financial institutions, telecommunications, foreign branch & liaison offices and NGOs/NPOs, we still see wider space for us to get involved in other sectors in the country and in the region (Acnabin.com, 2018)."

2.2.6 Values:

"Our culture is driven by the Baker Tilly Internal core values:

- ❖ To lead by example

❖ To deliver quality services with integrity

❖ To communicate openly, to act ethically

❖ And to foster a community built around civic responsibilities and teamwork.

❖ "We are passionate about helping our clients, while at the same time developing our people's potential."

2.2.6 Membership

ACNABIN is the member of:

i. Metropolitan Chamber of Commerce and Industries

ii. The Dhaka Chamber of Commerce and Industries

iii. American Chamber of Commerce in Bangladesh.

2.3 Service Provided by ACNABIN

2.3.1 Service Offered

ACNABIN provides a wide range of high quality services of divertive nature to its clients in the private and public sectors in Bangladesh. It also renders services to international development agencies and expatriate consultants those are associated with various projects in Bangladesh (Bangladesh Directory, 2018).

2.3.2 Services offered cover the following areas:

❖ Statutory audit

❖ Internal audit

❖ Special audit

❖ Management audit

❖ Performance audit

❖ Financial review

❖ Accountancy

- ❖ Investigation of frauds and irregularities 9
- ❖ Outsourcing of accounting services, payroll, internal audit, etc.
- ❖ Helping clients in adopting international and local accounting standards
- ❖ Tax planning and tax management of expatriates
- ❖ Management consultation/development
- ❖ Company acquisition, merger, spin off, amalgamation, etc.
- ❖ Liquidation and winding-up of companies
- ❖ Micro-finance consulting
- ❖ Organizational consulting services
- ❖ Share/business/asset valuation
- ❖ Other services as per needs of the clients.

2.4 Major category of clients recieving services:

Category Name	Services Receivers
Manufacturing & Trading	• Apparel • Chemical processing • Engineering • Cement • Fabricated products • Pharmaceuticals • Jute goods/garments/textiles, etc. • Food products
Commercial services	• Courier & cargoservices • Hospitals • Airlines • Hotels
Finance	• Banking • Investment

	• Insurance • Capital market • Security service • Companies
Energy & Telecommunications	• Oil & gas • Power & powergeneration • Telecommunication • Mining
Non-profit organizations	• NGOs • Charitable organization • Universities • Foundations

2.5 Operational Organogram of ACNABIN

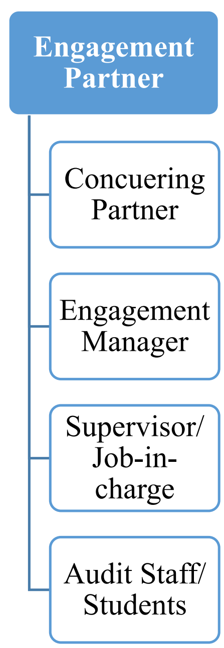

Figure 1: List of current personnel employed in ACNABIN

Chapter 3

CSM Live Monitoring Procedures & its effectiveness on Service Points

3.1 Introduction

3.1.1 Background

One of the most important facets of every corporate organization is customer service management, and live monitoring is a vital part of efficient CSM. The value of live monitoring in customer service management has received increasing attention in recent years, and the body of literature on the subject has grown dramatically. With an emphasis on its advantages, disadvantages, and best practices, this literature review intends to examine the present state of research on customer service management live monitoring. Live monitoring has several advantages for customer service management.

A variety of advantages are offered by live monitoring for customer service management. One of the biggest advantages is that it makes it possible for managers to spot problems in real-time and take prompt corrective action. According to Kim and Moon (2018), this may result in higher customer satisfaction, fewer customer complaints, and better customer retention rates. Live monitoring offers insightful data on consumer activity that can be utilized to spot trends and patterns and guide upcoming service upgrades.

Live monitoring in customer service management: challenges

Live monitoring offers a number of advantages, but it also poses a number of difficulties for customer service management. Making sure that the monitoring procedure doesn't violate customers' privacy rights is one of the biggest challenges. Additionally, there is a chance of information overload because live monitoring generates a lot of data that managers may find difficult to analyze (Larivière et al., 2017).

Best Practices in Customer Service Management for Live Monitoring:

Customer service managers can use a number of best practices to get beyond the difficulties posed by live monitoring. To ensure that customer privacy rights are upheld, one of the most crucial things is to develop explicit criteria for data collection, storage, and use (Kim & Moon, 2018). To ensure they can derive valuable insights from the data gathered through live monitoring, managers need also create efficient data processing and analysis procedures. To guarantee that monitoring systems continue to be useful and successful, it is crucial to ensure that they are routinely updated and maintained.

In conclusion, live monitoring is a crucial part of efficient customer service management and provides a number of advantages for companies. It also brings up a number of issues that must be resolved, such as concerns about client privacy and data overload. Customer service managers can overcome these obstacles and take advantage of live monitoring's advantages to increase customer satisfaction, loyalty, and retention by adhering to best practices like setting clear guidelines for data collection and analysis and making sure that monitoring systems are routinely updated.

3.1.2 Objectives

Everything has its own objective for accomplishment. Just like that the main objective of the report is to let the reader know about the significance of a specific part of customer service management which is live monitoring. Besides, here will be the opportunity to know the procedure of live monitoring & by that they will have the entire concept of live monitoring. Moreover, the reader will understand the impact of live monitoring on customer service management.

3.2 Methodology

The data of this report is collected by practical working in live monitoring of several service points. Firstly I was assigned to do live monitoring of some selected service points. As I was new to do this work, Md. Jibon Miah, Senior Audit Associate gave me the initial guidence. He gave me the clear ideas of every each part of live monitoring by himself. He did the first live monitoring infront of me. Seeing him I got to know how to do this. After completely knowing the all instructions I started working & did my first live monitoring by myself. Thus

I got to know the procedures & effectivness of live monitoring on service points. Besides I asked Md. Jibon Miah, Senior Audit Associate for more clarifications. Moreover, there are some policies what help me to understand better about the whole process.

3.3 Findings & Analysis

3.3.1 CSM Live Monitoring Function

Live monitoring is incurred in selected service points on a monthly basis. In every month there are 5-6 service points live monitorings are executed. It is operated into four parts to observe every service point.

1. Cash Counting
2. Stock Counting
3. Compliance Check
4. Fixed Asset

First of all, we determine about which service point we want to live monitor for the day. After then, we download the necessary files from EBS & arrange them into excel file. we look for the certained area's branch manager's name & ID from a list. Thereafter, we need to collect the selected service point's branch manager number using his employee ID from EBS. Then, we tell him/her about ourselves that we want to run a live monitoring & after introduction tell him/her to give us time for cooperate during live monitoring. After then at their convenient time we start live monitoring.

3.3.2 Cash counting

For cash counting, we need to download the bank ledger of the live monitoring day. To do that, we need to use 11th module named "EBS APPS Old" from Oracle E-business Suite.

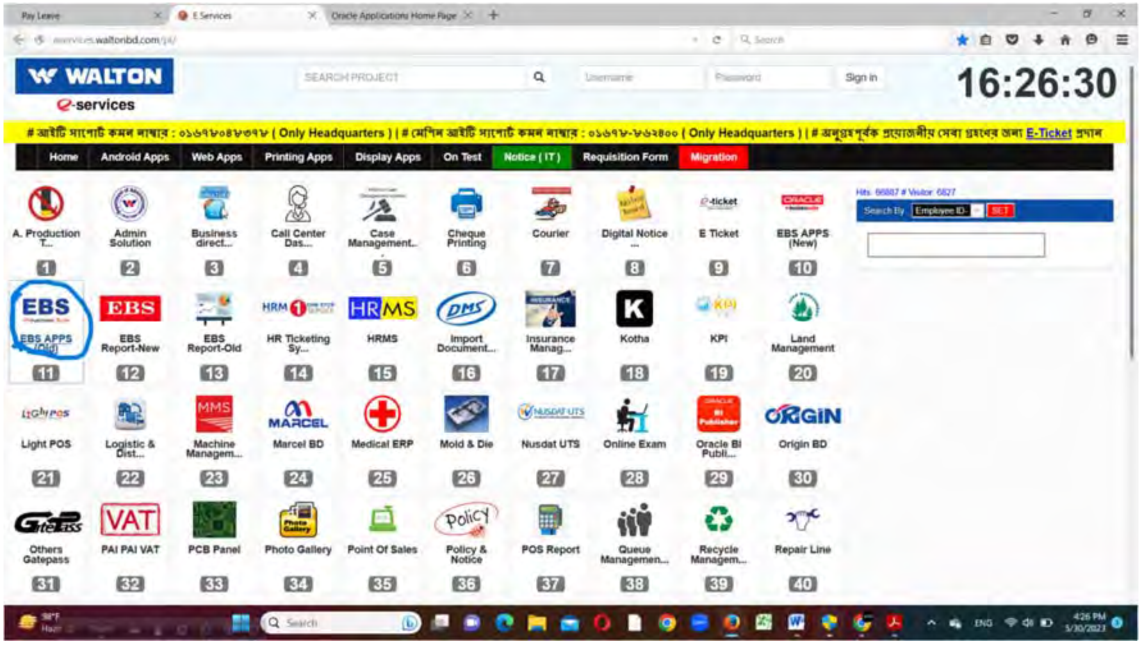

Figure 1:Oracle Application Home Page (Module 11)

We download this bank ledger to match the openning balance of physical cash with software. For that, we open an excel file of service poit's bank ledger, hard cash counting & cash counting summary.

Jhenaidah Service Point

Bank Account Ledger

Bank Name	Petty Cash	**Date From :**	27-Feb-23
Branch Name	Petty Cash	**Date To :**	27-Feb-23
Account Number	Petty Cash Jhenaidah	**Status :** All	

GL Date	Voucher	Cheque #	Name of the Party	Description	Debit Amount	Credit Amount	Balance
27-Feb-23				Balance B/F			12,596.00
27-Feb-23	5230200324	5230200324	5064 - Common Customer Cash		600	0	13,196.00
27-Feb-23	5230200327	5230200327	5064 - Common Customer Cash		555	0	13,751.00
27-Feb-23	5230200318	5230200318	5064 - Common Customer Cash		500	0	14,251.00
27-Feb-23	5230200322	5230200322	5064 - Common Customer Cash		300	0	14,551.00
27-Feb-23	5230200326	5230200326	5064 - Common Customer Cash		300	0	14,851.00
27-Feb-23	5230200320	5230200320	5064 - Common Customer Cash		250	0	15,101.00
27-Feb-23	5230200319	5230200319	5064 - Common Customer Cash		200	0	15,301.00
27-Feb-23	5230200321	5230200321	5064 - Common Customer Cash		200	0	15,501.00
27-Feb-23	5230200325	5230200325	5064 - Common Customer Cash		120	0	15,621.00
27-Feb-23	5230200323	5230200323	5064 - Common Customer Cash		80	0	15,701.00
TOTAL	3,105.00	0					

Figure 2: Service point's bank ledger

Cash	Denomination	Number of notes	Taka	Ps.
Notes	1,000	8	8000	
	500	7	3500	
	200		0	
	100	9	900	
	50	5	250	
	20	1	20	
	10	9	90	
	5	2	10	
	2	9	18	
COIN	1	1	1	
Stamps (details on separate schedule)			0	
Unbooked vouchers (details on separate schedule)			0	
(a) **Advances** (give date, name, particulars, approval and amount)			0	
(b) **Vouchers for expenses** (give date, name, particulars, approval and amount)			0	
(c) **Cash cheques** (present details to manager, etc. for approval during audit follow up to see all cashed and paid			0	
(d) **Other items** (list details and authorization)			0	
Total funds counted			12789	

Figure 3: Hard cash counting

Customer Service Management-Jamalpur
Receipt & payment Accounts
Date:- 20-02-23

Particulers	Cash	Bkash	Total
Opening Balance(23-02-23)	-		**12,596**
Total Receipt	7,198		**7,198**
Total	-		**19,794**
Total payment & Diposit	7,005		**7,005**
Physically Cash in hand	-	-	12,789
Short/Over Without Explanation	-	-	7,005
Closing Balance As Per Software	-	-	**19,794**

Figure 4: Cash counting summary

The cash should be not more than 50,000 after counting in the service point. If the physical openning balance does not match with the software balance, there will be inquiry on that. The account officer of that service point will be bound to answer those query with evidence documents. If he fails to do so then he will be responsible for it. There will be an observation made if the proper documents are not being provided in cash counting after mismatch. Thus this part plays a vital role in live monitoring in terms of maintaining proper cash account of a service point.

3.3.3 Stock Counting

In stock counting part, here we count two things. Those are- general store & spare parts of the service point. Initially, we download report from 13th module named "EBS Report-Old" on Oracle E-business Suite.

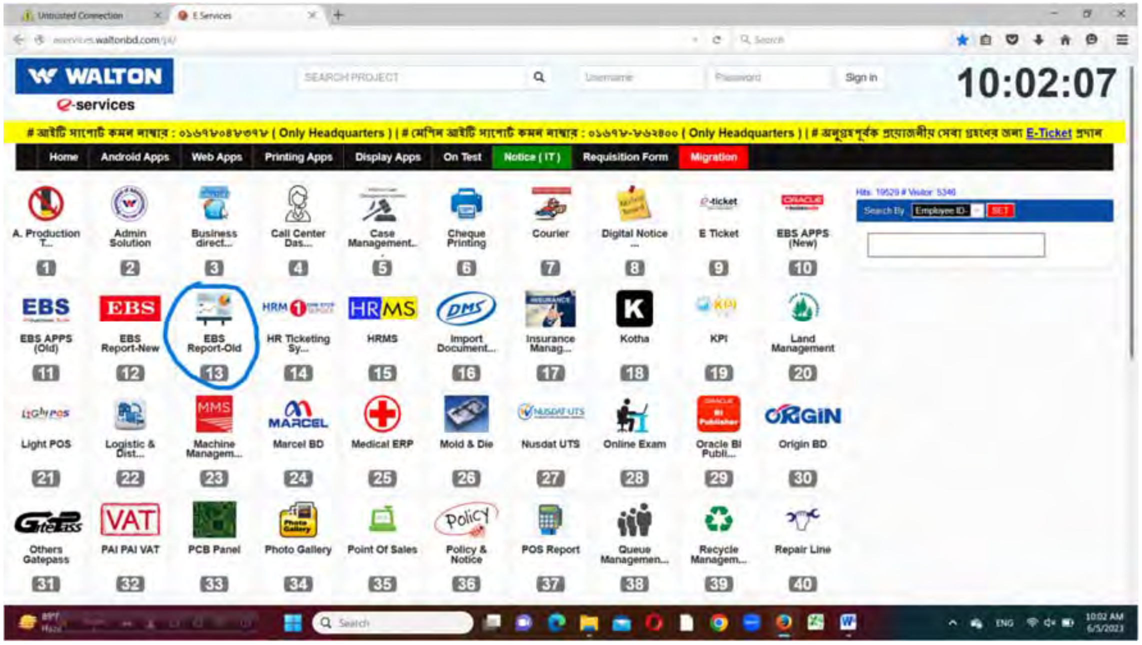

Figure 5: Oracle Application Home Page (Module 11)

We have the two reports from here. One is for general store & another one is for spare parts. Then we transfer the data into Excel file & sort it out into non-moving, slow moving item from raw general store & spare part data. For identifying non-moving & slow-moving items of general store & spare parts, we create a column with a formula of "delivery quantity/total quantity" to know the percentage of moving inventories in different Excel sheet. By doing this we get to know which inventory is not being used over than 1 year & which one is slightly moving.

SL No	Category	Location	Item Code	Description	UOM	Rate	Opening		Received		Total		Delivery			Closing	
							Qty	Value	Qty	Value	Qty	Value	Qty	Value		Qty	Value
302	TOOLS	S27.4.1	TOOL.MOI	Online Monitor (For CPSD)	PCS	944.59	1	944.59	0	0	1	944.59	0	0	0%	1	944.59
57	MECHANICAL	S27.4.1	MECH.PNA	Oxygen Regulator	PCS	550.33	1	550.33	0	0	1	550.33	0	0	0%	1	550.33
335	UNIFORM	S27.4.1	GEST.DRE	Protective Dress for Fridge Tech. [Size: XL]	PCS	450	1	450	0	0	1	450	0	0	0%	1	450
260	STATIONERY	S27.4.1	GEST.STO	X Banner Stand	PCS	330	2	660	0	0	2	660	0	0	0%	2	660
159	PRTINTING-STATIONERY	S27.4.1	GEST.STO	Driver Bit	PCS	56.1	5	280.5	0	0	5	280.5	0	0	0%	5	280.5
136	PRTINTING-STATIONERY	S27.4.1	GEST.STO	Advance Money Requisition Book	PCS	8.59	4	34.36	0	0	4	34.36	0	0	0%	4	34.36

Figure 6: General store non-moving data

SL No	Category	Location	Item Code	Description	UOM	Rate	Opening		Received		Total		Delivery			Closing	
							Qty	Value	Qty	Value	Qty	Value	Qty	Value		Qty	Value
168	PRTINTING-STATIONERY	S27.4.1	GEST.STO	Hand gloves-PlastiC	PAR	18.13	11	199.43	0	0	11	199.43	1	18.13	9%	10	181.3

Figure 7: General store slow-moving data

SL No	Category	Location	Item Code	Description	UOM	Rate	Opening		Received		Total		Delivery			Closing	
							Qty	Value	Qty	Value	Qty	Value	Qty	Value		Qty	Value
1345	LAPTOP	S27.1.1	SPAR.LAP	Motherboard TAMARIND EX5800 (8th Generation)	PCS	27252.43	1	27252.43	0	0	1	27252.43	0	0	0%	1	27252.43
221	AIR COOLER	S27.1.1		Compressor [ODU (W-70GW-Old Model/WSN-21K-RXXXA/ECXXA/WSN-24B-Non-Inverter) Version-0101 , (Model-2V40S225AUA) , (Brand-Panasonic) , C 114269] Air-Conditioner	PCS	9044.88	1	9044.88		0		9044.88		0	0%		9044.88

Figure 8: Spare parts non-moving data

SL No	Category	Location	Item Code	Description	UOM	Rate	Opening		Received		Total		Delivery			Closing	
							Qty	Value	Qty	Value	Qty	Value	Qty	Value		Qty	Value
2000	MOBILE PHONE	S27.1.1	SPAR.MOE	Battery_3800A [HM4, HM4+, HM4i]	PCS	339.13	6	2034.78	0	0	6	2034.78	1	339.13	17%	5	1695.65
58	AIR CONDITIONER	S27.1.1	SPAR.AIR	Display Thai [W-35GW AC]	PCS	216.67	7	1516.69	0	0	7	1516.69	1	216.67	14%	6	1300.02

Figure 9: Spare parts slow-moving data

After cetagorizing into different excel sheet, we do samples on the basis of higher inventory value. We select those as sample which are higher value of slow-moving & non-moving of spare parts & general store. Then we give the sample to store officer to show us those sampled inventories on live & count those infront of us at a specific time. If they fail to count according to software recorded amount of sampled inventories, they are accountable to provide the necessary documents for the mismatch. They provide us SR no (Service request number) if the inventory amount do not match with the system amount. We check with the SR no from 60th module named WCTS on Oracle E-business Suite.

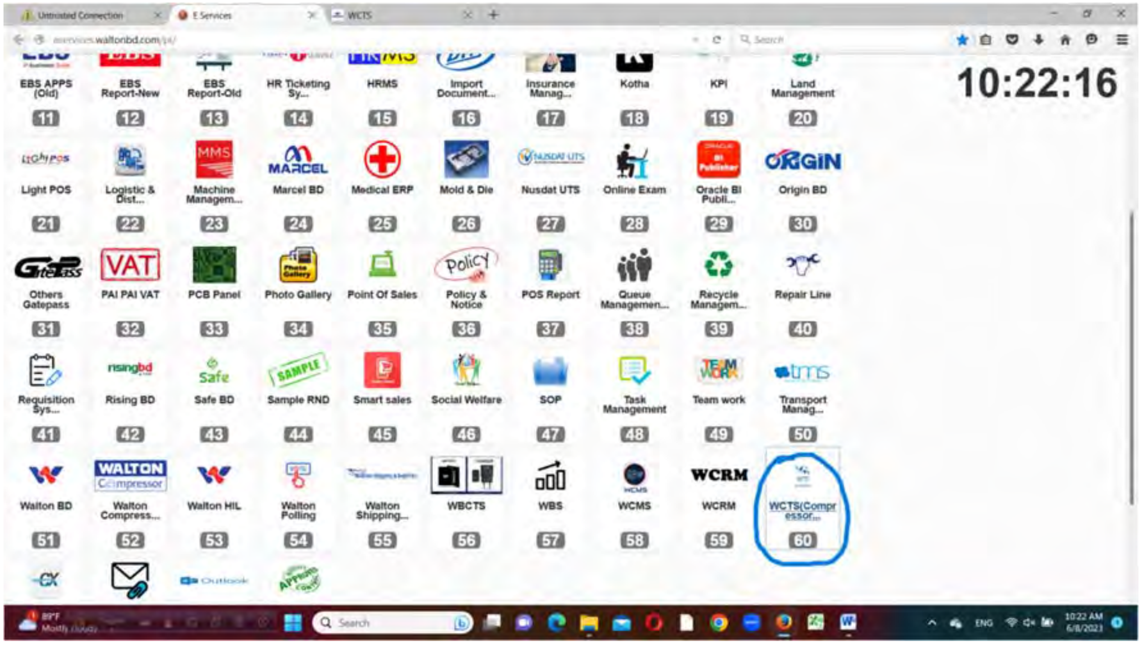

Figure 10: Oracle Application Home Page (Module 60)

If the missing item is showed being delivered in its delivery progress status then there will be an observation for not being recorded in the system quantity. In SR checking, there will be three type of delivery progress status. Those are- 1. Ready to delivered, 2. Service in progress & 3. Delivered.

Code No	As per stock (A)	As per physical verification (B)	Difference (C =A-B)	SR No	Name of parts	Delivered Date	Remarks/Notes
SPAR.LEDX.262729	6	0	6	1802231163	Open Cell 813MM [32" B-E] Model: HV320WHB-F56/F70	Ready to delivered	
				2202234281		Ready to delivered	
				2502231234		Delivered (Date: 27/2/23)	
				2202234377		Ready to delivered	
				2301231121		Ready to delivered	
				2602231595		Ready to delivered	
SPAR.FRIG.239961	10	8	2	1002230675	Walton Compressor Walpha-2 HVYX9AA AL 10.9 cm3 185 Watt-with	Ready to delivered	
				2102232352		Service in progress	
SPAR.FRIG.102539	6	3	3	1202233537	Walton Compressor Walpha GVY57AA Aluminum 5.73 cm3- With Relay & Overload (Serial Control)	Ready to delivered	
				702233662		Delivered (Date: 27/2/23)	
				1502230808		Ready to delivered	
SPAR.LEDX.262732	7	0	7	1802231163	T-CON Board 32 Inch B-E [HV320WHB-F56] TC.K5616H.801	Ready to delivered	
				2202234281		Ready to delivered	
				2502231234		Delivered (Date: 27/2/23)	
				2602233871		Service in progress	
				2202234377		Ready to delivered	
				2301231121		Ready to delivered	
				2602231595		Ready to delivered	
SPAR.RICC.12984	20	17	3	2202234845	Magnetic Steel "CD-136" [WRC-1.8L/2.2L; Rice Cooker]	Delivered (Date: 27/2/23)	
SPAR.FRIG.07336	20	19	1	1902232291	AC Cord-All Frost Type Refrigerator	Ready to delivered	

Figure 11: SR no wise delivery progress & date

For each “delivered” status, there will be remarks/notes are taken in terms of taking reason from the management side of the service point for showing the item as delivered where the system shows that the item is in stock.

In stock counting, every item is checked by the item code number. After deciding the sample for auditing, we send item codes of those sample items to store officer. Then he shows all those items one by one with those item code numbers in live call.

3.3.4 Compliance Check

In this part, the main target is to check the service point properly maintaining the surrounding cleanliness or not. Besides, it is also monitored that all the necessary rules are strictly followed. In compliance checking part, the name in the sign board of the service point, fire extinguisher's expiry date, dress code of the service point's reception section, sand & water maintanance, coverage of CCTV in cash counter section, every section's organisation, availability of first-aid box, observing customer service behaviour are checked very carefully. If any of the thing is seen not to be maintained properly then there will be made observation against it with proper evidence. During the entire live monitoring session, the call is recorded so that every moment can has its own evidence. Besides, at the time of auditing, we take necessary screenshots as evidences where we think that something is inappropriate following policy. For example, if the voltage of cash counter section seems uncovered by CCTV then for that there will be a screenshot taken to prove the issue. In short, every desciplinary thing is strictly monitored in this part for the betterment of every service point.

3.3.5 Fixed Asset

For fixed asset, there are two reports necessary to download. Those reports are-

1. Fixed asset schedule
2. Employee wise fixed asset summary

These reports are downloaded from 11th module named "EBS APPS Old" from Oracle E-business Suite. Then we keep these two reports in two different sheet of one main Excel file. Firstly, in this part, we do sampling of twenty to thirty fixed assets on the basis of fixed asset's value in Employee wise fixed asset summary among all fixed assets. Then we gave the sample wise fixed assets to the branch manager of the service point & ask them to show the tag number of all those sampled fixed assets in live monitoring. While sampling fixed asets, we mainly focus on different section, such as- refrigerator department, service points, customer care, television, cellular phone, general, spare parts, home appliance department, AC department, IT department, EMH. The sections vary service points to service points. Every service point does not have these all sections. We try to cover all section's fixed assets during live monitoring. Besides, we emphasise on monitoring the fixed assets of the category of IT hardware & equipment.

Employee Wise Asset Summary

Jhenaidah Service Point

For: All Employee

Emp ID	Employee Name	Section	Asset Number		Description	Major Category	Minor Category	Tag Number	Area
		Refrigerator Dept.	87454	87454	Vaccum Pump	Machineries & Equipment	Pump	30431	Jhenaid
17902	S.M. Sazzadul Islam	Service Point Accounts	185874	185874	Locker Bold (FA)	Furniture & Fixture	Locker Bold	142428	Jhenaid
		Customer Care	155663	155663	LED(WSD43FD)	Office Equipment	Television	65411	Jhenaid
C-2958	Md. Mehedi Hassan	Customer Care	155474	155474	Computer All In One (FA)	IT Hardware & Equipment	Computer All In One	44293	Jhenaid
18540	Sarojit Sen_18540	Television	148437	148437	Laptop (FA)	IT Hardware & Equipment	Laptop	58760	Jhenaid
19007	Md. Shofekul Islam_19007	Cellular Phone	163418	163418	Laptop-Core i3 (FA)	IT Hardware & Equipment	Laptop	49441	Jhenaid
17024	Rentu Kumar Das	General	149590	149590	CPU (FA)	IT Hardware & Equipment	CPU	42057	Jhenaid
16153	Md. Mahabubur Rahman	Spare-Parts	141897	141897	CPU (FA)	IT Hardware & Equipment	CPU	49756	Jhenaid
		Home Appliance Dept.	148378	148378	File Cabinet of Steel [FA]	Furniture & Fixture	File Cabinet	51091	Jhenaid
18540	Sarojit Sen_18540	Television	152875	152875	Epson Dot Printer [FA]	Office Equipment	Printer	39516	Jhenaid
C-2958	Md. Mehedi Hassan	Customer Care	182152	182152	Printer Dot Matrix Epson LQ-310 (FA)	Office Equipment	Printer	114306	Jhenaid
16378	Md. Mohiuddin Mollah_16378	Cellular Phone	140982	140982	Dot Printer [FA]	Office Equipment	Printer	45073	Jhenaid
16153	Md. Mahabubur Rahman	Spare-Parts	184930	184930	Walton Monitor-23.8" (FA)	IT Hardware & Equipment	Monitor	127003	Jhenaid
18540	Sarojit Sen_18540	Television	162311	162311	Monitor (FA)	IT Hardware & Equipment	Monitor	49269	Jhenaid
19792	Atiqul Islam Firoj_19792	Refrigerator Dept.	141001	141001	Monitor (FA)	IT Hardware & Equipment	Monitor	36766	Jhenaid
16153	Md. Mahabubur Rahman	Spare-Parts	141890	141890	Monitor (FA)	IT Hardware & Equipment	Monitor	49755	Jhenaid
17902	S.M. Sazzadul Islam	Service Point Accounts	146303	146303	Monitor (FA)	IT Hardware & Equipment	Monitor	42116	Jhenaid
17024	Rentu Kumar Das	General	149574	149574	Monitor (FA)	IT Hardware & Equipment	Monitor	42058	Jhenaid
16328	Sumon Ghoshal	IT Department	153265	153265	Executive-Chair [FA]	Furniture & Fixture	Chair	54733	Jhenaid
17024	Rentu Kumar Das	General	87760	87760	Laser Printer (FA)	Office Equipment	Printer	51100	Jhenaid
		AC DEPT.	175267	175267	Vacuum pump transfer from WHIL. Ref Inv-	Machineries & Equipment	Vacuum Machine	3844	Jhenaid
17024	Rentu Kumar Das	General	153291	153291	Scanner (FA)	IT Hardware & Equipment	Scanner	51101	Jhenaid
		EMH	167546	167546	Walton Ceiling Fan	Office Equipment	Fan	84086	Jhenaid
		Cellular Phone	167540	167540	Walton Ceiling Fan	Office Equipment	Fan	65225	Jhenaid
19792	Atiqul Islam Firoj_19792	Refrigerator Dept.	162221	162221	CPU (FA)	IT Hardware & Equipment	CPU	48601	Jhenaid
		Refrigerator Dept.	88332	88332	Exhaust Fan	Office Equipment	Fan	43264	Jhenaid

Figure 12: Employee wise fixed asset summary

While showing the fixed assets, it's very carefully monitored that the tag number of the fixed asset is actually matching or not. It is easier if the fixed assets are shown section wise. As the fixed assets are kept section wise & the sections are in different rooms. So we encorage them to show us the tag numbers their convenience wise. During checking the tag numbers it is also asked that they added any new fixed asset or not, if so then they attached tag numbers on the new fixed assets or not. Then they are also asked to show those new fixed assets for the confirmation of attachted number. After seeing the new tag numbers, we check with the tag number that the fixed assets are included in the employee wise fixed asset summary or not. If they do not include the fixed asset in the report or do not attach tag number on new fixed asset then there will be an observation against it. Moreover, every fixed asset is under any employee or not that is also checked. If any employee name is being missed of any fixed asset then there will be an observation made.

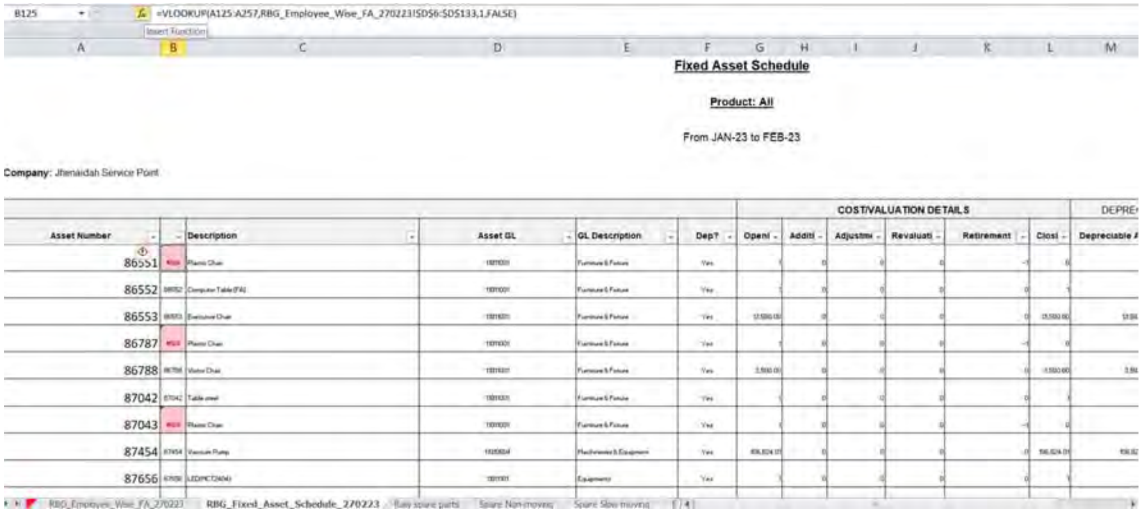

Figure 13: Fixed asset schedule

In Fixed asset schedule, it is matched that all the asset no are available in both Fixed asset schedule & Employee wise fixed asset summary by using "Vlookup" formula in the Excel file. After making a column for Vlookup in Fixed asset schedule, it is clear to us that which fixed asset is missing in Employee wise fixed asset summary as the Vlookup is done with the asset number of Fixed asset schedule & Employee wise fixed asset summary. If any asset no of Employee wise fixed asset summary is being missed then in Fixed asset schedule "N/A" is showed & there will be an observation for this for not being the fixed asset in Employee wise fixed asset summary.

3.4 Summary & Conclusion

CSM live monitoring plays a vital role for every service point of Walton. Through this procedure, all service points are monitored & observations are made for developing the improvement needed area. After doing this entire procedure, based on the arised development area monthly report & followups are made. For each observation, management response & their action plan is taken. Lastly after two months monthly followups are thaken from the responsible person of each month. From the followup auditors get to the progress of development area & take actions accordingly. In short, the whole procedure of CSM live monitoring is an effective part of audit, just not only for developing the service point's service of Walton client but also for the staff's awareness of their job & being more responsive.

3.5 Implications

ACNABIN provides its audit service to its clients for boosting up their operational activities. CSM live monitoring is one of the parts of audit services of ACNABIN to Walton Client for maintaing all the service points according to company's current policy. This audit service has an immense impact on all service points all over Bangladesh. It's important for all service points as it amends all the complied errors of service point Walton. It also helps to have control over service points of Walton which is beneficial for the company. As Walton gets the chance to know the scope of development of every service point, get updated about the service of every service point & can take actions accordingly throghout Bangladesh. Through this CSM live monitoring procedure, Walton gets the opportunity to develop its services & modify its services according to customer demand & complaints which is effective for the company to compete with its competitors & enhancing the brand value.

Reference:

Home. (n.d.). Baker Tilly. Retrieved July 11, 2023, from http://acnabin.com