

**BINUS INTERNATIONAL  
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Major Accounting  
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**IMPLEMENTATION OF OPERATIONAL AUDIT AT PT. TIRTA  
INVESTAMA:  
SALES AND COLLECTION CYCLE IN PULO KAMBING DEPOT**

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**Abstract**

Sales and collection division play critical role in the company, since they are related with the flow of income received by the company. Moreover, the company should implement adequate internal controls to protect the company's assets and prevent the occurrence of unexpected event, such as theft or account receivable lapping. Therefore, the author is interested to implement the operational audit to evaluate the effectiveness of controls implemented on sales and collection cycles in PT. Tirta Investama, focused in Pulo Kambing Depot, one of the sales and distribution branches of PT. Tirta Investama.

In accomplishing this thesis, the author acted as the auditor, who perform direct observation to Pulo Kambing Depot. Besides the observation, the author also obtain information through the interview and inquire the staffs to fill the internal controls questionnaire. In addition, the auditor also perform the tests of controls over several sales documents.

Based on the audit tests performed, the auditor found that the operational business activities of the company had been arranged systematically and they had implemented adequate internal controls over all procedures. For instance, they implemented segregation of duties between the cashier function and data entry function. However, the auditor also found some drawbacks related with the implementation of duties in daily business operation such as the absence of job rotation for collection duties.

In conclusion, the overall business operational activities especially sales and collection activities are well and systematically arranged. It is also supported by the implementation of adequate internal controls. But there is lack of control monitoring over the employees' working performance in the company.

**Key words**

Operational audit, sales cycle, collection cycle, tests of controls, internal control questionnaires, flowchart

## PREFACE

First of all, the author would like to express her gratitude to God Almighty for all blesses that are given to the author to accomplish this thesis. This thesis is proposed as a requirement for obtaining Sarjana Degree at Accounting Program in Bina Nusantara International University and to increase the knowledge in conducting the operational audit on sales and collection cycle of the company.

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Furthermore, the author expects that this thesis could provide knowledge in conducting operational audit on sales and collection cycle in the company. All critics and suggestions given are welcomed. Thank you very much for your attention.

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**FOTOCOPY OF SURVAY LETTER OR A LETTER FROM THE COMPANY**

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