

Customer satisfaction

1. How well do we plan your internal audits?					
	Exceeds expectations	Meets expectations	Falls below expectations	Rating Average	Response Count
Please rate us	38.5% (5)	61.5% (8)	0.0% (0)	1.62	13
				Comments	1
				<i>answered question</i>	13
				<i>skipped question</i>	0

2. How would you rate the content of our audit reports?					
	Exceeds expectations	Meets expectations	Falls below expectations	Rating Average	Response Count
Please rate us	69.2% (9)	30.8% (4)	0.0% (0)	1.31	13
				Comments	1
				<i>answered question</i>	13
				<i>skipped question</i>	0

3. How well is objective evidence reported in our audits?					
	Exceeds expectations	Meets expectations	Falls below expectations	Rating Average	Response Count
Please rate us	76.9% (10)	23.1% (3)	0.0% (0)	1.23	13
				Comments	1
				<i>answered question</i>	13
				<i>skipped question</i>	0

4. How effectively do we report audit non-conformances?

	Exceeds expectations	Meets expectations	Falls below expectations	Rating Average	Response Count
Please rate us	61.5% (8)	38.5% (5)	0.0% (0)	1.38	13
				Comments	1
	<i>answered question</i>				13
	<i>skipped question</i>				0

5. How would you rate our Auditors (Knowledge of the standards and processes, etc)?

	Exceeds expectations	Meets expectations	Falls below expectations	Rating Average	Response Count
Please rate us	84.6% (11)	15.4% (2)	0.0% (0)	1.15	13
				Comments	1
	<i>answered question</i>				13
	<i>skipped question</i>				0

6. How would you rate our attendance record (visit cancelations, etc)?

	Exceeds expectations	Meets expectations	Fall below expectations	Rating Average	Response Count
Please rate us	46.2% (6)	53.8% (7)	0.0% (0)	1.54	13
				Comments	1
	<i>answered question</i>				13
	<i>skipped question</i>				0

7. How would you rate our support during 3rd party assessments?

	Exceeds expectations	Meets expectations	Falls below expectations	N/A	Rating Average	Response Count
Please rate us	46.2% (6)	30.8% (4)	0.0% (0)	23.1% (3)	1.40	13
					Comments	1
	<i>answered question</i>					13
	<i>skipped question</i>					0

8. How effectively do we follow-up and close out audit corrective actions?

	Exceeds expectations	Meets expectations	Falls below expectations	Rating Average	Response Count
Please rate us	38.5% (5)	61.5% (8)	0.0% (0)	1.62	13
				Comments	1
	<i>answered question</i>				13
	<i>skipped question</i>				0

9. Has outsourcing your audits to QTP Limited improved the effectiveness of your audit process?

	Far more effective	Some improvement	No improvement	Rating Average	Response Count
please rate us	100.0% (13)	0.0% (0)	0.0% (0)	1.00	13
				Comments	1
	<i>answered question</i>				13
	<i>skipped question</i>				0

10. How many years have you been outsourcing your audits to QTP Limited?

	More than 3 years	3 years	2 years	1 year	Rating Average	Response Count
Please let us know	84.6% (11)	0.0% (0)	15.4% (2)	0.0% (0)	1.31	13
	<i>answered question</i>					13
	<i>skipped question</i>					0