

RESOURCE MANAGEMENT SERVICES, INC. ANNOUNCES

# THIRD PARTY VENDOR AUDITING WORKSHOP

"People Do What You Inspect, Not What You Expect" quote from businessman, Louis V. Gerstner, Jr.

Learn strategy and practical tips for auditing collection-related activities, whether at your own shop or at one of your vendor's operations.

Incorporate collection knowledge, audit skills, tested techniques, practical applications and effectiveness into your audit.

## Class Date and Location:

May 6 - 7, 2019 - Las Vegas, Nevada

## TWO-DAY SESSION

### INSTRUCTORS

**Bev Evancic**

Vice President, Resource Management Services, Inc.

**Ken Evancic**

Vice President, Resource Management Services, Inc.



## THIRD PARTY VENDOR AUDITING WORKSHOP

With over 30 years of experience auditing collection agencies and attorneys, Resource Management Services, Inc. continues to offer their signature auditing workshop classes with the "Third Party Vendor Auditing" Workshop. For those creditors involved with vendor oversight, that audit collection agencies and attorneys, vendor managers or collection agency auditors. Learn strategy and practical tips for auditing collection activities, whether at your own shop or at one of your vendor's operations. Learn to incorporate time-proven audit techniques and real world practical applications and tools. This session provides both a framework for your own internal audit program, and the tools needed to complete the process.

Learn practical skills and tactics to review:

- When to audit, and incorporating remote and onsite
- What to audit - work effort, payments, compliance, financials and more
- Sampling techniques to increase your effectiveness
- How to develop an effective call monitoring scorecard
- About audit bias and how to avoid it
- What many audit teams miss and how to address
- How to use the audit to improve compliance and performance
- Remediation techniques and tools

Hear audit horror stories from audit experts, and find out how to avoid them in the operations you audit. Instructors focus on teaching techniques, strategies and skills you need to develop or review your company's audit policies and procedures, as well as to establish an effective audit program that includes planning the audit, conducting, testing and controls, communications, reports, and remediation. Understand the unique role of the audit as a key ingredient in vendor oversight.

The training is a two-day session. Price \$1295 first attendee, \$1095 additional attendees from the same company.

Email: [info@resourcemanagement.com](mailto:info@resourcemanagement.com) Phone: (562) 906-1101

Website: [www.resourcemanagement.com/training\\_auditworkshop.html](http://www.resourcemanagement.com/training_auditworkshop.html)

Class resources and materials include audit checklists, questionnaires and scorecards which you can use as is, or customize for your organization and needs.

### INSTRUCTORS

**Ken Evancic, Vice President**  
Resource Management Services, Inc.

Ken Evancic is a collections veteran with over 25 years experience. He has managed all phases of collection, including all levels of delinquency, automated dialer units, early out agency management, recovery, and skip tracing. In addition to collections operations management, he has lead initiatives in the areas of performance management, collections strategy development, collector and manager training, collector desktop design, collections reporting systems, and risk and compliance.



**Bev Evancic, Vice President**  
Resource Management Services, Inc.

Bev Evancic has over 25 years experience in collection and recovery. She has managed all phases of collection and recovery operations, including automated dialer units, bankruptcy and legal units, skip tracing units, internal collections, outside collection agency networks, and Consumer Credit Counseling. As a Consultant for Resource Management Services, Inc., Bev has spearheaded collection and recovery best practices reviews for many top credit grantors. Her articles on dialer operations, agency management and bankruptcy best practices have been widely publicized.



# THIRD PARTY VENDOR AUDITING

# WORKSHOP

## REGISTRATION FORM

### DATE AND LOCATION

<input type="checkbox"/>	May 6 - 7, 2019 - Las Vegas, NV	Four Season Hotel 3960 S. Las Vegas Blvd, Las Vegas, NV 89119 Room Rate Starting at \$285 Phone: (877) 632-5000 Reservation Code: CRS2019
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### REGISTRATION PRICING

<input type="checkbox"/>	AUDITING WORKSHOP ATTENDEE REGISTRATION	<b>\$1,295</b>
<input type="checkbox"/>	ADDITIONAL ATTENDEE REGISTRATION (\$200 Discount for each additional attendee from the same company, Additional Registrant Form must be submitted with Registration Form)	<b>\$1,095</b>
<b>TOTAL:</b>		

Name: Mr./Ms.: \_\_\_\_\_

Name for Badge (First/Nick Name): \_\_\_\_\_

Title: \_\_\_\_\_

Organization/Company: \_\_\_\_\_

Type of Company: \_\_\_\_\_

Street Address: \_\_\_\_\_ Suite: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**Payment Information:** (Full payment must be received with your registration.)

- \$ \_\_\_\_\_ Payment Enclosed  
(Make checks payable to Resource Management Services, Inc.)
- \$ \_\_\_\_\_ Charge Via:
  - VISA     MasterCard     Discover     American Express

Credit card payments may be faxed securely to (562) 906-1212

Mail check payments to:  
 Resource Management Services, Inc.  
 10440 Pioneer Blvd., Suite 2  
 Santa Fe Springs, CA 90670

Telephone: (562) 906-1101

**Please provide the following credit card information:**

Print name as it appears on card: \_\_\_\_\_

Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Cardholder's Address: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Substitutions allowed from your organization.

**CLASS INFORMATION AVAILABLE AT:**

[http://www.resourcemanagement.com/training\\_auditworkshop.html](http://www.resourcemanagement.com/training_auditworkshop.html)

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