

APPENDIX A

2009/10 PERFORMANCE INDICATORS AND BENCHMARKS TO 31 August 2009

PERFORMANCE INDICATOR	TOTALS	TARGET or PLAN
Number of audit reports produced	45	n/a
Percentage of audits within budget	78%	90%
Percentage of planned audit days completed	88%	90%
The proportion of draft audit reports which have been issued to clients within 10 working days of the conclusion of the audit	84%	95%
Percentage of final reports issued within ten working days of discussion of the draft report	91%	95%
Percentage of final reports followed up within nine months of the issue of the final report	82%	95%
Percentage of audit recommendations which have been accepted	99%	95%
Percentage of productive time compared to total time available	61%	68%
Percentage of customer surveys with higher than satisfactory mark	100%	95%
Sick absence as a percentage of days available	1%	4%