

## APPENDIX 2: PERFORMANCE INDICATORS 2023/24

|   | <b>Performance Measure</b>   | <b>Target</b>   | <b>Frequency of reporting</b>      | <b>Method</b>                                |
|---|--|---|------------------------------------|--|
| 1 | Elapsed time between start of the audit (opening meeting) and the Exit Meeting         | Target date agreed for each assignment by the CIA, no more than three times the total audit assignment days | Quarterly report to AAR Committee. | Internal Audit Performance Monitoring System |
| 2 | Elapsed time for completion of the audit work (exit meeting) to issue of draft report  | 15 Days   | Quarterly report to AAR Committee. | Internal Audit Performance Monitoring System |
| 3 | Elapsed time between receipt of management responses and the issue of the final report | 10 Days   | Quarterly report to AAR Committee. | Internal Audit Performance Monitoring System |
| 4 | % of Internal Audit planned activity delivered   | 100% of the audit plan by end of April 2022.  | Annual Report to AAR Committee.    | Internal Audit Performance Monitoring System |
| 5 | % of agreed management actions implemented within the agreed timescales                | 90% of agreed management actions implemented  | Quarterly Report to AAR Committee. | Action Management Tracking System            |
| 6 | Customer satisfaction questionnaire (Audit Assignments)                                | Average score < 2<br>(1= Good, 2 = Satisfactory, 3 = Unsatisfactory, 4 = Poor)                              | Quarterly Report to AAR Committee  | Questionnaire                                |