Audit Management System

Streamlining audit workflows, ensuring accountability, and fostering transparency in business management, automated escalations, real-time reporting, and dashboards, ensuring timely completion of audit tasks and improved efficiency in compliance tracking.

UX Case Study

Role: Product Designer

Year: 2025

Product Overview

The Audit Management System simplifies managing audit issues with clear workflows, accountability, and transparency. It features user management, automated escalations, real-time reporting, and dashboards, ensuring timely completion of audit tasks and improved efficiency in compliance tracking.

Problem Statement

Managing audit issues has been challenging due to complex user management, lack of real-time visibility, inefficient tracking, and manual escalations. These issues hindered timely fixes and visibility, to handle bulk data led to delays, errors, and increased compliance risks.

Possible Solution

The Audit Management System brings everything together for seamless monitoring, making it easier to manage users and issues, ensuring timely resolutions, and boosting collaboration. It effectively tackles the major operational challenges that auditors and admins encountered with traditional manual tracking.

Target Audience

- Internal Auditors
- Audit Managers
- Compliance Officers
- Department Heads

Design Process

As the Experience Designer for this project I was responsible for both Strategies and Visual Design.

Understand → Define → Ideate → Design → Test

User Research

I started the process by conducting 5 User Interviews to uncover auditors' pain points and workflow challenges.

User Interview Questions

- Can you walk me through your current process of tracking audit issues?
- What tools do you currently use for audit issues?
- What challenges do you face in monitoring issue progress and deadlines?
- How do you manage escalations or overdue actions?
- What is the biggest pain point in your audit issue resolution process?
- How do you manage user roles or access across departments?
- What features would improve your experience with audit tracking?

Pain Points

Problem 01
Time-consuming because there's no clear overview, forcing me to check tasks, fix issues, and manually keep tracks.

Problem 02
I didn't realized just click a button and lost details of a task. Might lose, if I'll of passwords.

Problem 03
Hard to quickly check, and calls for multiple clicks. Slow for big lists. Things get lost and accountability disappears.

Problem 04
Checks no way to see which actions are overdue across teams without calling or emailing someone.

Problem 05
Why can't I just filter the data the way I need? I spend hours scrolling through irrelevant entries.

Problem 06
It's hard to know which issues are critical. The system treats everything the same—there's no prioritization.

User Persona

NAME:	Priya Sharma
AGE:	34
ROLE:	Senior Audit Manager
EXPERIENCE:	8 years
INDUSTRY:	Financial Entity
LOCATION:	Mumbai, India

Bio

Priya Sharma, 34, is a Senior Internal Auditor at a financial bank with over 8 years of audit experience, she manages audit issues across departments.

Frustration

- I have no real-time visibility into audit issue status.
- Managing access and escalations is way too manual.
- Tracking overdue actions across teams requires constant follow-ups.
- There's no easy way to filter or sort data by priority or deadline.
- I can't customize the dashboard to see only what matters to me.

Goals

- Monitor audit issues across departments in real time.
- Automate escalations to ensure timely resolutions.
- Centralize audit communication and documentation.
- Simplify access and role management with clear controls and filters.

User Behavior

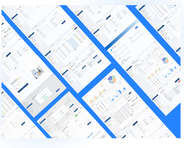
- Reviews audit status and issue updates daily, prioritizing overdue and high-priority items.
- Prioritizes filter completion rates, overdue tasks, and recurring issues across teams and assign fixes based on urgency.
- Exports filtered audit issues in Excel for reporting.
- Updates audit issue statuses and adds comments or evidence directly within the system.

Empathy Mapping

Information Architecture

Low Fidelity Screen

High Fidelity Screen



Style Guide

Color Palette

Primary Color

#F6F8FB	#1A1A1A

Secondary Color

#F6F8FB	#C4C4C4

Typography

Aa — Font: Nunito Sans

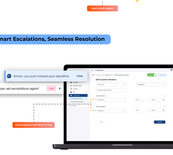
	Aa	Aa	Aa	Aa	Aa
Name	Nunito Sans Light	Nunito Sans Regular	Nunito Sans Medium	Nunito Sans Semi Bold	Nunito Sans Bold

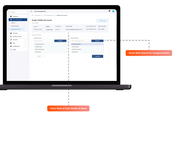
Name	Font Size	Line Height
Heading 1	36 px	48 px
Heading 2	28 px	38 px
Body - Large	18 px	27 px
Body - Regular	16 px	24 px
Body - Small	14 px	21 px
Label	12 px	18 px
BUTTON	14 px	21 px

Now that you've seen the bigger picture, let's dive into the details :-
Here's how I designed each section I refined to make audit managing effortless and engaging.

A Dashboard That Guides, Not Overwhelms

Smart Escalations, Seamless Resolution



Effortless Password Control for Admins

Complete Control Over User Roles