

Transport for London Audit and Assurance Committee

Customer Feedback Form Summary in Q3 2022/23

Appendix 10

Internal Audit has issued 13 questionnaires, nine returned (69.2%), average score of 86.4%

Quality, Safety and Security Assurance has issued 15 questionnaires, 14 returned (93.3%), average score of 100%

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	82.2%	3	4	2	0	0
2) The assignment was completed, and report issued within appropriate timescales	87.5%	3	5	0	0	0
3) Communication prior to the assignment was appropriate, including the dates and objectives	86.7%	3	6	0	0	0
4) Throughout the assignment I was kept informed of the work's progress and emerging findings	82.2%	3	4	2	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	84.4%	4	3	2	0	0
6) The Internal Audit Team acted in a constructive professional and positive manner	94.3%	5	2	0	0	0
7) A fair summary of assignment findings was presented in the report	88.9%	4	5	0	0	0
8) Assignment recommendations were constructive, practical and cost-effective	80.0%	2	5	2	0	0
9) My concerns were adequately addressed, and the review was beneficial to my area of responsibility and operations	91.1%	5	4	0	0	0
Total	86.4%	32	38	8	0	0

Quality, Safety and Security Assurance Customer Feedback Summary	Average Score	Satisfied	Dissatisfied	Not Applicable	Total
Accuracy of the findings	100.0%	14	0	0	14
Communication with us during the audit	100.0%	14	0	0	14
Effectiveness of the management actions	100.0%	13	0	1	14
Our professional manner	100.0%	13	0	0	13
Our receptiveness to your concerns	100.0%	13	0	0	13
Our understanding of your area	100.0%	14	0	0	14
Scheduling of the audit	100.0%	14	0	0	14
Time taken to receive the final report	100.0%	14	0	0	14
Total	100.0%	109	0	1	110