

LOCAL PERFORMANCE MEASURES 2012/2013

<u>Criteria</u>	Target p.a. (as per Audit Plan)	Actual To 31 August 2012	Comment
% of annual audit plan achieved.	92%	N/A	This is monitored throughout the year but is not meaningful until towards the year end.
Sickness – average days per employee.	4	1	
Training – average days	4	1.6	Time includes internal and external seminars and training. All auditors hold a relevant qualification.

Criteria	<u>Target p.a.</u>	Actual To 31 August 2012	Comment
Final audit reports issued within 10 available working days of agreement to draft report.	100%	100%	
Level of customer satisfaction	94%	99.38%	Based on 1 satisfaction survey received in respect of 2012/13 to date.