

## Internal Audit - Customer Satisfaction Survey

### 1 Audit Services

Internal audit undertakes work in a number of different areas. In respect of the following areas, where would you like to see them concentrate their efforts and how well do they currently perform?

	IMPORTANCE RATING	PERFORMANCE RATING
1.1 Advice and guidance on policies/procedures	Not Answered ▼	Not Answered ▼
1.2 Review of compliance with policies/procedures	Not Answered ▼	Not Answered ▼
1.3 Internal Control Reviews	Not Answered ▼	Not Answered ▼
1.4 Audit of IT systems and controls	Not Answered ▼	Not Answered ▼
1.5 Risk based audits	Not Answered ▼	Not Answered ▼
1.6 Investigation of Allegations	Not Answered ▼	Not Answered ▼

### 2 Audit Staff

Based on your contact with internal audit staff in the past year how well do you rate them in the following areas?

	IMPORTANCE RATING	PERFORMANCE RATING
2.1 Professionalism	Not Answered ▼	Not Answered ▼
2.2 Positive Attitude	Not Answered ▼	Not Answered ▼
2.3 Unbiased and Objective	Not Answered ▼	Not Answered ▼
2.4 Ability to establish positive rapport	Not Answered ▼	Not Answered ▼
2.5 Knowledge of key policies and procedure	Not Answered ▼	Not Answered ▼
2.6 Knowledge of the operation	Not Answered ▼	Not Answered ▼
2.7 Knowledge of the IT systems	Not Answered ▼	Not Answered ▼

### 3 Conduct of Audits

Based on your experience how well does Internal Audit plan and carry out individual audits?

	IMPORTANCE RATING	PERFORMANCE RATING
3.1 The timing of audits is appropriate	Not Answered ▼	Not Answered ▼
3.2 Audit objectives and procedures are discussed prior to commencement of the audit	Not Answered ▼	Not Answered ▼
3.3 Opportunity is given to change/comment on the audit brief	Not Answered ▼	Not Answered ▼
3.4 Audits focus on significant risks	Not Answered ▼	Not Answered ▼
3.5 Business concerns and perspectives are adequately considered during the review	Not Answered ▼	Not Answered ▼
3.6 Auditors take care to minimise disruption to operations	Not Answered ▼	Not Answered ▼

- 3.7 Auditors' requests for information are reasonable  ▼  ▼
- 3.8 Auditors discuss issues with managers as they arise  ▼  ▼
- ▼  ▼

**4 Audit Reporting**

The final product of an audit is the report. How do you rate our reporting process?

- |  | <b>IMPORTANCE RATING</b>                    | <b>PERFORMANCE RATING</b>                   |
|--|---|---|
| 4.1 Reports are well written and easily understood                       | <input type="text" value="Not Answered"/> ▼ | <input type="text" value="Not Answered"/> ▼ |
| 4.2 Reports are factually correct  | <input type="text" value="Not Answered"/> ▼ | <input type="text" value="Not Answered"/> ▼ |
| 4.3 There is no delay in issuing reports                                 | <input type="text" value="Not Answered"/> ▼ | <input type="text" value="Not Answered"/> ▼ |
| 4.4 Conclusions are appropriate and supported by adequate evidence       | <input type="text" value="Not Answered"/> ▼ | <input type="text" value="Not Answered"/> ▼ |
| 4.5 Recommendations are constructive, practical and cost effective       | <input type="text" value="Not Answered"/> ▼ | <input type="text" value="Not Answered"/> ▼ |
| 4.6 Responses to issues raised are appropriately reflected in the report | <input type="text" value="Not Answered"/> ▼ | <input type="text" value="Not Answered"/> ▼ |

**5 Customer Service**

As customers of Internal Audit how do you rate us in the following areas?

- |  | <b>IMPORTANCE RATING</b>                    | <b>PERFORMANCE RATING</b>                   |
|--|---|---|
| 5.1 The degree of interaction with Internal Audit management | <input type="text" value="Not Answered"/> ▼ | <input type="text" value="Not Answered"/> ▼ |
| 5.2 Fostering of service department participation            | <input type="text" value="Not Answered"/> ▼ | <input type="text" value="Not Answered"/> ▼ |
| 5.3 Response to special requests                             | <input type="text" value="Not Answered"/> ▼ | <input type="text" value="Not Answered"/> ▼ |
| 5.4 The extent to which Internal Audit meet your needs       | <input type="text" value="Not Answered"/> ▼ | <input type="text" value="Not Answered"/> ▼ |

**6 Overall rating of Internal audit**  ▼

**7 Authority Specific Topics**

- |  | <b>IMPORTANCE RATING</b>                    | <b>PERFORMANCE RATING</b>                   |
|--|---|---|
| 7.1 Usefulness of recommendations on the Covalent system                                       | <input type="text" value="Not Answered"/> ▼ | <input type="text" value="Not Answered"/> ▼ |
| 7.2 Further development of the Covalent system for the issue and response of the audit reports | <input type="text" value="Not Answered"/> ▼ | <input type="text" value="Not Answered"/> ▼ |
| 7.3 Intentionally blank  | <input type="text" value="Not Answered"/> ▼ | <input type="text" value="Not Answered"/> ▼ |
| 7.4 Intentionally blank  | <input type="text" value="Not Answered"/> ▼ | <input type="text" value="Not Answered"/> ▼ |

7.5 Intentionally blank

Not Answered ▼

Not Answered ▼

## 8 Text Questions

**How can Internal Audit better meet your needs?**

**How can the quality of Internal Audit be measured?**

**Comments**