

## LOCAL PERFORMANCE MEASURES 2011/2012

<b><u>Criteria</u></b>	<b>Target p.a. (as per Audit Plan)</b>	<b>Actual To 30 November 2011</b>	<b>Comment</b>
% of annual audit plan achieved. Based on number of audits.	92%	N/A	Best measured at year end.
Sickness – average days per employee.	4	1.5	
Training – average days	4	6.7	Time includes for internal and external seminars/training. All auditors hold a relevant qualification and two are now studying for a higher qualification.

<b>Criteria</b>	<b><u>Target p.a.</u></b>	<b>Actual To 30 November 2011</b>	<b>Comment</b>
Final audit reports issued within 10 available working days of agreement to draft report.	100%	100%	
Level of customer satisfaction	94%	95.75%	Based on five surveys returned for 2011/2012 to date.