

Transport of food to famine relief camps

Feedback from:

J Mulonja

Date: 16-Mar-X0

Did we:	What we did well	What we could do better
Planning		
Clearly explain the reasons for the audit?	The audit was requested by F Higson and J Mulonja	We did not explain this was the case in the report
Explain how the audit was to be done?	Care was taken to explain the full audit process	
Include your wishes, priorities and concerns in the Scope?	The scope was good	
Fieldwork		
Keep you informed of progress throughout the audit?	The directors were kept informed	
Involve you, and your staff, to ensure the audit was carried out efficiently and effectively?		We assured the directors that the auditors were fluent in French but it was poor at the start of the audit
Reporting		
Discuss issues with you at the appropriate time?	Issues were discussed when they arose	
Make recommendations, and agree actions, which improved control and were appropriate to the situation	Recommendations were practical. The auditors understood the difficulties faced in DR Congo	The director considered that they had already suggested the action proposed in the report
Produce a report which completely fulfilled the objectives noted in the scope?	The report achieved the objectives noted in the scope. We agreed with the conclusions	The report should have given the directors credit for requesting the audit and suggesting the action necessary
Carry out the audit within your expected timeframe?	Report was received when expected	

Feedback

Other comments:

Both auditors worked well with all staff, despite the fact that their French was very “rusty” at the start of the audit.

The above notes should be an accurate reflection of the comments made during our meeting. If you disagree with them, please let me know. (The inclusion of comments doesn't necessarily mean we agree with them, but we will learn from them, as noted below)

P Jones, Chief Audit Executive (phone 2316)

Learnings going forward:	Action
Staff were not fluent in French	Send staff on language courses before foreign-language audits
The report did not clearly state that the audit had been requested by the auditees	The manual has been amended to note that the introduction should include a comment if an audit was requested by an auditee