

APPENDIX 2

LOCAL PERFORMANCE MEASURES 2011/2012

<u>Criteria</u>	Target p.a. (as per Audit Plan)	Actual To 24 February 2012	Comment
% of annual audit plan achieved. Based on number of audits.	92%	N/A	Best measured at year end.
Sickness – average days per employee.	4	2.52	
Training – average days	4	9.5	Time includes for internal and external seminars and training. All auditors hold a relevant qualification and two are studying for a higher qualification.

Criteria	<u>Target p.a.</u>	Actual To 24 February 2012	Comment
Final audit reports issued within 10 available working days of agreement to draft report.	100%	100%	
Level of customer satisfaction	94%	96.15%	Based on six surveys returned for 2011/2012 to date.