**Audit Entity Survey Template**

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| AUDIT CLIENT : |
| AUDIT TITLE : |
| REPORT DATE : |

Internal Audit is responsible for providing the audit clients within the organization with an opinion on risk management, control and governance by measuring and evaluating their effectiveness in achieving organizational objectives. We have recently completed an audit review in your business area and would welcome some feedback to help us assess our performance and identify areas where improvement in our approach may be welcome.

Using the rating scale below, please circle the number in the right hand column that best reflects your views on our performance in each of the following areas. If a 3 or 4 rating is given, please provide some additional detail in the Comments section so that further action can be considered.

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| ***Rating Scale***  **1 - Very Satisfied 2 – Satisfied 3 -Dissatisfied 4 - Very Dissatisfied** | |
| **PERFORMANCE COMPONENTS** | 1 2 3 4  1 2 3 4  **Comments:** |
| **PLANNING THE AUDIT**  How satisfied are you that:   1. Adequate opportunity was given to agree the scope of the audit before it commenced? 2. Adequate notice was given of the timing and duration of the audit? |
| **CONDUCTING THE AUDIT**  To what extent are you satisfied that:   1. The auditors maintained a professional and courteous approach? 2. The auditors had sufficient knowledge of the business area? 3. Progress throughout the engagement, including details of key emerging issues, was adequately communicated to you throughout the audit? | 1 2 3 4  1 2 3 4  1 2 3 4  **Comments:** |
| **REPORTING AUDIT RESULTS**  How satisfied are you that:   1. The draft report was received within acceptable timescales?   *Date of end of field work: xx/xx/xx*  *Date draft report issued: xx/xx/xx*   1. The draft report was clearly presented, e.g. format and clarity? 2. Following the management response, the final report was received within acceptable timescales?   *Date comments received: xx/xx/xx*  *Date Final report issued: xx/xx/xx*   1. The recommendations provided practical and constructive solutions to the issues identified? 2. The basis for the overall and area specific audit opinions was satisfactorily explained and your comments/views were taken into account? | 1 2 3 4  1 2 3 4  1 2 3 4  1 2 3 4  1 2 3 4  **Comments:** |
| **QUALITY OF INTERNAL AUDIT**  How satisfied are you that:  11. The implementation of recommendations will contribute to the improvement / enhancement of risk management, control and governance?  12. The audit provides you with information that helps you discharge your assurance reporting responsibilities?  13. The work of Internal Audit contributes to improvements in organizational delivery and the achievement of objectives in your business area? | 1 2 3 4  1 2 3 4  1 2 3 4  **Comments:** |
| **OTHER SERVICES PROVIDED BY INTERNAL AUDIT**  14. Are you aware that Internal Audit provides consultancy services including advice and guidance?  15. If you have used the consultancy services provided by Internal Audit, were you satisfied with the input provided? | Yes No  1 2 3 4  **Comments:** |