



QUALITY CONTROL

TAKES IT TO THE NEXT LEVEL



Baker Tilly using the advantages of the Microsoft Power Platform

BY AMANDA VAN HOORNAAR

In April 2020, Phil Bown stepped into the role of Audit Technical & Quality Improvement Manager within Baker Tilly International. Headquartered in London, he submerged into a serious performance history of the company wide Quality Audit work. On a regular basis, over 130 member firms are invited to the global quality control procedures. A role which Phil intends to carry out in a collaborative manner. 'I have no interest in telling people off with 20+ so called non-compliant matters. I aim to improve together, so we all get to the next level.'

Together with CIO Adam Grainger and Director of Professional Standards Nick Jeffrey, Phil dove into the established Quality Control system. Getting familiar with these procedures made them aware of the intense amount of manual work. 'London loves spreadsheets', might be a common saying, but change is coming.

Keep IT simple

Adam, Nick and Phil teamed up with Dutch IT company Agerion IT. They tapped into the experience of Ed Berk and Stefan Frerichs, leading noteworthy international IT projects in the Accountancy field. Together, they set up a clear framework for improvement.

“ *I aim to improve together, so we all get to the next level.*

Phil Bown, Baker Tilly International

Clear framework for improvement

Whereas the Microsoft Excel sheets have been doing the job, the new Microsoft Power Platform solution can do even better. Agerion IT built a custom QI app for Baker Tilly International. As Arthihan Velauthapillai, one of the Power Platform specialists within Agerion shares with a smile: 'This app aims for the best collaboration possible within Baker Tilly: convenient use for the member firm as well as the global office. It was a pleasure to develop such a custom app, helping others to improve their way of working. After thorough tests, we are rolling it out now.'

The Baker Tilly Quality Improvement App

Member firms are gradually invited in the user-friendly app, where they can easily answer the International Standard Quality Control 1 requirements. Per ISQC topic, they can share their actual status or – in case nothing has changed – effortlessly re-use any previously shared answers.

“ This app aims for the best collaboration possible within Baker Tilly.
Arthihan Velauthapillai

46 unanswered questions. * = previous answer

Baker Tilly International Quality Improvement App

Baker Tilly USA

Evaluation, communicating and remedying identified deficiencies

Please describe how your firm evaluates the effect of deficiencies noted as a result of the quality monitoring process?

* Same answer

From this, does the firm determine whether the deficiencies are:
a) Instances that do not necessarily indicate that the firm's system of quality control is insufficient to provide it with reasonable assurance that it complies with professional standards and applicable legal and regulatory requirements, and that the report issued by the firm or engagement partners are appropriate in the circumstances? or;
b) Systemic, repetitive or other significant deficiencies that require prompt corrective action?

* Same answer

i How does the firm communicate all deficiencies and appropriate remedial action to the relevant engagement partners and other appropriate personnel?

* Same answer

Do recommendations for appropriate remedial actions for deficiencies include one or more of the following:
a) Taking appropriate remedial action in relation to an individual engagement or member of personnel?
b) The communication of the findings to those responsible for the training and professional development?
c) Changes to the quality control policies/procedure?
d) Disciplinary action against those who fail to comply with the policies/procedures?

* Same answer

As soon as they submit their answers, the member firm as well as the global office gets a confirmation of their entry. This is where the global office, represented by Phil and his colleague Carla, step in. The system makes it very efficient to add comments and global office reviews.

A summary of the results appears in the global office QI dashboard. This overview, which was previously manually updated in Excel, updates in real-time in Microsoft Power BI and shows the compliancy of member firm per ISQC1 topic. Due to a set of clever variables in the dataset, a future planning for member firms is calculated.

Efficient future planning tool

All in all, Baker Tilly International went from 3 manually adjusted Excel databases and many emails and phonecalls to a central, user-friendly place for their Quality Control. While saving time and improving overview for the global office, the feedback of the first member firms enrolled in this system is also positive.

Baker Tilly International Quality Improvement App Log Off

Member firm information

Member Firm

Jurisdiction in which the firm is registered or incorporated

Is the firm a standalone member firm, a network operator, or a member of a sub-network?

Remarks

A unique user name and password have been created for the firm. If you need to change these credentials use the button below.

[Credentials >](#)

Below are all the checklists currently available and relevant to the firm. To request that a firm updates its information, select the checklists that you want the firm to complete by sliding the sliders to the right, then click the "send e-mail" button to send an e-mail request to the firm.

To view all the checklists that have been completed by the firm click the "completed checklists" button.

ISQC 1	<i>Last completed: 9/3/2021</i>	<input checked="" type="checkbox"/>
Audit procedures	<i>Last completed: 4/14/2021</i>	<input checked="" type="checkbox"/>
Audit quality	<i>Last completed: 4/13/2021</i>	<input checked="" type="checkbox"/>
Other quality	<i>Last completed: 4/8/2021</i>	<input checked="" type="checkbox"/>
Ethics	<i>Last completed: 4/10/2021</i>	<input checked="" type="checkbox"/>
Accountancy services	<i>Last completed: 4/7/2021</i>	<input checked="" type="checkbox"/>
Tax services	<i>Last completed: 11/15/2021</i>	<input checked="" type="checkbox"/>
Advisory and other services	<i>Last completed: 9/3/2021</i>	<input checked="" type="checkbox"/>
Sub-network arrangements	<i>Last completed: 4/6/2021</i>	<input checked="" type="checkbox"/>

[Send e-mail >](#)

[Completed checklists >](#)

The enthusiasm is so significant, that member firms with their own sub-networks start to use the Microsoft Power Platform for more than just the ISQC1. To gather around the words of Phil:

“ *Let's improve together.*
Phil Bown