

Maintaining Work Process & Bolstering the Role of Work Manuals

- An internal controls consultative body created tasked with checking the work process of new units and operations
- Work manuals reviewed and the effectiveness of which improved

Work process evaluated and improved	<ul style="list-style-type: none">- New and revised business processes reviewed, and the probability of process failures assessed by internal control councils.- Risks reassessed pertaining to high-risk transactions and remedial plans devised.- Risk control self-diagnosis executed.<ul style="list-style-type: none">• Operation risk levels established, and the adequacy and compliance of control procedures confirmed.
Improving effectiveness of work manuals	<ul style="list-style-type: none">- Work manual systems upgraded through standardized content offerings, screen improvements, and other continuous retooling efforts- Work manuals reviewed and, if needed, supplemented of all departments through collaboration of department and internal control managers