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FEEDBACK ON THE AUDIT PROCESS

In order to ensure continuous commitment and quality improvements, your input is vital to assist us in gaining your perspective of our performance in the auditing process recently conducted at your company.

Which Star Grading did you apply for?

Star 1	Star 2	Star 3

Date of Audit: _____

Feedback relating to _____ (Name of auditor)

Fax Response to: + 27(11) 276 9711

Name & Designation of person responsible for the audit i.e.: (SDF or Human Resources agent)

Name: _____ Designation: _____

Organisation Name: _____

Contact Tel No.: _____

Contact Email Address: _____

How satisfied were you with the above named auditor in the following respects?

1) PRE-AUDIT PLANNING

Service promise:

- Arrangements made prior to audit:

Poor	Satisfactory	Highly Recommended

- Communication from auditor was clear:

Poor	Satisfactory	Highly Recommended

- Requirements were explained

Poor	Satisfactory	Highly Recommended

- Availability of auditor:

Poor	Satisfactory	Highly Recommended

Best practice areas of auditor

Suggestions for improvement

2) DURING THE AUDIT

Auditor:

- Exhibited professional behaviour

Poor	Satisfactory	Highly Recommended

- Had knowledge of the Services SETA requirements

Poor	Satisfactory	Highly Recommended

- Auditor feedback on specific requirements

Poor	Satisfactory	Highly Recommended

- Auditors explanation on continuous development and strengths

Poor	Satisfactory	Highly Recommended

- Conducted interviews with relevant staff efficiently

Poor	Satisfactory	Highly Recommended

- Demonstrated commitment to the 3 Star Grading Process

Poor	Satisfactory	Highly Recommended

Suggestions for improvement:

Suggestions for Auditor:

Suggestions for the 3 Star Grading System:

3) Post Audit:

The audit report:

- Results of audit communicated:

Poor	Satisfactory	Highly Recommended

- Offers suggestions to plan for future action

Poor	Satisfactory	Highly Recommended

- Areas for improvement are clearly understood

Poor	Satisfactory	Highly Recommended

Suggestions for improvement on Post Audit communication:

Auditor:

3 Star Grading System:

How did the 3 Star Grading Systems add value to your business?

Thank you.

CARMEN JASMIN

3-Star Grading System Co-Ordinator

Services SETA

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