

## CASE STUDY 11. FICTITIOUS MAINTENANCE AND WHISTLEBLOWER HOTLINE

### COMPANY BACKGROUND

A Chilean company provides ambulance emergency services. It has annual revenues of \$80 million with over 700 ambulances and 3,000 employees.

### FINDINGS

Repairs and spare parts represented one of the principal costs of the operation of the ambulances. The company used a software application to control the maintenance and repairs, by means of which each vehicle is assigned a unique number to which all repairs and costs are charged. Each part taken from the warehouse had to be charged to a specific ambulance. Where this was not the case, the written authorization of the Spare Parts Warehouse Manager was required.

Internal Audit used to perform periodic physical cycle counts with the objective of verifying the inventory balances. The results of these cycle counts were satisfactory in that the physical balances always coincided with the system.

Even though the cycle counts did not present any variations, a group of mechanics decided to repeat the same repair work on the same vehicle a number of times in the same year. This was done by means of collusion between the drivers and the mechanics whereby the drivers would request a fictitious service or mechanical repair work in order to ensure that the corresponding spare part was requested from the warehouse. This was performed successfully as the Company did not have a mechanism in place to check the reasonableness of the work performed. The drivers would subsequently sell the spare parts in the black market and share the proceeds with the mechanics. The situation was discovered as a result of a whistleblower who filed an anonymous report via the Company's hotline.



# Audit Case Study And Solutions

**Frederick L. Neumann**



## **Audit Case Study And Solutions:**

The book delves into Audit Case Study And Solutions. Audit Case Study And Solutions is a vital topic that needs to be grasped by everyone, from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into Audit Case Study And Solutions, encompassing both the fundamentals and more intricate discussions.

1. The book is structured into several chapters, namely:

- Chapter 1: Introduction to Audit Case Study And Solutions
- Chapter 2: Essential Elements of Audit Case Study And Solutions
- Chapter 3: Audit Case Study And Solutions in Everyday Life
- Chapter 4: Audit Case Study And Solutions in Specific Contexts
- Chapter 5: Conclusion

2. In chapter 1, the author will provide an overview of Audit Case Study And Solutions. This chapter will explore what Audit Case Study And Solutions is, why Audit Case Study And Solutions is vital, and how to effectively learn about Audit Case Study And Solutions.

3. In chapter 2, the author will delve into the foundational concepts of Audit Case Study And Solutions. This chapter will elucidate the essential principles that must be understood to grasp Audit Case Study And Solutions in its entirety.

4. In chapter 3, the author will examine the practical applications of Audit Case Study And Solutions in daily life. This chapter will showcase real-world examples of how Audit Case Study And Solutions can be effectively utilized in everyday scenarios.

5. In chapter 4, this book will scrutinize the relevance of Audit Case Study And Solutions in specific contexts. This chapter will explore how Audit Case Study And Solutions is applied in specialized fields, such as education, business, and technology.

6. In chapter 5, this book will draw a conclusion about Audit Case Study And Solutions. This chapter will summarize the key points that have been discussed throughout the book.

This book is crafted in an easy-to-understand language and is complemented by engaging illustrations. It is highly recommended for anyone seeking to gain a comprehensive understanding of Audit Case Study And Solutions.

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