



### 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 March 2012 and July 2012

**Client Survey Results** – OIA sent out 19 client surveys between April 2012 and July 2012 and received 15 responses. The responses are summarized below:

Survey Questions	Very Good	Good	Fair	Poor	Don't Know
1. Technical proficiency of OIA auditors	9	4	1	0	1
2. Professionalism of internal auditors	11	2	1	0	1
3. Auditor knowledge of your business	3	9	1	1	1
4. Selection of important operational area	6	7	1	0	1
5. Pre-audit notification of purpose and scope	13	0	0	1	1
6. Timeliness of audit report	10	3	2	0	0
7. Value of audit recommendations	9	4	0	1	1
8. Effectiveness of OIA management	7	6	1	1	0
9. Independence and objectivity of OIA staff	9	4	0	1	1
<b>Total</b>	<b>77</b>	<b>39</b>	<b>7</b>	<b>5</b>	<b>7</b>

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

Summary of responses related to greatest strengths:

- OIA views the “big picture” and makes suggestions that have global impact instead of a single item.
- Willingness to learn and understand agency processes without preconceived notions.
- OIA auditors listened very carefully and asked questions to understand our operations; we will be incorporating most of their well-documented suggestions.

Summary of responses related to suggestions for improvement:

- The team would improve their efficiency and customer service by gaining additional training and expertise in pulling and sorting COGNOS reports.
- I was disappointed in the audit process and the report.