

CUSTOMER SATISFACTION QUESTIONNAIRE

----- INTERNAL AUDIT UNIT



CUSTOMER:
AUDIT TITLE:
REPORT DATE:

Internal Audit is responsible for providing Accounting Officers with an opinion on risk management, control and governance by measuring and evaluating their effectiveness in achieving organisational objectives. We have recently completed an audit review in your business area and would welcome some feedback to help us assess our performance and identify areas where improvement may be required.

Using the rating scale below, please circle the number in the right hand column that best reflects your views on our performance in each of the following areas. If a 3 or 4 rating is given, please provide some additional detail in the Comments section so that further action can be considered.

<i>Rating Scale</i>				
1 - Very Satisfied	2 – Satisfied	3 -Dissatisfied	4 - Very Dissatisfied	
PERFORMANCE ASPECTS				
PLANNING How satisfied are you that:				
1. Adequate opportunity was given to agree the scope of the audit before it commenced?	1	2	3	4
2. Adequate notice was given of the timing and duration of the audit?	1	2	3	4
	Comments			
CONDUCTING THE AUDIT To what extent are you / your Division/Branch satisfied that:				
3. The auditors maintained a professional and courteous approach?	1	2	3	4
4. The auditors had sufficient knowledge of the business area?	1	2	3	4
5. Progress, including details of key emerging issues, was adequately communicated to you/your nominated contact points throughout the audit?	1	2	3	4
	Comments			

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<p>REPORTING</p> <p>How satisfied are you that:</p> <p>6. The draft report was received within acceptable timescales? <i>Date of end of fieldwork:</i> xx/xx/xx <i>Date draft report issued:</i> xx/xx/xx</p> <p>7. The draft report was clearly presented, e.g. format and clarity?</p> <p>8. Following the management response, the final report was received within acceptable timescales? <i>Date Management comments received:</i> xx/xx/xx <i>Date Final report issued:</i> xx/xx/xx</p> <p>9. The recommendations provided practical and constructive solutions to the issues identified?</p> <p>10. The basis for the overall and area specific audit opinions was satisfactorily explained and your comments/views were taken into account.</p>	<table style="width: 100%; border: none;"> <tr> <td style="width: 20%;">1</td> <td style="width: 20%;">2</td> <td style="width: 20%;">3</td> <td style="width: 20%;">4</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> </table> <p>Comments</p>	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
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<p>QUALITY</p> <p>How satisfied are you that:</p> <p>11. The implementation of recommendations will contribute to improvement / enhancement of risk management, control and governance?</p> <p>12. The audit provides you with information that helps you discharge your assurance reporting responsibilities?</p> <p>13. The work of Internal Audit contributes to improvements in organisational delivery and the achievement of objectives in your business area?</p>	<table style="width: 100%; border: none;"> <tr> <td style="width: 20%;">1</td> <td style="width: 20%;">2</td> <td style="width: 20%;">3</td> <td style="width: 20%;">4</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> </table> <p>Comments</p>	1	2	3	4	1	2	3	4	1	2	3	4								
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<p>OTHER SERVICES PROVIDED BY INTERNAL AUDIT</p> <p>14. Are you aware that Internal Audit provides consultancy services including advice and guidance?</p> <p>15. If you have used the consultancy services provided by Internal Audit, were you satisfied with the input provided?</p>	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Yes</td> <td style="width: 50%;">No</td> </tr> <tr> <td>Yes</td> <td>No</td> </tr> </table> <p>Comments</p>	Yes	No	Yes	No																
Yes	No																				
Yes	No																				

GENERAL COMMENTS RELATING TO THIS AUDIT

Please comment on any ways in which you feel Internal Audit can improve its service to you.

Thank you for your assistance.

NAME.....
SIGNATURE.....

DATE.....
POSITION.....

Please return to: