

REVIEW OF INTERNAL AUDIT EFFECTIVENESS
Customer Satisfaction Survey results

ANNEX 2

Excellent	Good	Satisfactory	Poor	Not answered
------------------	-------------	---------------------	-------------	---------------------

1. Internal Audit Services

How would you rate the following elements of the internal audit service provided by Veritau?

1.1 The quality of planning and the overall coverage of the audit plan	1	3			1
1.2 The provision of advice and guidance		5			
1.3 The conduct and professionalism of audit staff	4	1			
1.4 The ability of audit staff to provide unbiased and objective opinions	3	2			
1.5 The ability of audit staff to establish a positive rapport with customers	2	3			
1.6 The auditors' overall knowledge of the system / service being audited	1	3	1		

REVIEW OF INTERNAL AUDIT EFFECTIVENESS
Customer Satisfaction Survey results

ANNEX 2

	Excellent	Good	Satisfactory	Poor	Not answered
1.7 The auditors' ability to focus on the areas of greatest risk	1	3	1		
1.8 The arrangements made to agree the scope and objectives of the audit		3			
1.9 The auditors' ability to minimise disruption to the service being audited	1	3			1
1.10 The communication of issues found by the auditors during their work	2	1	1		1
1.11 The quality of feedback at the end of the audit	3	1			1
1.12 The auditors' ability to communicate their findings in the audit report	2	2	1		
1.13 The accuracy, format, length and style of audit reports	1	3	1		
1.14 The time taken to issue audit reports		1	3	1	

REVIEW OF INTERNAL AUDIT EFFECTIVENESS
Customer Satisfaction Survey results

	Excellent	Good	Satisfactory	Poor	Not answered
1.15 The relevance of audit opinions and conclusions		3	2		
1.16 The extent to which agreed actions are constructive and practical	1	3	1		
1.17 The quality of IT audit (provided on behalf of Veritau by PWC)					5
2. Please provide an overall rating for the Internal Audit services provided by	1	4			
	25	44	11	1	9