



U. S. Army Internal Review Program
Customer Satisfaction Survey
External Auditor Visit

AUDIT: _____ Date Completed: _____

Internal Review administers a customer survey for all external auditor visits. We do this 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.

Strongly Agree **Agree** **Neither Agree or Disagree** **Disagree** **Strongly Disagree**
5 **4** **3** **2** **1**

1. When you contacted my office, was my liaison staff courteous and professional? [5 4 3 2 1]
2. Did we arrange your entrance conference with command officials within your desired time frames? [5 4 3 2 1]
3. Did we arrange your exit conference with command officials within your desired time frames? [5 4 3 2 1]
4. Were you satisfied with your working accommodations during your visit? [5 4 3 2 1]
5. Overall, how did we do? [5 4 3 2 1]

Other comments including suggested improvements and areas of good performance:

Audit Entity:

Title: