

Transport for London Audit and Assurance Committee

Customer Feedback Form Summary in Q4 2021/22

Appendix 9

Internal Audit has issued eight questionnaires, three returned (37%), average score of 90.0%

Quality, Safety and Security Assurance has issued 24 questionnaires, 11 returned (45%), average score of 94.1%

Internal Audit Customer Feedback Summary	Average score	Very Good	Good	Satisfactory	Poor	Very Poor
1) The assignment timing was agreed with me and there was appropriate consideration of my other commitments as the work progressed	90.0%	3	1	0	0	0
2) The assignment was completed and report issued within appropriate timescales	90.0%	3	1	0	0	0
3) Communication prior to the assignment was appropriate, including the dates and objectives	90.0%	3	1	0	0	0
4) Throughout the assignment I was kept informed of the work's progress and emerging findings	90.0%	3	1	0	0	0
5) The Internal Audit team demonstrated a good understanding of the business area under review and associated risks, or took time to build knowledge and understanding as the work progressed	90.0%	3	1	0	0	0
6) The Internal Audit Team acted in a constructive professional and positive manner	90.0%	3	1	0	0	0
7) A fair summary of assignment findings was presented in the report	90.0%	3	1	0	0	0
8) Assignment recommendations were constructive, practical and cost-effective	90.0%	3	1	0	0	0
9) My concerns were adequately addressed and the review was beneficial to my area of responsibility and operations	90.0%	3	1	0	0	0
Total	90.0%	27	9	0	0	0

Quality, Safety and Security Assurance Customer Feedback	Average Score	Satisfied	Dissatisfied	Not applicable
Accuracy of the findings	90.9%	10	1	0
Communication with us during the audit	90.9%	10	1	0
Effectiveness of the management actions	90.0%	9	1	1
Our professional manner	100.0%	11	0	0
Our receptiveness to your concerns	100.0%	11	0	0
Our understanding of your area	90.9%	10	1	0
Scheduling of the audit	100.0%	10	0	0
Time taken to receive the final report	90.0%	9	1	0
Total	94.1%	80	5	1