

2008/9 PERFORMANCE INDICATORS AND BENCHMARKS TO 24 AUGUST 2008

PERFORMANCE INDICATOR	TOTALS	TARGET OR PLAN
Number of audit reports produced	39	N/A
Percentage of audits within budget	64%	90%
Percentage of planned audit days completed	74%	90%
The proportion of draft audit reports which have been issued to clients within 10 working days of the conclusion of the audit	50%	95%
Percentage of final reports issued within ten working days of discussion of the draft report	100%	95%
Percentage of final reports followed up within nine months of the issue of the final report	58%	95%
Number of follow up forms unreturned after two months of issue	8	0
Percentage of audit recommendations which have been accepted	87%	95%
Percentage of productive time compared to total time available	53%	59%
Percentage of customer surveys with higher than satisfactory mark	100%	95%
Sick absence as a percentage of days available	5%	4%