

Appendix E: Customer Satisfaction

At the completion of each assignment, the Auditor issues a Customer Satisfaction Questionnaire to each client with whom there was a significant engagement during the assignment. The Head of Service and the Line Manager receive a CSQ for all assignments within their areas of responsibility. The standard CSQ asks for the client's opinion of four key aspects of the assignment. The seven responses received in the year to date are set out below.

Aspects of Audit Assignments	N/A	Outstanding	Good	Satisfactory	Poor
Design of Assignment	1	1	4	1	0
Communication during Assignments	0	2	4	1	0
Quality of Reporting	0	2	4	0	0
Quality of Recommendations	0	2	3	2	0
Total	1	7	15	4	0