

Template 32: Audit Client Satisfaction Survey

Audit Satisfaction Survey					
Audit Client	<i>Summarize from Audit Programme</i>	Financial Year End	<i>[month and year]</i>	WP Ref.	
Name of Audit	<i>Copy from Audit Programme</i>				
Audit Reference					

Objective

To assist the Internal Audit Unit to continuously improve our service to you, please provide us with your feedback on our service during the above engagement. Your open and honest comments and views when completing this questionnaire will be appreciated. *Please include comments to assist us in understanding your evaluation.*

Rating scale:

- 5 – Outstanding
- 4 – Exceeded expectations
- 3 – Met overall expectations
- 2 – Room for improvement
- 1 – Unsatisfactory

Engagement Activity	Rating
A. Introduction	
A1. The audit team adequately introduced the team to management.	
A2. The methodology to be followed during the audit was defined at the start of the audit (entry meeting).	
A3. Timelines were communicated and agreed with management at the start of the audit.	
Comments:	
B. The Audit Process	
B1. An entry meeting was held to discuss the scope of work, the audit process and protocols.	
B2. The audit was conducted within the agreed time frame.	

Engagement Activity	Rating
B3. The disruption of daily activities was minimised as much as possible during the audit.	
B4. The business concerns and perspective were adequately considered within the agreed scope.	
B5. The audit team demonstrated technical proficiency in the areas audited.	
B6. The audit team demonstrated an understanding of the system/process.	
B7. Audit findings and recommendations were discussed with management as the audit progressed.	
B8. The audit team demonstrated courtesy, professionalism and a constructive and positive approach.	
B9. An exit meeting was held to discuss audit findings before the report was finalised.	
Comments:	
C. Internal Audit Report	
C1. The communication of audit results and status was timely and adequate.	
C2. The audit report was clearly written and logically organised.	
C3. The audit adequately dealt with all the areas set out in the audit scope.	
C4. Audit results were accurately reported and appropriate perspective was provided.	
C5. Audit recommendations were constructive and actionable.	
C6. Reports were completed within the agreed time frame.	
Comments:	

Overall Comments:

Name

Designation

Signature

Date

Note: please return the completed form to the Head of Internal Audit within comments on the draft internal audit report.

THANK YOU