



U. S. Army Internal Review Program
Customer Satisfaction Survey
Audit Liaison Engagement

AUDIT:

Internal Review administers a customer survey for all audit liaison engagements to provide feedback on customer satisfaction and identify opportunities for improvement. Would you please complete this questionnaire and return it to the Chief, Internal Review.

The results of the survey are evaluated to determine whether any corrective action is required to increase the effectiveness of future liaison engagements and to aid in the continuous improvement of our services.

Please indicate your agreement with each of the following statements by circling the appropriate number to the right of each statement.

Outstanding	Above average	Average	Below average	Poor
5	4	3	2	1

1. Your office was apprised of the audit status. [5 4 3 2 1]
2. If you were required to prepare a written reply to the external audit report, did we provide adequate assistance in the development of the command reply? [5 4 3 2 1]
3. Was my liaison staff courteous and professional throughout the audit. [5 4 3 2 1]
4. Overall, how did we do? [5 4 3 2 1]

Other comments including suggested improvements and areas of good performance:

Activity:

Title: