



| Questions: |  | Target   | Actual     | Priority for Action |
|------------|--|----------|------------|---------------------|
| Q1         | I was given adequate notification of the audit   | 8        | 8.4        | 3                   |
| Q2         | The audit work was undertaken at an agreed and convenient time.                                      | 8        | 8.5        | 8                   |
| Q3         | The audit process and objectives were adequately explained to me                                     | 8        | 8.5        | 7                   |
| Q4         | I was sufficiently involved in identifying and analysing risk and determining the scope of the audit | 8        | 8.6        | 12                  |
| Q5         | The work was conducted in my section in a proficient manner  | 8        | 8.7        | 14                  |
| Q6         | The appropriate staff were consulted for the areas covered   | 8        | 8.8        | 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        | 8                   |
| Q9         | The results and conclusions were based on sound and thorough analysis/evaluation of the major risks  | 8        | 8.6        | 13                  |
| Q10        | I was sufficiently involved in discussing and agreeing the report and action plan                    | 8        | 8.5        | 6                   |
| Q11        | My views and comments were adequately presented in the final report                                  | 8        | 8.5        | 8                   |
| Q12        | The final report presented a balanced and accurate picture of the results of the audit               | 8        | 8.5        | 8                   |
| Q13        | The action plan was easy to agree and was based on practical and realistic recommendations           | 8        | 8.5        | 5                   |
| Q14        | The final report was produced promptly   | 8        | 8.4        | 3                   |
| <b>Q15</b> | <b>The audit has helped develop our identification and understanding of risk in this area</b>        | <b>8</b> | <b>7.5</b> | <b>2</b>            |
| <b>Q16</b> | <b>The audit has helped improve the way in which we manage risk in this area</b>                     | <b>8</b> | <b>7.2</b> | <b>1</b>            |

Results are based on the responses provided by 33 respondees

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

### Audit Customer Feedback - Analysis of Individual Responses

