

LOCAL PERFORMANCE MEASURES 2012/2013

<u>Criteria</u>	Target p.a. (as per Audit Plan)	Actual To 12 December 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	3.2	
Training – average days	4	3.2	Time includes internal and external seminars and training. All auditors hold a relevant qualification.

Criteria	<u>Target p.a.</u>	Actual To 12 December 2012	Comment
Final audit reports issued within 10 available working days of agreement to draft report.	100%	100%	
Level of customer satisfaction	94%	99.58%	Based on 3 satisfaction surveys received in respect of 2012/13 to date.