



DEPARTMENT OF THE AIR FORCE
AIR FORCE AUDIT AGENCY

27 October, 2003

MEMORANDUM FOR SAF/IE

FROM: AFAA/FS
5023 4th Street
March ARB CA 92518-1852

SUBJECT: Air Force Audit Agency Audit Process Effectiveness Survey

As one of our valued customers, your views regarding the quality of our products and services are important to us. Our goal is to provide timely, objective audit service that assists you in accomplishing the Air Force mission. Toward that goal, we are providing the attached survey for you to share your views with us. The survey is part of our quality management effort and implements one of the National Performance Review recommendations.

Please take a few minutes and complete the survey. Your cooperation is very important, and I ask that you provide candid and forthright responses. Please mail your response to the SAF/AGA (AFAA Quality Advisor), 1120 Air Force Pentagon, Washington DC 20330-1120 or e-mail the survey to robert.Shelby@pentagon.af.mil (AFAA Quality Advisor). Please mail your response by **17 November 2003**.

Thank you in advance for your cooperation. If you have questions about the survey, please call Mr. Bob Shelby at 693-4238.

A handwritten signature in black ink, appearing to read "Alfred J. Massey".

ALFRED J. MASSEY
Deputy Assistant Auditor General
(Financial and Systems Audits)

Attachment:
Process Effectiveness Survey



**AIR FORCE AUDIT AGENCY
PROCESS EFFECTIVENESS
SURVEY**



DIVISION AFAA/FSS	AUDIT SUBJECT 2005 Base Realignment and Closure – Air Force Internal Control Plan	AUDIT PROJECT NO. F2003-FB4000-0022.000	RPT DATE
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VALUE ADDED Audit results added value to your activity's mission. Consider: impact on capability, performance, resources, as well as merit of the conclusions/recommendations.	No Comment	Strongly Disagree	Strongly Agree
	<input type="checkbox"/>	1 2 3 4 5	

PROFESSIONALISM The audit team performed the project in a professional manner. Consider: courtesy, attitude, receptiveness, fairness.	No Comment	Strongly Disagree	Strongly Agree
	<input type="checkbox"/>	1 2 3 4 5	

TIMELINESS The audit team provided results in sufficient time to effect positive change. Consider: interim feedback as well as final product.	No Comment	Strongly Disagree	Strongly Agree
	<input type="checkbox"/>	1 2 3 4 5	

ORAL COMMUNICATION The audit team communicated effectively during the audit process. Consider: clearly conveyed results, 2-way communication.	No Comment	Strongly Disagree	Strongly Agree
	<input type="checkbox"/>	1 2 3 4 5	

WRITTEN COMMUNICATION Written products clearly conveyed purpose and results. Consider: understandability, logic, clarity, readability.	No Comment	Strongly Disagree	Strongly Agree
	<input type="checkbox"/>	1 2 3 4 5	

We appreciate any comments you would care to make. Please respond below or on a separate sheet of paper. If you desire a response, please indicate in your comments.

RESPONDENT NAME Col Thomas Fleming	OFFICE SYMBOL SAF/IEBB	PHONE 703.692.9515
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