

Results of Internal Audit Customer Satisfaction Survey - 2008

Internal Audit – Customer Satisfaction Survey			
		Importance	Performance
1.	Audit		
	Internal Audit undertakes work in a number of different areas. In respect of the following areas, how well do you consider the service is currently performing?		
1.1	Advice and guidance on policies/procedures	2.44	2.33
1.2	Review of compliance with legislation/policies/ procedures	2.78	2.67
1.3	Internal Control reviews	2.78	2.67
1.4	Audit of contracts	2.50	2.60
1.5	Review of asset security	2.00	2.80
1.6	Audit of IT systems and controls	2.50	2.83
1.7	Investigation of fraud and corruption	2.75	2.50
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:		
2.1	Professionalism	2.89	3.11
2.2	Unbiased and objective opinions	3.00	2.89
2.3	Ability to establish positive rapport	2.67	2.56
2.4	Knowledge of key policies and procedures	2.75	2.88
2.5	Knowledge of the operation	2.63	2.38
2.6	Knowledge of the IT systems	2.43	2.43
3.	Conduct of Audits		
	Based on your experience, how well do we plan and carry out individual audits?		
3.1	Audits focus on the areas of significant risk	2.78	2.89
3.2	The timing of audits is appropriate	2.56	2.78
3.3	Audit objectives and procedures are discussed prior to commencement of the audit	2.89	2.78
3.4	Opportunity is given to change/comment on the scope of individual audits	2.67	2.89
3.5	Business concerns and perspectives are adequately considered during each audit	2.56	2.67
3.6	Auditors take care to minimise disruption to operations	2.44	3.11
3.7	Auditors' requests for information are reasonable	2.67	3.00
3.8	Auditors discuss issues with managers as they arise	2.89	2.56
3.9	The Audit Manager attends meetings to discuss audit findings	2.44	2.78

		Importance	Performance
4.	Audit Reporting		
	The final product of an audit is the report. How do you rate our reporting process?		
4.1	Reports are well written and easily understood	2.89	2.89
4.2	Reports are factually correct	2.89	2.78
4.3	The length and detailed content of reports is appropriate	2.56	2.89
4.4	There is no delay in issuing reports	2.56	1.89
4.5	Conclusions are appropriate and supported by adequate evidence	2.89	2.44
4.6	Recommendations are constructive, practical and cost effective	2.89	2.44
4.7	Responses to issues raised are appropriately reflected in the report.	2.56	2.78
5.	Customer Service		
	How do you rate us in the following areas?		
5.1	Your contact with Internal Audit management	2.38	3.25
5.2	Our responsiveness to your requests	2.56	3.11
5.3	The extent to which Internal Audit meet your needs	2.67	2.78
6.	Overall Rating of Internal Audit		
		-	2.78
Scoring Key:			
	Importance		Performance
	Low 1		Poor 1
	Medium 2		Satisfactory 2
	High 3		Good 3
			Excellent 4

59 surveys were issued to Chief officers and Senior managers. A total of 9 fully or part completed surveys were returned.