

Dedicated to Outstanding Customer Service for a Better Community

S E R V I C E S O L U T I O N S S U C C E S S



Date

Name
Title
Address
City, ST, Zip

Dear Mr./Ms:

The Internal Audit Office at the City of El Paso is requesting your assistance in completing the attached Quality Service Survey. The purpose of the survey is to:

1. Assess the efficiency and effectiveness of the Internal Audit Office.
2. Identify opportunities, ideas and counsel for improving the performance of the Internal Audit Office.
3. Provide an opinion as to whether the Internal Audit Office provided a value added service to your department during the recent audit engagement.

Since this survey is being sent to obtain information to assess our level of service to you, and so we may maintain the integrity of your responses please return your comments on the original form to:

Ms. Joyce Wilson
City Manager
P.O. Box 1890
El Paso, TX 79950-1890

You may of course incorporate the comments of your staff on the original response form. Please return in the enclosed envelope on or before _____. Your response will be kept entirely confidential. Without identifying specific respondents, a summary of the responses will be shared with the Internal Audit Office's management team.

Thank you for your constructive comments.

Sincerely,

Edmundo S. Calderón, CIA, CGAP, CRMA, MBA
Chief Internal Auditor

cc: Joyce Wilson, City Manager

Mayor
Oscar Leeser

City Council

District 1
Ann Morgan Lilly

District 2
Larry Romero

District 3
Emma Acosta

District 4
Carl L. Robinson

District 5
Dr. Michiel R. Noe

District 6
Eddie Holguin Jr.

District 7
Lilia B. Limon

District 8
Cortney C. Niland

City Manager
Joyce A. Wilson

Internal Audit Office
P.O. Box 1890 | El Paso, Texas 79950-1890 | (915) 541-4402

EL PASO.IT'SALLGOOD.

**CITY OF EL PASO
INTERNAL AUDIT OFFICE
SRP CLIENT SURVEY FOR
XYZ SRP**

Please rate the Internal Audit Office at the City of El Paso in the following areas. If you cannot respond to a question, simply draw a line through it. Please circle only one number per response.

Evaluation Criteria		E	G	F	P
1.	Internal Auditing as a valued member of the management team.	4	3	2	1
2.	Organizational placement of the internal auditing function to ensure unhampered activity and achieve their internal auditing objectives.	4	3	2	1
3.	Auditors have free and unrestricted access to records, information, locations, and employees to perform their audits.	4	3	2	1
4.	The internal audit activity promotes a customer orientation by providing quality work.	4	3	2	1
Audit Staff					
5.	Objectivity of the Internal Auditors.	4	3	2	1
6.	Professionalism of auditors.	4	3	2	1
7.	Knowledge of your business process/success factors.	4	3	2	1
8.	Quality of relationship and rapport between auditors and your department.	4	3	2	1
Scope of Audit Work					
9.	Selection of important operating areas for audit.	4	3	2	1
10.	Pre-audit notification to you of audit purpose and scope.	4	3	2	1
11.	Inclusion of your suggestions for areas to audit.	4	3	2	1
Audit Process and Report					
12.	Feedback to you on emerging issues during audits.	4	3	2	1
13.	Duration of the audit.	4	3	2	1
14.	Timeliness of the Audit Report.	4	3	2	1
15.	Accuracy of the audit findings.	4	3	2	1
16.	Clarity of the Audit Report.	4	3	2	1
17.	Usefulness of the audit in improving business process and controls.	4	3	2	1
18.	Internal audit follow-up on corrective action.	4	3	2	1
Management of the Internal Audit Activity					
19.	Your understanding of the Internal Audit Office's purpose.	4	3	2	1
20.	Effectiveness of Internal Audit Office management.	4	3	2	1
Value Added					
21.	Assistance to management in risk assessment.	4	3	2	1
22.	Partnership with management on control issues.	4	3	2	1
23.	Degree of impact on organizational oversight (corporate governance)	4	3	2	1

KEY: 4 = Excellent, 3 = Good, 2 = Fair, 1 = Poor

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24. Was there anything about the audit(s) and/or other audit services such as consulting that you especially liked? (Include new or existing areas where you think audits should be increased and/or consulting services received or which would be helpful.)

25. Was there anything about the audit(s) or other audit activities that you especially disliked? (Include areas where you think audits should be decreased and/or suggestions for how audit services could be improved.)

26. Specifically, how might the internal audit activity better add value to the City of El Paso?

27. Additional comments:

Signature (optional): _____