



OIA CLIENT SURVEY SUMMARY

Objective of client surveys: To provide feedback to OIA management as to effectiveness of OIA operations and recommendations for improvement.

Survey period: Engagements completed between January 2015 and December 2015

Client Survey Results – OIA sent out 83 client surveys between April 2015 and January 2016 received 51 responses. The responses are summarized below:

Survey Questions	Very Good	Good	Fair	Poor	Don't Know
1. Technical proficiency of OIA auditors	27	17	4	0	3
2. Professionalism of internal auditors	39	11	1	0	0
3. Auditor knowledge of your business	13	26	10	2	0
4. Selection of important operational area	23	21	5	0	2
5. Pre-audit notification of purpose and scope	29	18	3	0	1
6. Timeliness of audit report	32	15	3	0	1
7. Value of audit recommendations	21	23	6	0	1
8. Effectiveness of OIA management	25	22	2	0	2
9. Independence and objectivity of OIA staff	35	13	2	0	1
Total	244	166	36	2	11

In addition to the survey questions, the survey asked clients to identify the greatest strengths of the OIA audit department as well as any suggestions for improvement. We received several areas of strength and suggestions for improvement which are summarized on the next page.



Summary of responses related to greatest strengths:

- Audit personnel have thorough knowledge of audit processes and requirements. The recommendations are reasonable and the flexibility on remediation timeframes is appreciated.
- Independence and willingness to assist us with our upcoming initiatives. They are a great sounding board. They have been very accessible to gain feedback, new ideas.
- The pre-scoping meetings are great as they provide both focus on the audited area and allow the audited program leaders the opportunity to understand the benefits of these audits.
- The engagements often address areas not frequently reviewed that may need an independent viewpoint.
- Leveraging of past engagements that OIA has done with other agencies.
- The auditors took the time to familiarize themselves with our program and were thoughtful and realistic about the opportunities and limitations we have to improve the program.

Summary of responses related to suggestions for improvement:

- With consulting engagements in particular, take more time to dig as deeply into the data and analysis as possible. When time is limited, analyze fewer things more thoroughly, rather than more things with less depth.
- Between the time information is gathered and the time recommendations are written, check back with the client to see if any new processes have been developed.
- Publish the results to the entire audience that participated.
- A more formal scope document be created with expectations around deadlines and due dates so that everyone has a clear understanding of what will be delivered and when.
- There would be value added in having an auditor involved who has had experience with the audit area.