

Dear Bus Operator,

A key requirement of the Bus Operator Accreditation Scheme (BOAS) is that operators complete an Annual Self Assessment Report and undergo an independent audit at least once every three years.

Roads and Maritime Services is interested in your feedback on the independent audit experience and it would be appreciated if you could complete this feedback form and return it to Roads and Maritime via email to boas@rms.nsw.gov.au.

Audit information

1. Audit date / / day month year	2. Total audit fee <i>(including travel, accommodation etc)</i> :
3. Auditor name:	
4. Length of face to face audit (in hours):	

Please rate how satisfied or dissatisfied you were with each of the following aspects of the audit or auditor.

(Note 1 = very dissatisfied and 5 = very satisfied)

	Very Dissatisfied				Very Satisfied
5. The ease of obtaining the services of an auditor	①	②	③	④	⑤
6. Auditor's preparedness (arrangements, equipment etc)	①	②	③	④	⑤
7. Auditor's manner (courteous, polite etc)	①	②	③	④	⑤
8. Assistance provided by auditor	①	②	③	④	⑤
9. Auditor's knowledge	①	②	③	④	⑤
10. Overall auditing process	①	②	③	④	⑤
11. Do you have any suggestions on how the audit process could be improved?					
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Please email the approved form to boas@rms.nsw.gov.au