

2024 Audit Experience & Improvement Survey / Key Performance Indicators

Data Classification: Unrestricted



Survey Results - 2024

- Part of the Quality Assurance & Improvement Program, we ask for customer feedback as part of improving quality of the Internal Audit function and process.
- Surveys were sent to responsible parties and results are anonymous.
- We received responses from 6 of 10 survey respondents (60%)

Survey Results Summary

Surveys completed by audit topic	% Positive Rating
Q1 - Engagement During Audit: How engaged and involved did you feel during the internal audit process?	20%
Q2 - Audit Clarity - How clearly did the audit team communicate the audit objectives and scope at the beginning of the process?	80%
Q3 - Timeliness of Audit Process -How satisfied are you with the timeliness of the audit process from start to finish?	100%
Q4 - Support During Audit: How would you rate the support provided by the audit team throughout the process?	60%
Q5 - Relevance of Findings - How relevant and useful were the audit findings in helping your team identify areas for improvement?	60%
Q6 - Identification of Opportunities -How relevant are the continuous improvement opportunities the auditor identified during the audit process?	60%
Q7 - Overall Satisfaction: How would you rate your overall experience with this internal audit?	40%

2025 KPIs

Key Performance Indicator	Description	EOY Target
Audit completion rate	% of audits completed for the planned audit year.	100%
Audit results closure rate	% of audit results with corrective actions closed for a 12-month period.	75%
Customer Satisfaction score	% of responsible parties satisfied based on audit surveys	>75%
Management Response timeliness	% of management responses to audit findings submitted within the agreed-upon timeframe.	90%