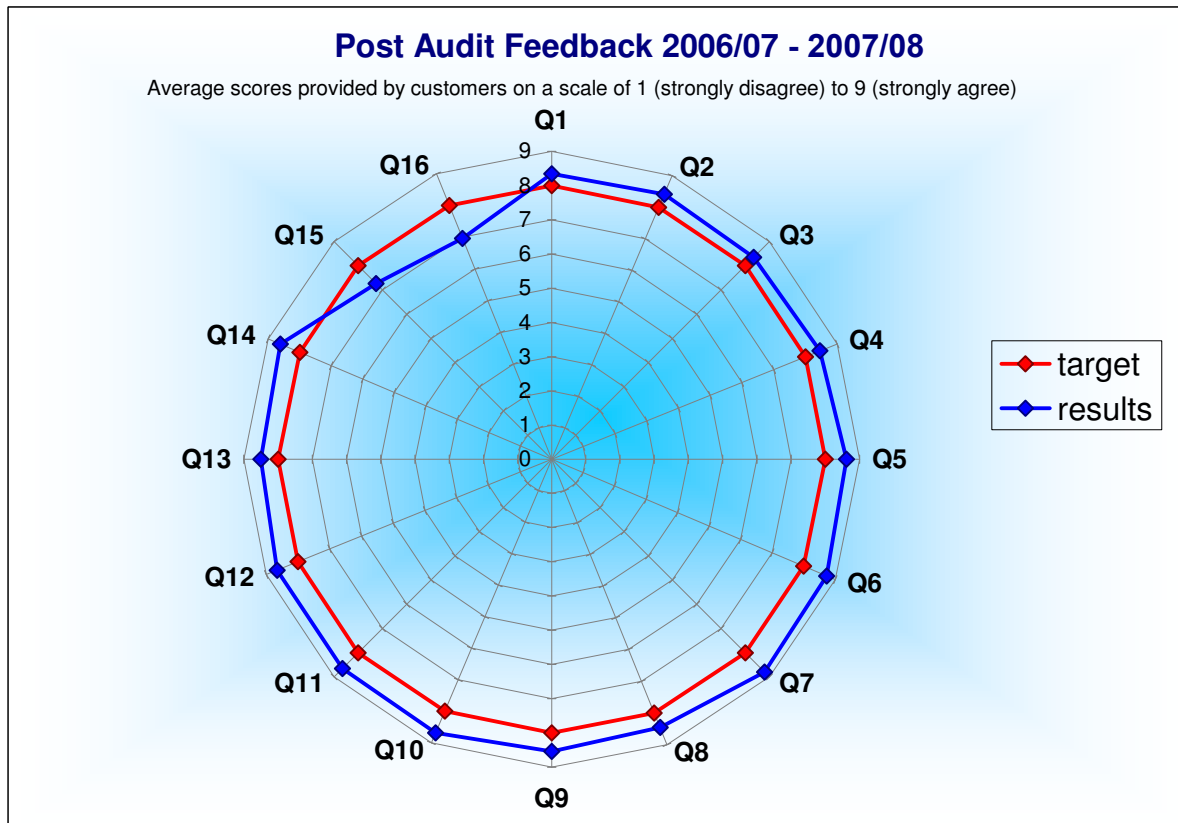


Appendix A



Questions:

Questions:	Target	Actual	Priority for Action	
Q1	I was given adequate notification of the audit	8	8.3	3
Q2	The audit work was undertaken at an agreed and convenient time.	8	8.4	5
Q3	The audit process and objectives were adequately explained to me	8	8.3	3
Q4	I was sufficiently involved in identifying and analysing risk and determining the scope of the audit	8	8.5	6
Q5	The work was conducted in my section in a proficient manner	8	8.6	10
Q6	The appropriate staff were consulted for the areas covered	8	8.7	15
Q7	The consultation was conducted in a professional manner	8	8.8	16
Q8	The results of the risk evaluation were discussed with the appropriate staff	8	8.5	6
Q9	The results and conclusions were based on sound and thorough analysis/evaluation of the major risks	8	8.5	9
Q10	I was sufficiently involved in discussing and agreeing the report and action plan	8	8.7	14
Q11	My views and comments were adequately presented in the final report	8	8.7	12
Q12	The final report presented a balanced and accurate picture of the results of the audit	8	8.7	12
Q13	The action plan was easy to agree and was based on practical and realistic recommendations	8	8.5	8
Q14	The final report was produced promptly	8	8.6	10
Q15	Q15 The audit has helped develop our identification and understanding of risk in this area	8	7.3	2
Q16	Q16 The audit has helped improve the way in which we manage risk in this area	8	7.0	1

Results are based on the responses provided by 26 respondees

Highlighted rows indicate Questions where the average 'score' falls below target.

Audit Customer Feedback - Analysis of Individual Responses - Q15 & 16



■ Q16 The audit has helped improve the way in which we manage risk in this area
■ Q15 The audit has helped develop our identification and understanding of risk in this area