



City of Richmond

(For Intracity Correspondence)

DATE: December 21, 2000

TO:

FROM: Lance J. Kronzer, City Auditor

SUBJECT: Audit Effectiveness

Thank you for your help in completing our recent audit. The assistance and the cooperation of your staff made our efforts more effective. We hope you found the work we did and the report recommendations of benefit to you.

As part of our continuing effort to ensure quality service, I am asking you to help us by completing the attached Audit Effectiveness questionnaire.

Your responses will help me evaluate the services we are providing. In turn, I will keep your responses confidential and will use them to help me maintain the highest level of service we can to the City.

Please complete and return the questionnaire to me within two weeks. If you have any questions, call me at **646-5640**.

Thank you for your constructive comments and views. We look forward to working with you in the future.

LJK/jws



Customer Survey

For the City Auditor's Office

The City Auditor's Office is attempting to enhance its effectiveness by surveying the departments they audit for impressions and suggestions for improvement. Please take the time to fill out this questionnaire and return it to Lance J. Kronzer, City Auditor. All responses will be treated confidentially, so please return them in a sealed envelope.

Please rate the audit team on the following attributes using a **scale of 1 to 10** (1 = strongly disagree to 10 = strongly agree; N/A = no basis for evaluation):

During the recent audit of my organization, the audit staff:

- 1 clearly stated the audit objectives **Rating** _____
- 2 whenever possible matched the audit focus to our department's goals and objectives **Rating** _____
- 3 consistently acted professionally **Rating** _____
- 4 clearly communicated what audit work would be done **Rating** _____
- 5 clearly communicated all audit issues **Rating** _____
- 6 communicated any audit issues timely **Rating** _____
- 7 allowed management and appropriate staff to explain "their side" regarding audit issues **Rating** _____
- 8 developed audit recommendations of value to this department **Rating** _____
- 9 provided the appropriate individuals with the draft report for their response before issuance **Rating** _____

