

LOCAL PERFORMANCE MEASURES 2008/2009

Criteria	Target p.a. (as per Audit Plan)	To 31 st August 2008	Comment
% of annual audit plan achieved. Based on number of audits.	90%	-	Best measured on an annual basis. (Actual 2007/08 – 87.7%). Progress throughout the year is continually monitored by the Audit Manager.
Sickness – average	4	2.5	(Actual days for 2007/08 – 5)
Training – average	8.75	0.5	Time includes for internal and external seminars/training. All auditors now hold a relevant qualification. (Actual 2007/08 – 2.9). More training is planned.

Criteria	Target p.a.	Actual To 31 st August 2008	Comment
Final audit reports issued within 10 available working days of agreement to draft report.	100%	100%	Based on 10 reports issued. (Actual 2007/08 – 100%)
Level of customer satisfaction	85%	98.4%	Based on 3 questionnaires returned since 1 st April. (Actual 2007/08 – 94.2%).