

In-depth periodic assessment of audit services

In-depth measurement of PwC's performance

The following detailed questionnaire serves to help you assess PwC's (your auditor's) performance. The audit committee can use this questionnaire to assess the auditor at all levels that might be relevant in your organisation, including the local level in domestic and foreign group companies as well as at the divisional level and group level. This detailed assessment considers the quality of the audit services rendered to you, your PwC team, the achievement of your goals and expectations, PwC's knowledge of your business and industry, PwC's professional working relationship with you, PwC's communication and service delivery.

This in-depth assessment furnishes additional information to the audit committee not covered by the regular assessments (see the 'Assessment of audit services' questionnaire). The audit committee thus obtains a comprehensive overview of the PwC audit service which also enables you to perform a comparison with previous years. This provides valuable support to fulfil the audit committee's tasks while enhancing the quality of PwC's work and ensuring transparency on PwC's activities. If the results of this detailed assessment do not meet the audit committee's satisfaction, PwC would welcome a frank discussion. If such a discussion does not lead to a satisfactory outcome, the board of directors should be consulted to clarify whether it is advisable to change the external auditor.

Questionnaire

The questionnaire is designed to measure the audit services of your PwC team. You may wish to rate the extent to which the PwC team fulfils each criteria on a scale of 1 to 5 where rating: 5 = always/outstanding, 4 = mostly/above average, 3 = sometimes/satisfactory, 2 = rarely/below average, 1 = almost never/unsatisfactory. If you do not wish to use the scale, you can use the space provided to list steps that the PwC team should take to enhance its audit service. You may also add any steps that the audit committee itself wishes to take.

Key criteria for an efficient audit	Rating					
	1	2	3	4	5	N/A
Overall evaluation of PwC's audit services and industry knowledge						
1. How likely are you to use PwC's audit services in future?						
Comments/measures:					
2. How likely are you to recommend PwC to a business colleague?						
Comments/measures:					
3. Development of the PwC team's performance since the last comprehensive assessment.						
Comments/measures:					
4. PwC team's understanding of important issues relevant to your business.						
Comments/measures:					
5. Providing information on regulatory aspects and changes in accounting standards.						
Comments/measures:					

6. Providing information on industry aspects and trends.

Comments/measures:

7. Proactively offering ideas and high-quality advice.

Comments/measures:

PwC team

1 2 3 4 5 N/A

8. Expertise and qualifications of the PwC team.

Comments/measures:

9. Availability of the lead auditor to the executive board/audit committee.

Comments/measures:

10. Consistent succession planning in the PwC team.

Comments/measures:

11. Substantial impact on team performance due to a significant fluctuation in the PwC team since the last comprehensive assessment.

Comments/measures:

12. Consideration of business, industry, reporting and fraud risks in the (multi-year) audit plan.

Comments/measures:

13. Effectiveness and efficiency of the audit processes, taking your organisation into account.

Comments/measures:

Achievement of your goals and expectations

1 2 3 4 5 N/A

14. Objectives of services agreed in advance.

Comments/measures:

15. Services rendered as per the agreements/expectations.

Comments/measures:

16. Benefit of the services provided by PwC.

Comments/measures:

17. Ability to meet agreed deadlines.

Comments/measures:

18. Audit fee in relation to the size, complexity and risk of your business.

Comments/measures:

Professional business relationship

1 2 3 4 5 N/A

19. Degree of professional objectivity, integrity and independence during the present/since the last engagement.

Comments/measures:

20. Reconciliation of possible differences between the executive board (or internal auditor) and the PwC audit team.

Comments/measures:

21. Ability of the PwC team to respond to suggestions for improvement made by your organisation.

Comments/measures:

22. Professional scepticism and handling of difficult situations.

Comments/measures:

23. Determination of your PwC team to defend its audit results despite differences of opinion with the executive board.

Comments/measures:

Communication

1 2 3 4 5 N/A

24. Clear written and verbal communication by the PwC team at the appropriate levels (audit committee, executive board and board of directors) of your business.

Comments/measures:

25. Ability of your PwC team to listen.

Comments/measures:

26. Information on the collaboration with the executive board.

Comments/measures:

27. Monitoring of foreign auditors.

Comments/measures:

28. Results of the PwC external or internal quality assessment of the audit services for your company.

Comments/measures:

Services

1 2 3 4 5 N/A

29. How has the annual assessment changed since the last comprehensive assessment?

Comments/measures:

30. Information on additional services in Switzerland and overseas as well as any related questions concerning independence.

Comments/measures:

31. How could PwC improve the quality of its audit services/additional services?

Comments/measures:

32. Do you have unanswered questions about the audit services/additional services?

Comments/measures:

33. What did PwC do particularly well that should be maintained in future?

Comments/measures:

Personal information

Last name/first name:

Function:

Company:

Date:
