**Service Performance Monitoring System**

**Internal Service Audit Report**

*[A separate form shall be completed for each agreement service unit.]*

|  |  |
| --- | --- |
| Name of NGO: |  |
|  |  |
| Name of agreement service unit: |  |
|  |  |
| Date of on-site checking: |  |

**Part I – Mode of Checking**

|  |  |
| --- | --- |
| Surprise visit  Scheduled visit  Others (please specify): |  |

**Part II – Findings and Observations**

|  |  |  |  |
| --- | --- | --- | --- |
| **Items** | | **Score 1-5[[1]](#footnote-1)** | **Remarks** |
| 1. **Service Performance and Quality** | | | |
| 1. | Essential Service Requirements |  |  |
| 2. | Service Quality Standards |  |  |
| 3. | Others (please specify) |  |  |
| 1. **Environment and Facilities** | | | |
| 4. | Safety |  |  |
| 5. | Hygiene and Sanitation |  |  |
| 6. | Lighting and Ventilation |  |  |
| 7. | Others (please specify) |  |  |
| 1. **Service Management and Operation** | | | |
| 8. | Staff Establishment and Manpower |  |  |
| 9. | Handling of Complaints and Service Feedback |  |  |
| 10. | Others (please specify) |  |  |
| 1. **Satisfaction of Staff and Service Users** | | | |
| 11. | Staff |  |  |
| 12. | Service Users / Family Members |  |  |

**Part III – Overall Comments and Remarks**

|  |
| --- |
|  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Member of  Internal Audit Team who conducted on-site checking: | [*Please* 🗹 *as appropriate*] | | | |
|  | Member(s) of Management Board | | |
|  | Name/Post |  | |
|  | Name/Post |  | |
|  | Senior Management, e.g. Chief Executive of NGO | | |
|  | Name/Post |  | |
|  | Name/Post |  | |
|  | Service Coordinator(s) | | |
|  | Name/Post |  | |
|  | Name/Post |  | |
|  | Staff Member(s) | | |
|  | Name/Post |  | |
|  | Name/Post |  | |
|  | Service User(s) | | |
|  | Name |  | |
|  | Name |  | |
|  | Others (please specify) | |  |
|  | Name/Post |  | |

1. Score 1 (excellent), 2 (very satisfactory), 3 (satisfactory), 4 (not satisfactory), 5 (non-compliance with relevant requirement(s)), and N.A. (not applicable) [↑](#footnote-ref-1)