

Client Survey

Return To: General Manager, Management Review and Audit
Level 1, 24 Campbell St, Haymarket

Business Unit		Position/Title
Audit		Report No:

For the statements listed below, please indicate how well your expectations were met in this audit

	Exceeded Expectations	Met Expectations	Did Not Meet Expectations	N/A
Audit Planning				
1. The scope and purpose of the audit was well defined and clearly explained to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Audit staff listened to my concerns and included my requirements in the audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The audit objectives were relevant to my area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business Knowledge				
4. Auditors had a sound understanding of the business and work systems involved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Audit staff took the time to learn more about the business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conduct of the Audit				
6. The auditors exhibited a high level of professionalism, integrity, and were objective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Auditors did not focus unduly on immaterial issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The audit was conducted in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audit Report				
9. The report was clear, succinct and accurate, with well supported analysis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The report was timely and well presented	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The report was consistent with discussions held with the auditors throughout the audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effectiveness				
12. The recommendations and findings were useful, practical and relevant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Cost saving ideas were identified	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Suggestions for increasing revenue were made	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The recommendations will increase the effectiveness of operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. The recommendations will enhance the efficiency of internal controls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments -Please provide other comments which you feel is useful feedback:

Overall Audit Rating Please rate our performance on this audit according to the following scale

Outstanding	Commendable	Average	Needs Improvement	Unsatisfactory
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Your comments on this survey form part of management reporting by Management Review and Audit to the Audit Committee. Your time and honesty is appreciated.