

Assessment of audit services

Measurement of PwC's performance

The following questionnaire is provided for use in assessing PwC's (your auditor's) performance. The questionnaire is designed to measure the auditor at all levels that might be relevant in your organisation: local level, divisional level, group level, etc. Accordingly, the questionnaire may be used by all participants in surveys such as: local finance management, divisional finance management, group finance management, audit committees, etc.

Questionnaire

You may find it useful to rate the extent to which your auditor fulfils the issues raised in the questionnaire, on a scale where 5 = outstanding (or yes, if applicable), 3 = satisfactory and 1 = unsatisfactory (or no, if applicable). If the practice is not being followed or if the rating is below what you consider acceptable, space is provided to note steps your auditor should take to raise performance.

	Rating					
Quality	1	2	3	4	5	N/A
1. Overall quality of audit services provided by PwC.						
<i>Comments/measures:</i>					
					
People	1	2	3	4	5	N/A
2. Technical knowledge and qualifications of the team.						
<i>Comments/measures:</i>					
					
3. Courage of the PwC team to defend its audit conclusions despite the executive board holding a different view.						
<i>Comments/measures:</i>					
					
4. Continuity and succession planning of the PwC service team.						
<i>Comments/measures:</i>					
					
Meeting your objectives	1	2	3	4	5	N/A
5. Client service objectives were agreed in advance of undertaking the work.						
<i>Comments/measures:</i>					
					
6. Delivered service was consistent with the understanding/expectations.						
<i>Comments/measures:</i>					
					

	Rating					
Meeting your objectives	1	2	3	4	5	N/A

7. Value of the services provided.

Comments/measures:

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8. Agreed deadlines are met.

Comments/measures:

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	1	2	3	4	5	N/A
Knowledge of your business and industry						

9. Understood important issues relevant to your business.

Comments/measures:

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10. Provided timely information on industry issues or trends.

Comments/measures:

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11. Proactively offered ideas and quality advice.

Comments/measures:

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	1	2	3	4	5	N/A
Communication						

12. Communicated clearly at appropriate levels in your organisation.

Comments/measures:

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13. Listened well to what you had to say.

Comments/measures:

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	1	2	3	4	5	N/A
Services						

14. Were the PwC audit services better, the same or worse this year than in the past?

Comments/measures:

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15. How likely are you to use PwC audit services in the future?

Comments/measures:

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Services

1 2 3 4 5 N/A

16. How likely are you to recommend PwC to a business colleague?

Comments/measures:

17. How could PwC improve the quality of its services?

Comments/measures:

18. Are there any unresolved problems with this specific engagement?

Comments/measures:

19. What did PwC do particularly well that should be continued?

Comments/measures:

Personal information

Last name/first name:

Function:

Company:

Date: