Mike Jacka

During a 30-year career in internal audit with Farmers Insurance, Mike Jacka was responsible for projects as far-ranging as development of fraud investigation procedures for a 100-person audit shop, oversight of Farmers' western regional auditing operations, and designing auditor training programs for a global organization of 200+ staff members. Currently, he is Chief Creative Pilot for Flying Pig Audit, Consulting, and Training Solutions (FPACTS), a group dedicated to advancing the skills and quality of internal auditors and all professionals.

He is top-rated presenter, award-winning columnist, and contributor to Internal Auditor magazine including his column "The Mind of Jacka", his blog "From the Mind of Jacka" and the magazine's lighter side pieces such as "Alice in Auditland", "Auditing Songs for the Holidays", and "Auditors Anonymous". He is also author or co-author of numerous books including *Business Process Mapping: Improving Customer Satisfaction*, *Auditing Social Media: A Governance and Risk Guide;* and *Message, Brand, and Dollars – Auditing Marketing Operations* (all currently in second editions), as wells as the rather curiously titled *Auditing Humor and Other Oxymorons*.