

INTERNAL CONTROLS COMMUNIQUÉ

**Div. of Military & Naval
Affairs**

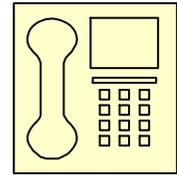
**Internal Control
MNAG-IC**

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In this newsletter I will be discussing one of the five components of the internal control program, communication. Communication is the exchange of useful information between and among agency staff to support decisions and coordinate activities. A good system of communication is essential for an organization to maintain an effective system of internal control.

Have you ever heard anyone say, “*there has been a break down in communications?*” Here are a few ways that supervisors and managers can ensure communication channels are working:

- Tailor information to individual needs
- Provide timely information to employees
- Inform employees of their duties and responsibilities
- Enable employees to provide suggestions for improvement
- Use feedback to evaluate how well the internal controls are working
- Enable the reporting of sensitive matters within established agency guidelines
- Provide information necessary for all employees to carry out their responsibilities effectively



Do not think communication is an isolated internal control. It is not. Communication affects every aspect of DMNA's operations and helps support the system of internal control.

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Information...

- Should travel in all directions within the organization
- Can be communicated verbally, in writing and electronically
- Is useful when it is timely, sufficiently detailed and appropriate to the user



Internal Control Training

The Governor's Office of Employee Relations has implemented a new on-line training program, Statewide Learning Management System (SLMS). DMNA will be able to give access to all SLMS users in the next fiscal year. All State employees will be required to take internal control training in SLMS at that time.

✘ **EVERYONE is responsible for internal controls!** ✘