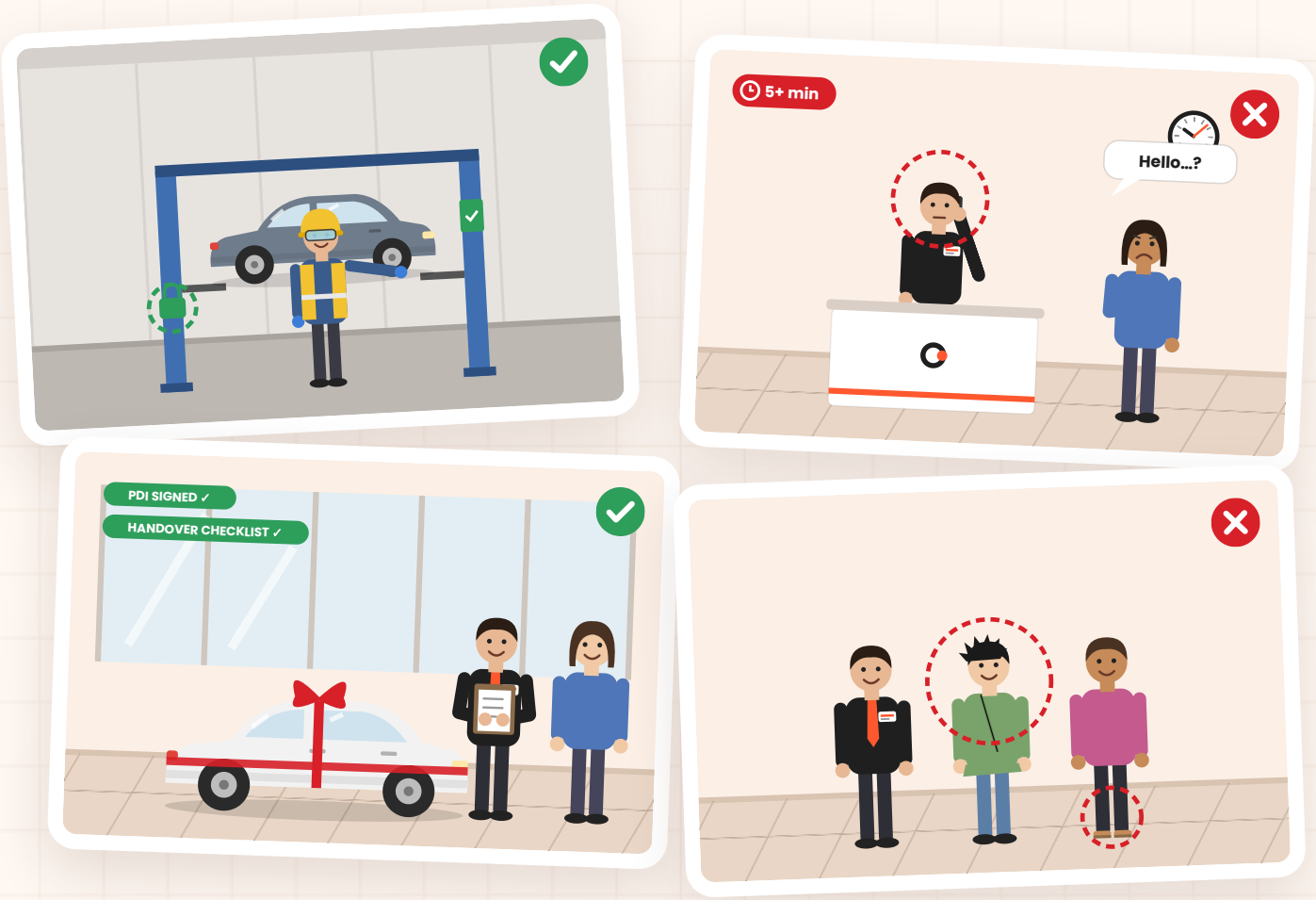
autosmart

Edition 1 · September 2026

One platform for your OEM, dealer networks & multiple teams

Dealer Standards Guidebook

What good looks like, how to audit it, and how fast to fix it: **50 standards** across **5 audit programs**, each with a right way and a wrong way.



- Customer Experience Audit
- Mystery Shopping Audit
- Dealer Operating Standards
- Sales Audit
- Health and Safety Audit

WHY THIS GUIDEBOOK EXISTS

Raising the standard at every outlet, on every visit.

Dealer networks are judged by their weakest outlet. A customer who is ignored at reception, a technician under an unlocked lift or an expired promotion on the wall each damage the brand, whether or not the rest of the network is excellent.

This guidebook turns the audit checklist into a **shared picture of what good looks like**. It is written for the people who audit and the people who are audited, so both sides work from the same page.

01

One standard, one reading

Every auditor, dealer and OEM team interprets each standard the same way, so scores are comparable across outlets and regions.

02

Show, don't just tell

Right-way and wrong-way examples make expectations obvious to front-line staff, including people who never read a CI manual.

03

From finding to fix, faster

Each standard has a target resolution time, so action plans are prioritised by risk rather than by who shouts loudest.

04

Evidence you can trust

Clear evidence requirements mean every pass or fail is backed by a photo, record or time stamp, not by opinion.

WHO IT'S FOR

Auditors

Consistent scoring, evidence rules and tips on common misses.

Dealer GMs & Center Managers

Know exactly what will be checked, and self-audit before the visit.

OEM regional teams

Compare outlets fairly and track resolution against target times.

HIGH-LEVEL OVERVIEW

One system for all standards & multiple teams

5	50	86	11
audit programs	standards	checkpoints	areas of evaluation

01 CEA

Customer Experience Audit

Every customer touchpoint in the dealership, from arrival and waiting to service handover and follow-up.

10 standards **17** checkpoints

Owner: Center Manager

02 MA

Mystery Shopping Audit

An anonymous shopper goes through a real sales visit and scores the experience from the customer's side.

10 standards **16** checkpoints

Owner: Center Manager

03 DOS

Dealer Operating Standards

The physical, visual and administrative basics that every OEM-authorised dealership must maintain.

10 standards **19** checkpoints

Owner: Dealership General Manager

04 SA

Sales Audit

The sales engine: from showroom readiness and lead handling to finance paperwork, delivery and stock control.

10 standards **15** checkpoints

Owner: Dealership General Manager

05 HSE

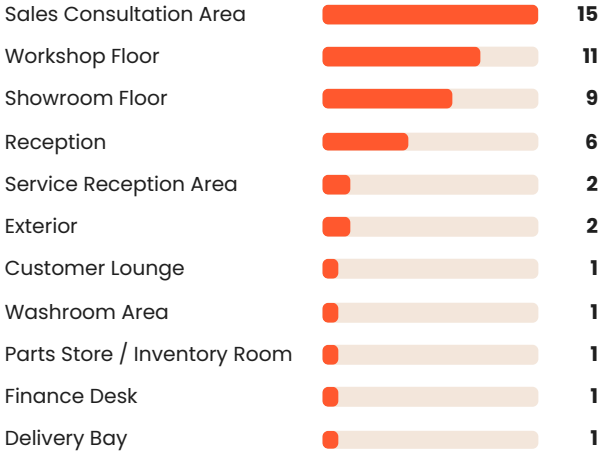
Health and Safety Audit

Workshop and facility safety: fire, exits, first aid, PPE, hazardous materials, lifts, electrical and waste.

10 standards **19** checkpoints

Owner: Center Manager

Where we audit



FROM PROBLEM IDENTIFICATION TO RESOLUTION

Every finding has an owner, a deadline and proof.

1

Plan

Schedule the audit and assign the checklist in AutoSmart Audit.

2

Audit

Walk the outlet with this guide; score each checkpoint Pass / Fail / NA.

3

Evidence

Capture photos, records or time stamps. Speak findings with AI Voice Assist.

4

Action plan

Every fail gets an owner, a fix and a due date based on its resolution tier.

5

Resolve

The dealer fixes the issue and uploads proof of closure.

6

Verify & sign off

The auditor verifies, closes and signs off. Reports update in real time.

Resolution time tiers

Each standard has a recommended **ideal resolution time**, counted from the moment the audit is submitted. OEMs can tighten these targets to match their own policy.

Immediate	**Fix before end of shift** · Life-safety risk. Stop the activity and make safe now.	6 standards
24 hours	**Fix within 1 working day** · Direct customer impact or compliance exposure today.	12 standards
72 hours	**Fix within 3 working days** · Visible experience gaps that affect every visit.	10 standards
7 days	**Fix within 1 week** · Process and follow-up discipline gaps.	16 standards
30 days	**Plan and close within 1 month** · Structural, signage, CI or capability items that need planning or training.	6 standards

Scoring each checkpoint

PASS

Every criterion on the page is met at the time of audit, and evidence is captured.

FAIL

Any criterion is not met. Record what you saw, attach evidence and create an action.

N/A

The standard genuinely does not apply to this outlet (e.g. no lounge). Add a reason.

HOW TO USE THIS GUIDE

One page per standard.

1. **Header**: code, program, area, owner and the ideal resolution time.
2. **What we check**: the standard and its checkpoints, exactly as they appear in the audit app.
3. **Right way / wrong way**: illustrated examples of pass and fail.
4. **Purpose, criteria, method & evidence**: how to audit it consistently.

Resolution time Immediate · 24 hours · 72 hours · 7 days · 30 days

01 · Customer Experience Audit 6

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CEA-002	Customer Lounge / Waiting Area	72 hours	8
CEA-003	Showroom Presentation	24 hours	9
CEA-004	Test Drive Experience	7 days	10
CEA-005	Digital Touchpoints	72 hours	11
CEA-006	Complaint Handling & Feedback	7 days	12
CEA-007	Restroom Cleanliness	Immediate	13
CEA-008	Follow-up Communication	7 days	14
CEA-009	Appointment Management	72 hours	15
CEA-010	Service Advisor Interaction	72 hours	16

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01

Customer Experience Audit

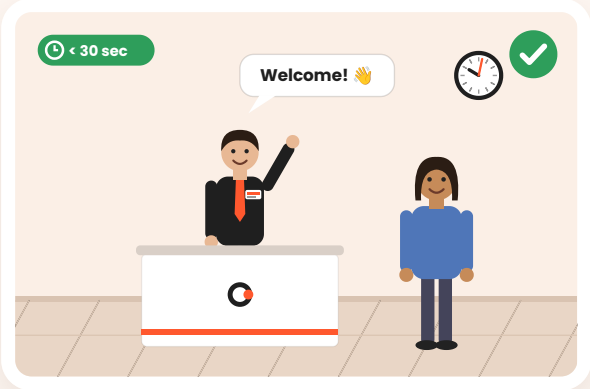
Every customer touchpoint in the dealership, from arrival and waiting to service handover and follow-up.

WHAT WE'RE TRYING TO ACHIEVE

Make sure every visit feels welcoming, transparent and effortless, so customers come back and recommend the dealership.

10 standards

17 checkpoints



PERSON IN CHARGE
Center Manager

AUDIT METHOD
Observation + customer walk-through

AREAS COVERED
Customer Lounge, Reception, Sales Consultation Area, Service Reception Area, Showroom Floor, Washroom Area

DEPARTMENTS
Customer Experience, IT, Maintenance, Service

STANDARDS IN THIS PROGRAM

CEA-001	Reception & Greeting	24 hours	p.7
CEA-002	Customer Lounge / Waiting Area	72 hours	p.8
CEA-003	Showroom Presentation	24 hours	p.9
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CEA-006	Complaint Handling & Feedback	7 days	p.12
CEA-007	Restroom Cleanliness	24 hours	p.13
CEA-008	Follow-up Communication	7 days	p.14
CEA-009	Appointment Management	72 hours	p.15
CEA-010	Service Advisor Interaction	72 hours	p.16

CEA-001 STANDARD 01 OF 50

Reception & Greeting

Area **Reception** | Department **Customer Experience**

Person in charge **Center Manager** | Type **Staff · Staff**

IDEAL RESOLUTION TIME

24 hours

Fix within 1 working day

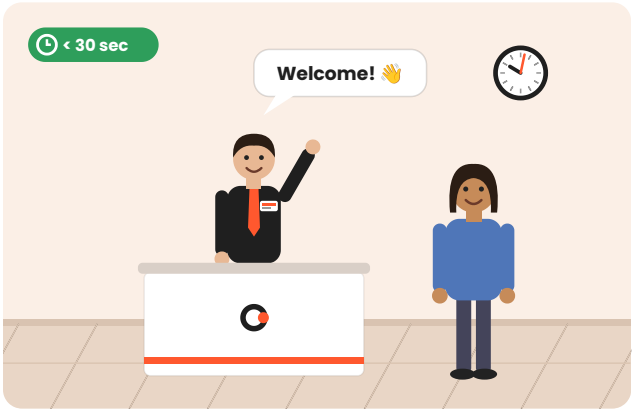
WHAT WE CHECK

Checks that every customer is greeted and acknowledged by a staff member within the dealership's standard time on arrival.

CHECKPOINTS IN THE AUDIT

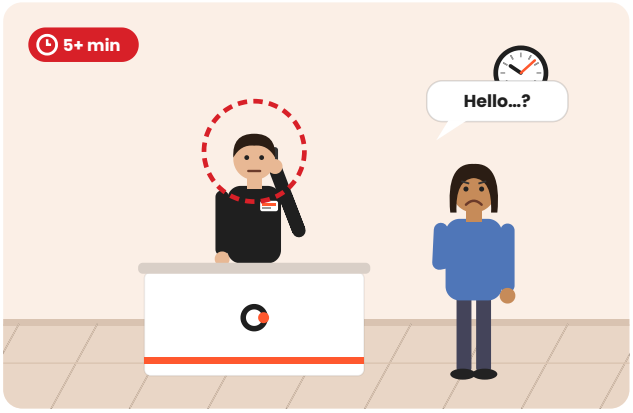
Q1 Is the customer greeted and acknowledged within the standard time on arrival?

RIGHT WAY



Receptionist greets the customer within seconds and asks how to help.

WRONG WAY



Staff member stays on a personal call while the customer waits unacknowledged.

PURPOSE

The first 30 seconds set the tone for the whole visit. A quick, warm greeting reduces perceived waiting and builds trust.

EVIDENCE TO CAPTURE

Photo of reception staffing + recorded time to greet

AUDIT CRITERIA · PASS WHEN

- Customer acknowledged within the standard time (e.g. 30 seconds)
- Eye contact, smile and verbal greeting given
- Customer's purpose of visit asked and routed correctly

IDEAL WAY OF AUDITING

1. Observe 3–5 arrivals at reception without announcing yourself
2. Time from entry to first acknowledgement
3. Note whether the greeting was proactive or prompted by the customer

AUDITOR TIP An audit that happens during quiet hours hides the problem. Check during a peak slot too.

CEA-002 STANDARD 02 OF 50

Customer Lounge / Waiting Area

Area **Customer Lounge** | Department **Customer Experience**

Person in charge **Center Manager** | Type **Staff · Asset**

IDEAL RESOLUTION TIME

72 hours

Fix within 3 working days

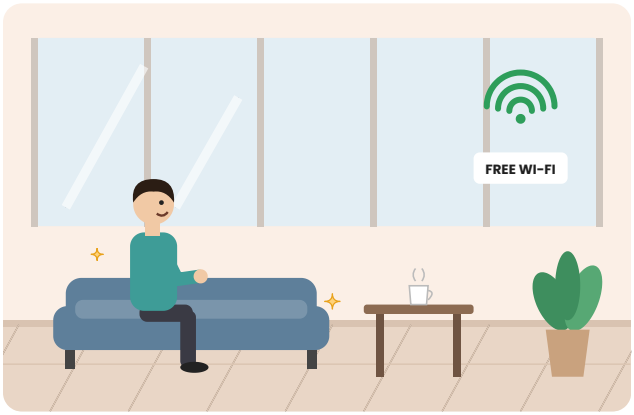
WHAT WE CHECK

Checks that the customer lounge is clean, comfortable and has enough seating, with working refreshments and Wi-Fi.

CHECKPOINTS IN THE AUDIT

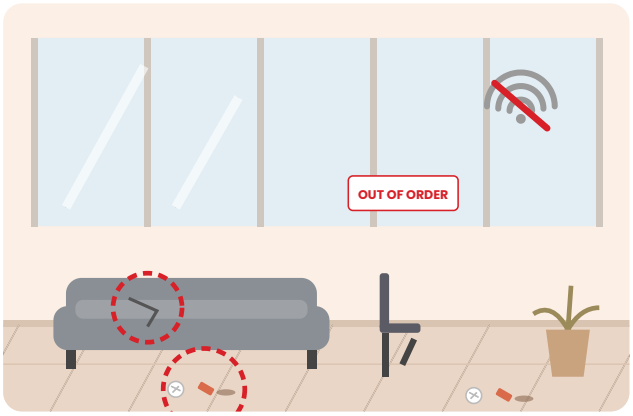
- Q1 Is the waiting area clean, comfortable, and adequately seated?
- Q2 Are refreshments and Wi-Fi available and functional for waiting customers?

RIGHT WAY



Clean seating, working refreshments, clear Wi-Fi signage and a relaxed customer.

WRONG WAY



Torn sofa, broken chair, litter on the floor and an out-of-order machine.

PURPOSE

Service customers can wait 1–3 hours. A comfortable lounge directly affects satisfaction scores and perceived value.

EVIDENCE TO CAPTURE

Wide photo of lounge + photo of Wi-Fi signage + any defects

AUDIT CRITERIA · PASS WHEN

- Seating clean, undamaged and adequate for peak load
- Refreshments stocked and machine working
- Wi-Fi available with visible login details
- No litter, stains or dead plants

IDEAL WAY OF AUDITING

1. Walk the lounge at the busiest service hour
2. Test the coffee machine and connect to the Wi-Fi yourself
3. Count seats against waiting customers

AUDITOR TIP Look at what customers see from the seat: under tables, behind sofas and the TV.

CEA-003 STANDARD 03 OF 50

Showroom Presentation

Area **Showroom Floor** Department **Customer Experience**

Person in charge **Center Manager** Type **Staff · Asset**

IDEAL RESOLUTION TIME

24 hours

Fix within 1 working day

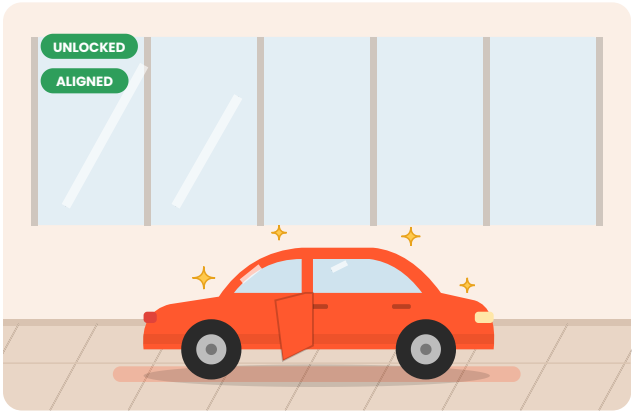
WHAT WE CHECK

Checks that display vehicles are clean, unlocked and positioned correctly on the showroom floor as per the layout plan.

CHECKPOINTS IN THE AUDIT

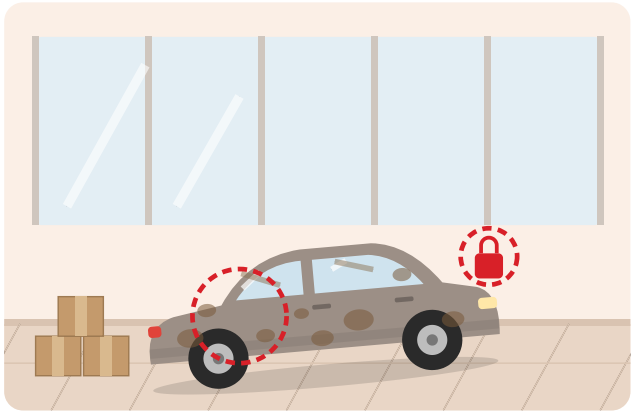
Q1 Are display vehicles clean, unlocked, and correctly positioned on the showroom floor?

RIGHT WAY



Spotless, unlocked vehicle aligned to its floor marking.

WRONG WAY



Dusty, locked vehicle parked at an angle with boxes nearby.

PURPOSE

Customers want to touch, sit in and explore cars. Locked or dirty vehicles kill interest and signal poor attention to detail.

EVIDENCE TO CAPTURE

Photo of each display vehicle + any locked/dirty unit

AUDIT CRITERIA · PASS WHEN

- Exterior and interior clean with no dust or fingerprints
- Doors unlocked during opening hours
- Vehicles aligned to floor plan and angle guidelines
- No clutter around display vehicles

IDEAL WAY OF AUDITING

1. Try the door of every display vehicle
2. Check paint, glass, wheels and interior for dust
3. Compare positions with the approved showroom layout

AUDITOR TIP Check the cabin too. Plastic seat covers and loose paperwork are common misses.

CEA-004 STANDARD 04 OF 50

Test Drive Experience

Area **Sales Consultation Area** | Department **Customer Experience**

Person in charge **Center Manager** | Type **Staff · Staff**

IDEAL RESOLUTION TIME

7 days

Fix within 1 week

WHAT WE CHECK

Checks that sales staff proactively offer a test drive to every interested customer.

CHECKPOINTS IN THE AUDIT

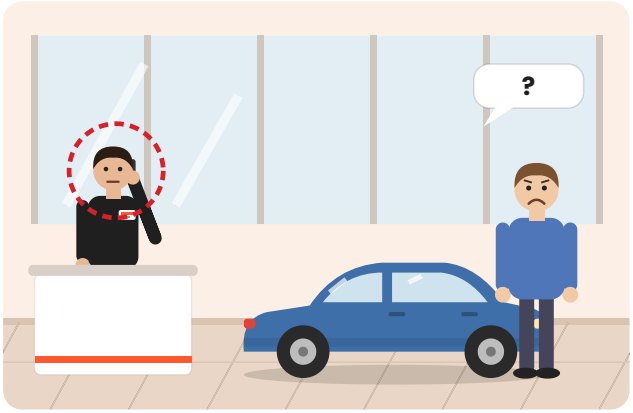
Q1 Is a test drive proactively offered to interested customers?

RIGHT WAY



Consultant offers the key and invites the customer to drive.

WRONG WAY



Consultant stays at the desk while the customer looks at the car alone.

PURPOSE

A test drive is the single strongest conversion driver. Customers who drive are far more likely to buy.

EVIDENCE TO CAPTURE

Test-drive log extract + observation notes

AUDIT CRITERIA · PASS WHEN

- Test drive offered without customer asking
- Demo vehicle available and ready
- Offer made before price negotiation begins

IDEAL WAY OF AUDITING

1. Observe sales interactions or review test-drive log vs. walk-ins
2. Ask 2–3 customers whether a test drive was offered
3. Check demo vehicle availability for the models on display

AUDITOR TIP Compare test-drive count to walk-in count. A low ratio shows the gap.

CEA-005 STANDARD 05 OF 50

Digital Touchpoints

Area **Showroom Floor** | Department **IT** | Person in charge **Center Manager**

Type **Staff · Asset**

IDEAL RESOLUTION TIME

72 hours

Fix within 3 working days

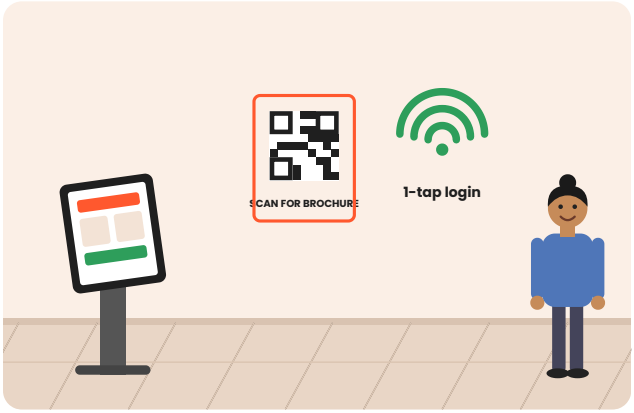
WHAT WE CHECK

Checks that digital touchpoints (kiosks, tablets, QR codes and Wi-Fi) work and are easy for customers to use.

CHECKPOINTS IN THE AUDIT

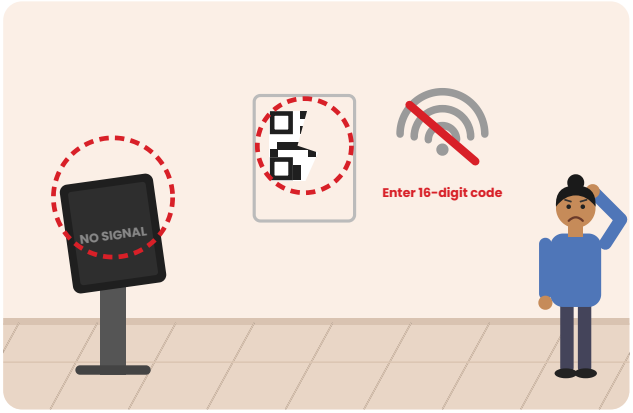
- **Q1** Is the self-service kiosk / tablet functional and accessible to customers?
- **Q2** Are QR codes for brochures and offers displayed and scanning correctly?
- **Q3** Is the dealership Wi-Fi login process simple and working?

RIGHT WAY



Kiosk working, QR code scans to the brochure, Wi-Fi is one-tap.

WRONG WAY



Kiosk screen dead, QR code torn and Wi-Fi needs a long code.

PURPOSE

Broken digital tools look worse than having none. They also block self-service journeys customers now expect.

EVIDENCE TO CAPTURE

Screenshots of scanned QR destinations + photo of kiosk screen

AUDIT CRITERIA · PASS WHEN

- Kiosk/tablet powered on, responsive and on the correct app
- QR codes intact, scanning to the right, current page
- Wi-Fi login in one or two simple steps

IDEAL WAY OF AUDITING

1. Use the kiosk as a customer would, end to end
2. Scan every QR code with your own phone
3. Join the guest Wi-Fi and time the process

AUDITOR TIP QR codes often point to expired campaign pages. Always open the link.

CEA-006 STANDARD 06 OF 50

Complaint Handling & Feedback

Area **Reception** Department **Customer Experience**

Person in charge **Center Manager** Type **Staff · Operation**

IDEAL RESOLUTION TIME

7 days

Fix within 1 week

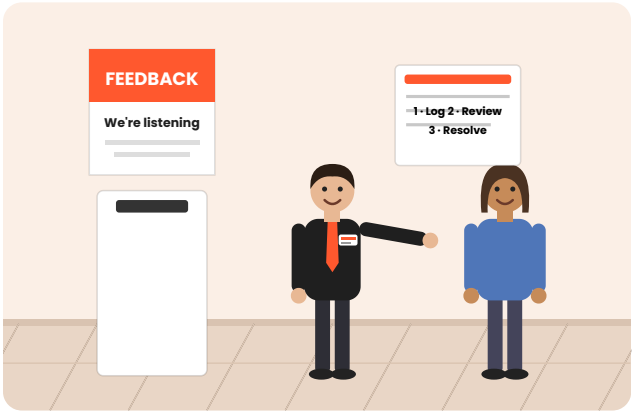
WHAT WE CHECK

Checks that customers have a visible way to give feedback or complain, and that staff know the escalation process.

CHECKPOINTS IN THE AUDIT

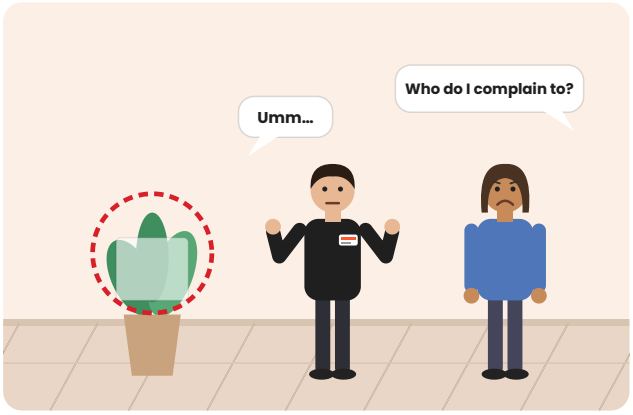
- **Q1** Is a visible channel available for customers to log complaints or feedback?
- **Q2** Are staff able to explain the complaint escalation process when asked?

RIGHT WAY



Visible feedback point and a staff member explaining the 3-step process.

WRONG WAY



Feedback box hidden behind a plant; staff unsure who handles complaints.

PURPOSE

Complaints that are captured can be fixed. Hidden channels push unhappy customers to social media and OEM helplines.

EVIDENCE TO CAPTURE

Photo of feedback channel + complaint log extract

AUDIT CRITERIA · PASS WHEN

- Feedback channel clearly visible (box, tablet, QR or signage)
- Staff can explain the escalation steps when asked
- Complaint log maintained with response dates

IDEAL WAY OF AUDITING

1. Look for the feedback channel from the customer's path
2. Ask one front-line staff member: 'How would I raise a complaint?'
3. Sample the last 5 complaints for closure time

AUDITOR TIP Ask a newer staff member. Senior staff usually know; the gap is in onboarding.

CEA-007 STANDARD 07 OF 50

Restroom Cleanliness

Area **Washroom Area** Department **Maintenance**

Person in charge **Center Manager** Type **Staff · Asset**

IDEAL RESOLUTION TIME

24 hours

Fix within 1 working day

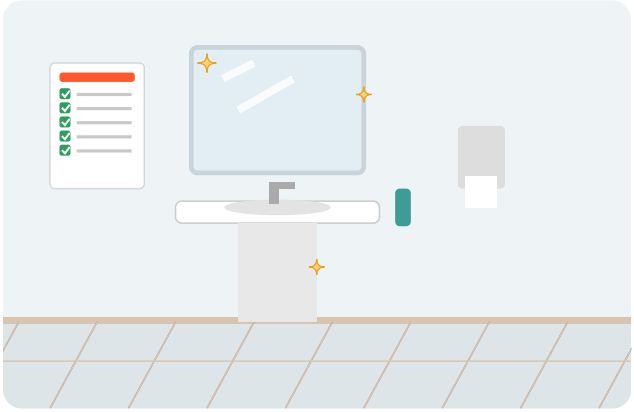
WHAT WE CHECK

Checks that customer restrooms are clean, fully stocked and free from odour.

CHECKPOINTS IN THE AUDIT

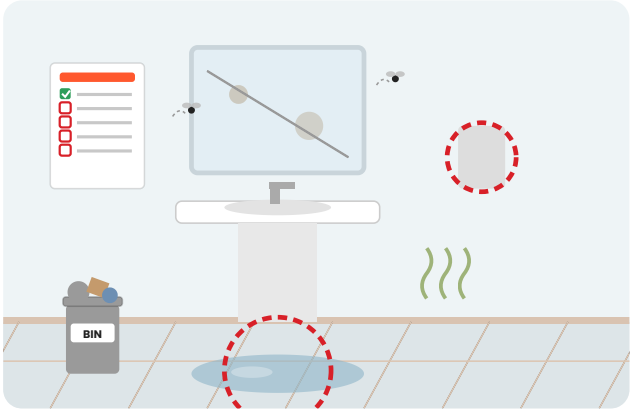
Q1 Are customer restrooms clean, stocked, and odour-free?

RIGHT WAY



Dry, clean and stocked restroom with a completed cleaning checklist.

WRONG WAY



Wet floor, overflowing bin, no paper and a checklist not filled in.

PURPOSE

Restroom condition is one of the most remembered details of a visit, and a direct signal of how much the dealership cares.

EVIDENCE TO CAPTURE

Photo of sink area + cleaning checklist

AUDIT CRITERIA · PASS WHEN

- Floor, sink, mirror and fixtures clean and dry
- Soap, paper and hand-dryer/towels available
- No odour; bin not overflowing
- Cleaning checklist on display and up to date

IDEAL WAY OF AUDITING

1. Inspect at mid-day, not just after opening
2. Check every consumable and fixture
3. Verify cleaning checklist entries against the time

AUDITOR TIP A checklist that is filled in ahead of time is a red flag. Compare entries with the clock.

CEA-008 STANDARD 08 OF 50

Follow-up Communication

Area **Reception** Department **Customer Experience**

Person in charge **Center Manager** Type **Staff · Operation**

IDEAL RESOLUTION TIME

7 days

Fix within 1 week

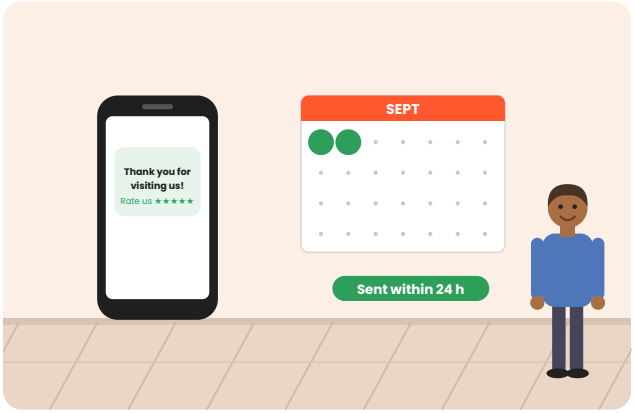
WHAT WE CHECK

Checks that a thank-you or follow-up contact is made after each visit within the standard window.

CHECKPOINTS IN THE AUDIT

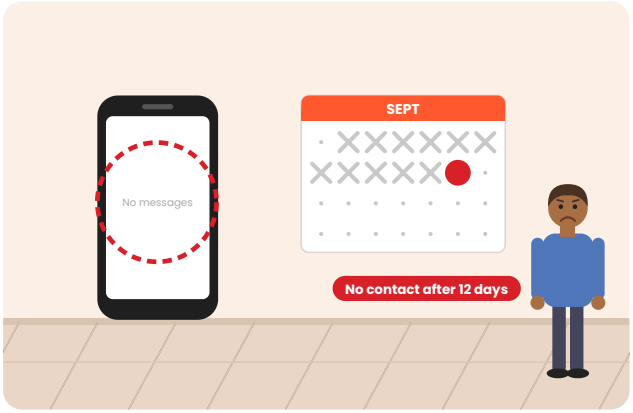
Q1 Is a post-visit thank-you or follow-up contact made within the standard window?

RIGHT WAY



Thank-you message sent the day after the visit.

WRONG WAY



No contact 12 days after the visit.

PURPOSE

Timely follow-up shows the dealership values the customer. It also catches issues before they turn into complaints.

EVIDENCE TO CAPTURE

CRM screenshot of sampled follow-ups

AUDIT CRITERIA · PASS WHEN

- Follow-up made within the standard window (e.g. 24–48 h)
- Contact logged in CRM with outcome
- Issues raised during follow-up assigned an owner

IDEAL WAY OF AUDITING

1. Sample 10 recent visits from the DMS/CRM
2. Check date/time of follow-up against visit date
3. Review notes for issues raised and their closure

AUDITOR TIP Automated messages count only if they are actually delivered. Check the delivery status.

CEA-009 STANDARD 09 OF 50

Appointment Management

Area **Service Reception Area** Department **Service**

Person in charge **Center Manager** Type **Staff · Operation**

IDEAL RESOLUTION TIME

72 hours

Fix within 3 working days

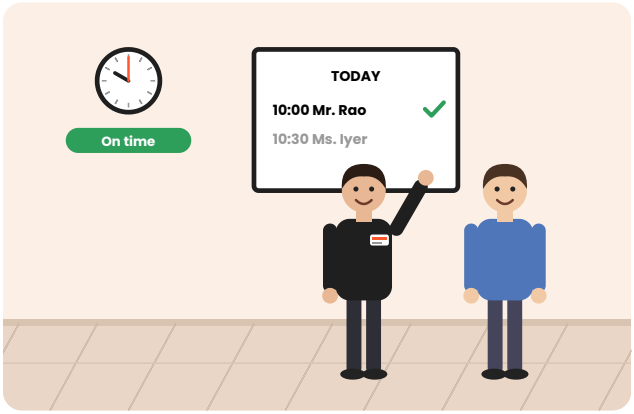
WHAT WE CHECK

Checks that booked service appointments are honoured on time, and customers are told proactively about delays.

CHECKPOINTS IN THE AUDIT

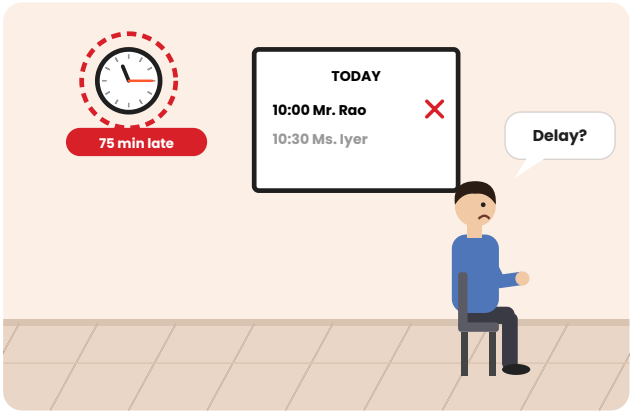
- **Q1** Are booked appointments honoured at the scheduled time?
- **Q2** Is the customer informed proactively of any delays?

RIGHT WAY



10:00 appointment received at 10:00 and ticked on the board.

WRONG WAY



Customer still waiting 75 minutes after the booked time, with no update.

PURPOSE

An appointment is a promise. Missed slots are a top driver of service dissatisfaction and lost repeat business.

EVIDENCE TO CAPTURE

Appointment list vs. actual time log

AUDIT CRITERIA · PASS WHEN

- Customer received within 10 minutes of booked time
- Delays communicated before the customer asks
- Appointment board/DMS matches actual arrivals

IDEAL WAY OF AUDITING

1. Compare today's appointment list with actual reception times
2. Observe 2–3 arrivals against booked slots
3. Ask waiting customers if they were updated

AUDITOR TIP Over-booking is usually the root cause. Check slot capacity against the number of advisors.

CEA-010 STANDARD 10 OF 50

Service Advisor Interaction

Area **Service Reception Area** | Department **Service**

Person in charge **Center Manager** | Type **Staff · Staff**

IDEAL RESOLUTION TIME

72 hours

Fix within 3 working days

WHAT WE CHECK

Checks that the service advisor explains work and costs clearly, gets written approval of the estimate, and explains completed work at handover.

CHECKPOINTS IN THE AUDIT

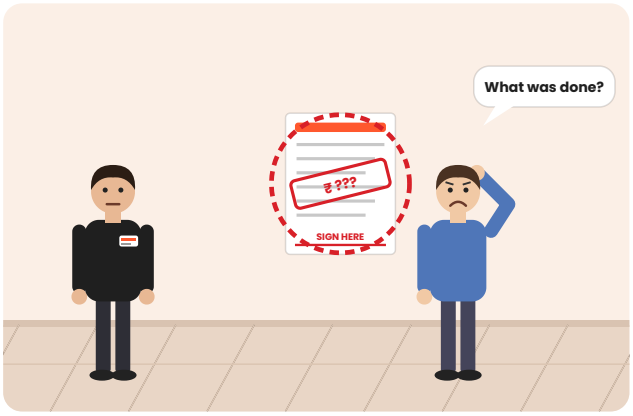
- **Q1** Does the service advisor explain the work and costs clearly before starting?
- **Q2** Is a written estimate provided and approved by the customer?
- **Q3** Is the completed work explained to the customer at handover?

RIGHT WAY



Advisor walks the customer through the estimate and gets it signed.

WRONG WAY



Unsigned job card and a customer confused by an unexplained bill.

PURPOSE

No surprises on the bill. Transparent estimates and handovers prevent disputes and build long-term trust.

EVIDENCE TO CAPTURE

Photo of signed estimate + invoice comparison

AUDIT CRITERIA · PASS WHEN

- Work and cost explained before starting
- Written estimate approved (signed/e-signed) by customer
- Completed work and any extras explained at handover

IDEAL WAY OF AUDITING

1. Observe a job-card opening and a delivery
2. Check 5 job cards for signed estimates
3. Compare estimate vs. final invoice for variance approval

AUDITOR TIP Look for extra work added without a second approval. It is the most common dispute trigger.

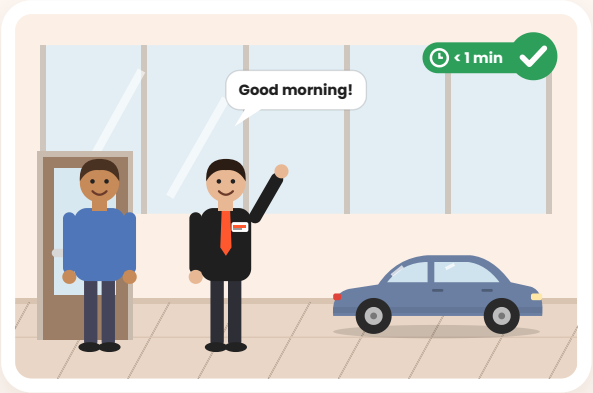
02

Mystery Shopping Audit

An anonymous shopper goes through a real sales visit and scores the experience from the customer's side.

WHAT WE'RE TRYING TO ACHIEVE

Measure what customers actually experience, not what the process says, and find coaching opportunities for the sales team.



10 standards

16 checkpoints

PERSON IN CHARGE
Center Manager

AUDIT METHOD
Anonymous visit + structured scoring

AREAS COVERED
Reception, Sales Consultation Area, Showroom Floor

DEPARTMENTS
Sales

STANDARDS IN THIS PROGRAM

MA-001	Initial Contact & Acknowledgement	7 days	p.18
MA-002	Product Knowledge	30 days	p.19
MA-003	Needs Assessment	30 days	p.20
MA-004	Test Drive Offer	7 days	p.21
MA-005	Price & Finance Discussion	7 days	p.22
MA-006	Objection Handling	30 days	p.23
MA-007	Closing Attempt	7 days	p.24
MA-008	Business Card / Contact Exchange	7 days	p.25
MA-009	Showroom Environment Impression	72 hours	p.26
MA-010	Post-Visit Follow-up	7 days	p.27

MA-001 STANDARD 11 OF 50

Initial Contact & Acknowledgement

Area **Reception** | Department **Sales** | Person in charge **Center Manager**

Type **Asset · Staff**

IDEAL RESOLUTION TIME

7 days

Fix within 1 week

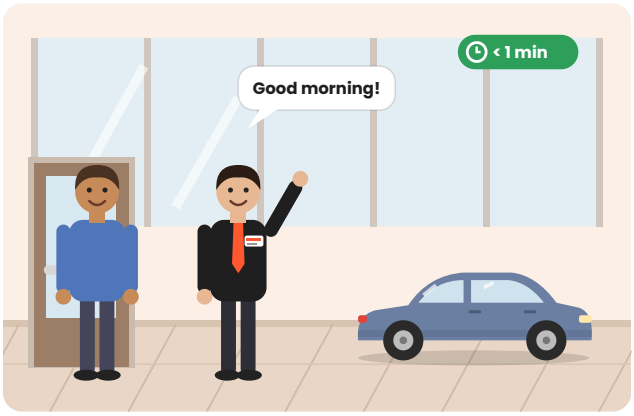
WHAT WE CHECK

Scores whether the mystery shopper was acknowledged quickly on entering, and whether a staff member proactively offered help.

CHECKPOINTS IN THE AUDIT

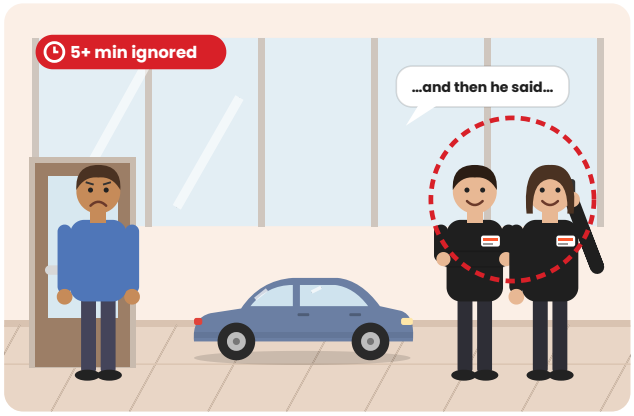
- **Q1** Was the shopper acknowledged within the standard time on entry?
- **Q2** Did a staff member proactively approach and offer assistance?

RIGHT WAY



Consultant greets the shopper at the door within a minute.

WRONG WAY



Staff chatting among themselves while the shopper waits.

PURPOSE

Shoppers decide in the first minute whether a dealership wants their business.

EVIDENCE TO CAPTURE

Time stamps + scoring notes (no photos of staff faces)

AUDIT CRITERIA · PASS WHEN

- Acknowledged within the standard time (e.g. 1 minute)
- Staff approached proactively and not after being asked
- Greeting was friendly and professional

IDEAL WAY OF AUDITING

1. Enter as a regular walk-in, noting the time
2. Stand near a display vehicle without seeking help
3. Record time and manner of first approach

AUDITOR TIP Record exact times. 'Felt long' is not evidence.

MA-002 STANDARD 12 OF 50

Product Knowledge

Area **Sales Consultation Area** | Department **Sales**

Person in charge **Center Manager** | Type **Asset · Staff**

IDEAL RESOLUTION TIME

30 days

Plan and close within 1 month

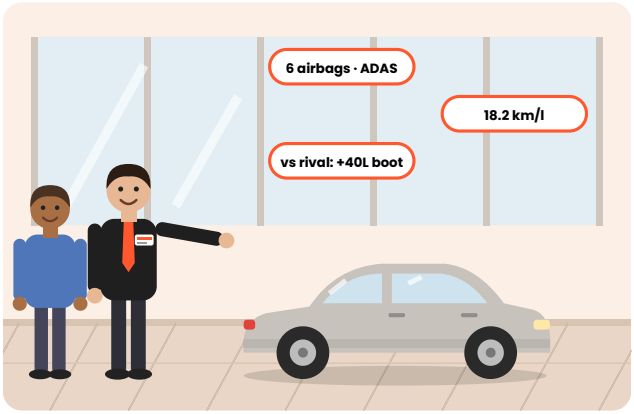
WHAT WE CHECK

Scores whether the consultant could accurately describe the key features of the model and compare it correctly against a competitor.

CHECKPOINTS IN THE AUDIT

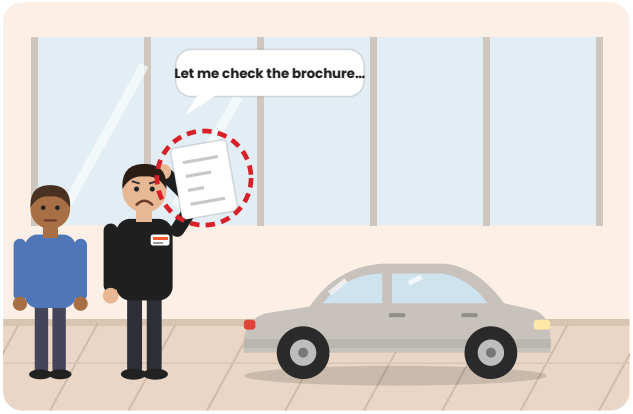
- **Q1** Could the consultant accurately describe key features of the model of interest?
- **Q2** Did the consultant correctly compare the model against a competitor when asked?

RIGHT WAY



Consultant confidently explains safety, mileage and competitor advantages.

WRONG WAY



Consultant can't answer and reads from the brochure.

PURPOSE

Confident product knowledge builds credibility and justifies price. Errors undermine trust instantly.

EVIDENCE TO CAPTURE

Question sheet with answers vs. OEM specification

AUDIT CRITERIA · PASS WHEN

- Key features, variants and specs described accurately
- Features linked to the shopper's needs
- Competitor comparison factual and fair

IDEAL WAY OF AUDITING

1. Ask 3 prepared questions about the model of interest
2. Ask one competitor comparison question
3. Check answers against the OEM spec sheet after the visit

AUDITOR TIP Use the same questions across outlets so scores can be compared.

MA-003 STANDARD 13 OF 50

Needs Assessment

Area **Sales Consultation Area** | Department **Sales**

Person in charge **Center Manager** | Type **Asset · Staff**

IDEAL RESOLUTION TIME

30 days

Plan and close within 1 month

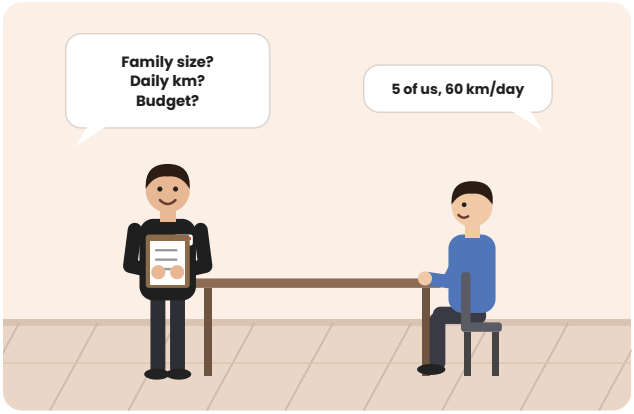
WHAT WE CHECK

Scores whether the consultant asked questions to understand the shopper's needs and tailored the recommendation to them.

CHECKPOINTS IN THE AUDIT

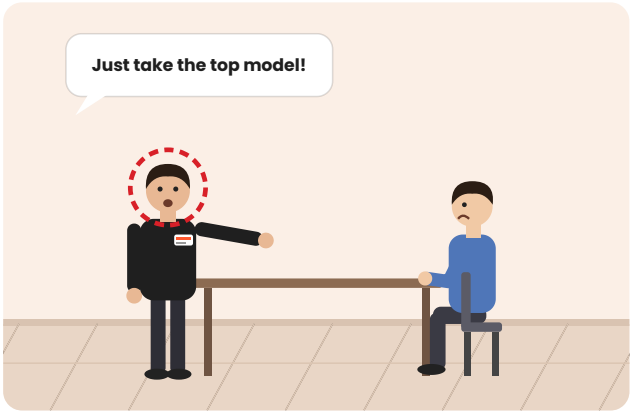
- **Q1** Did the consultant ask questions to understand the shopper's requirements?
- **Q2** Did the consultant tailor the recommendation to the stated needs?

RIGHT WAY



Consultant asks about family size, usage and budget before recommending.

WRONG WAY



Consultant pushes the top model without asking anything.

PURPOSE

Customers buy solutions, not models. Needs-based selling improves conversion and satisfaction after purchase.

EVIDENCE TO CAPTURE

Scoring notes against shopper profile

AUDIT CRITERIA · PASS WHEN

- At least 3 open questions about usage, family and budget
- Answers noted or remembered
- Recommendation clearly linked to stated needs

IDEAL WAY OF AUDITING

1. Give a prepared shopper profile (e.g. family of 5, 60 km/day)
2. Count discovery questions asked
3. Check the recommended variant fits the profile

AUDITOR TIP Rushing to price is the most common failure point in this standard.

MA-004 STANDARD 14 OF 50

Test Drive Offer

Area **Sales Consultation Area** | Department **Sales**

Person in charge **Center Manager** | Type **Asset · Staff**

IDEAL RESOLUTION TIME

7 days

Fix within 1 week

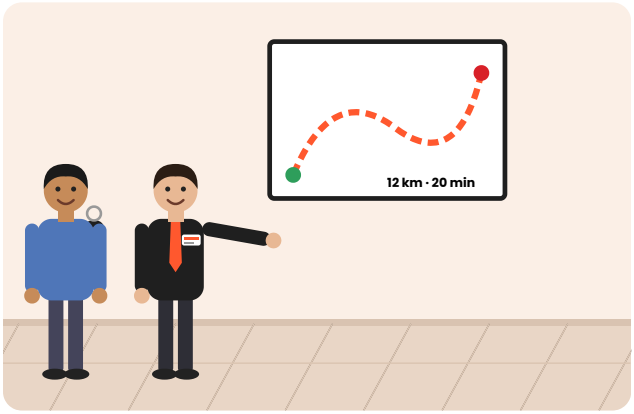
WHAT WE CHECK

Scores whether a test drive was offered without the shopper asking, and whether the route and vehicle were explained first.

CHECKPOINTS IN THE AUDIT

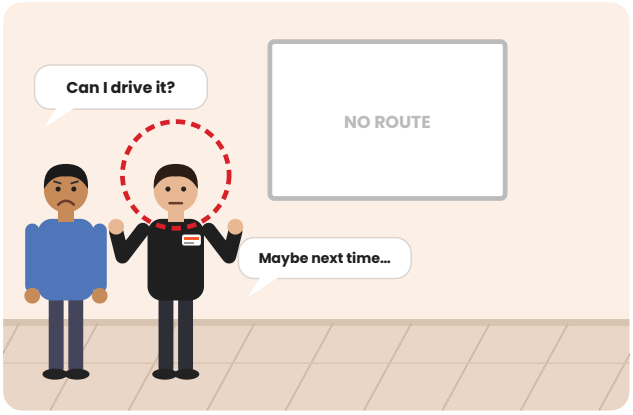
- **Q1** Was a test drive offered without the shopper having to ask?
- **Q2** Was the test drive route and vehicle explained before setting off?

RIGHT WAY



Consultant shows the planned route and hands over the key.

WRONG WAY



Shopper has to ask and is told 'maybe next time'.

PURPOSE

An unprompted offer shows a customer-first process. A briefing reassures the driver and makes the drive safe.

EVIDENCE TO CAPTURE

Scoring notes + route details

AUDIT CRITERIA · PASS WHEN

- Test drive offered unprompted
- Route, duration and vehicle controls explained
- Licence checked and safety briefing given

IDEAL WAY OF AUDITING

1. Do not ask for a test drive; wait to see if it is offered
2. If offered, note the briefing content
3. Score route suitability for showing the car's features

AUDITOR TIP If no demo car is available, check whether an alternative date was offered.

MA-005 STANDARD 15 OF 50

Price & Finance Discussion

Area **Sales Consultation Area** | Department **Sales**

Person in charge **Center Manager** | Type **Asset · Staff**

IDEAL RESOLUTION TIME

7 days

Fix within 1 week

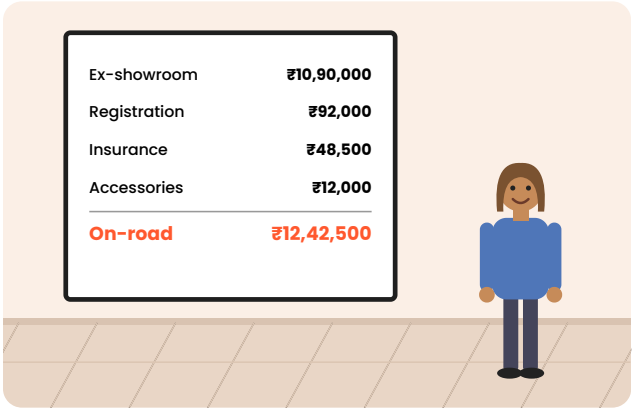
WHAT WE CHECK

Scores whether pricing was presented transparently, including all on-road costs and finance options.

CHECKPOINTS IN THE AUDIT

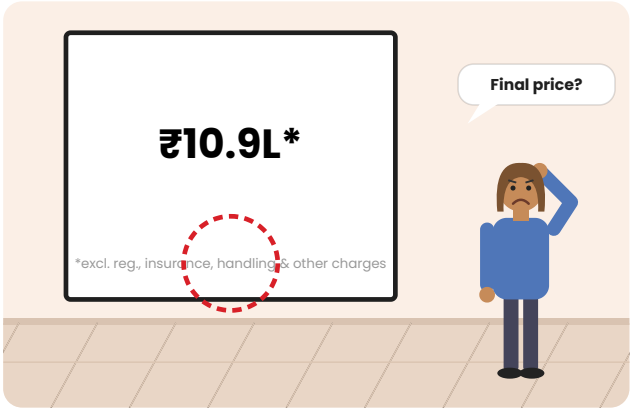
Q1 Was pricing presented transparently, including on-road costs?

RIGHT WAY



A clear itemised on-road quote with a single total.

WRONG WAY



A headline price with an asterisk hiding extra charges.

PURPOSE

Hidden charges are the biggest reason shoppers walk away or complain after purchase.

EVIDENCE TO CAPTURE

Copy/photo of the quotation received

AUDIT CRITERIA · PASS WHEN

- Written price breakdown provided
- On-road total includes registration, insurance and charges
- Finance/EMI options explained clearly

IDEAL WAY OF AUDITING

1. Ask for the final on-road price
2. Request the quote in writing
3. Compare the quote with the OEM price list

AUDITOR TIP Check for mandatory add-ons presented as 'optional' only after pressure.

MA-006 STANDARD 16 OF 50

Objection Handling

Area **Sales Consultation Area** | Department **Sales**

Person in charge **Center Manager** | Type **Asset · Staff**

IDEAL RESOLUTION TIME

30 days

Plan and close within 1 month

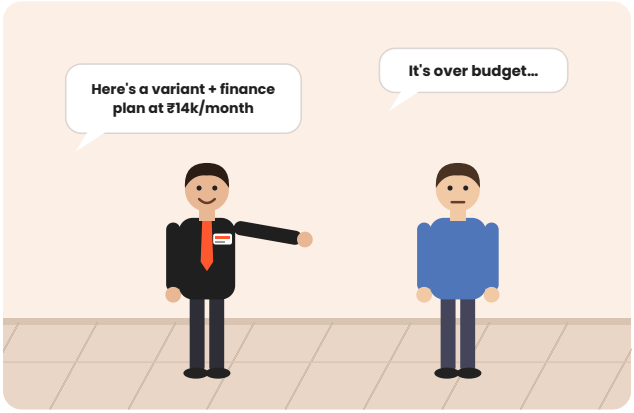
WHAT WE CHECK

Scores whether the consultant handled the shopper's concerns and objections professionally.

CHECKPOINTS IN THE AUDIT

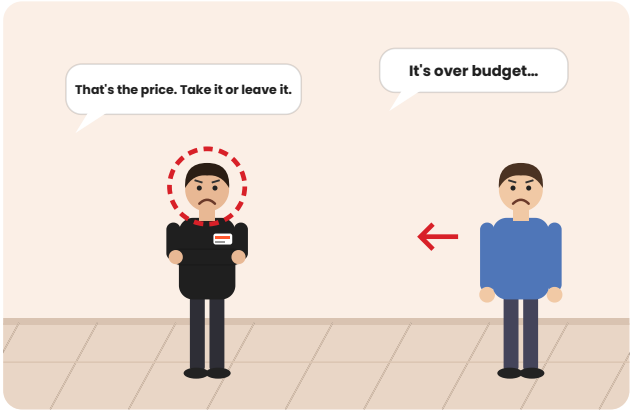
Q1 Did the consultant address the shopper's concerns professionally?

RIGHT WAY



Consultant answers a budget concern with a variant and a finance plan.

WRONG WAY



Consultant turns defensive: 'Take it or leave it.'

PURPOSE

Objections are buying signals. Handling them well keeps the conversation going; dismissing them ends it.

EVIDENCE TO CAPTURE

Scoring notes per objection

AUDIT CRITERIA · PASS WHEN

- Consultant listens without interrupting
- Concern acknowledged and answered with facts or options
- Tone stays calm and respectful

IDEAL WAY OF AUDITING

1. Raise 1–2 prepared objections (price, competitor, waiting time)
2. Note how each is answered
3. Score tone and solution offered

AUDITOR TIP Use the same objection script in every visit for consistency.

MA-007 STANDARD 17 OF 50

Closing Attempt

Area **Sales Consultation Area** | Department **Sales**

Person in charge **Center Manager** | Type **Asset · Staff**

IDEAL RESOLUTION TIME

7 days

Fix within 1 week

WHAT WE CHECK

Scores whether the consultant tried to secure a next step or commitment, such as a follow-up appointment or contact.

CHECKPOINTS IN THE AUDIT

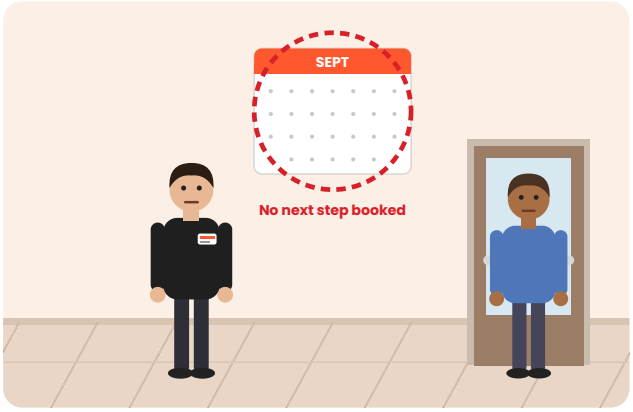
- **Q1** Did the consultant attempt to secure a next step or commitment?
- **Q2** Was a follow-up appointment or contact proposed?

RIGHT WAY



Consultant books a Saturday 11 am test drive.

WRONG WAY



Shopper leaves with no next step agreed.

PURPOSE

Without a next step, most leads go cold. A clear commitment keeps the shopper in the funnel.

EVIDENCE TO CAPTURE

Scoring notes + any booking confirmation

AUDIT CRITERIA · PASS WHEN

- Consultant asked for a next step (booking, test drive, callback)
- Specific date/time proposed
- Contact details captured with consent

IDEAL WAY OF AUDITING

1. Show interest but do not commit
2. Record whether a next step was proposed
3. Note whether contact details were requested

AUDITOR TIP 'Call me when you are ready' does not count as a closing attempt.

MA-008 STANDARD 18 OF 50

Business Card / Contact Exchange

Area **Sales Consultation Area** Department **Sales**

Person in charge **Center Manager** Type **Asset · Staff**

IDEAL RESOLUTION TIME

7 days

Fix within 1 week

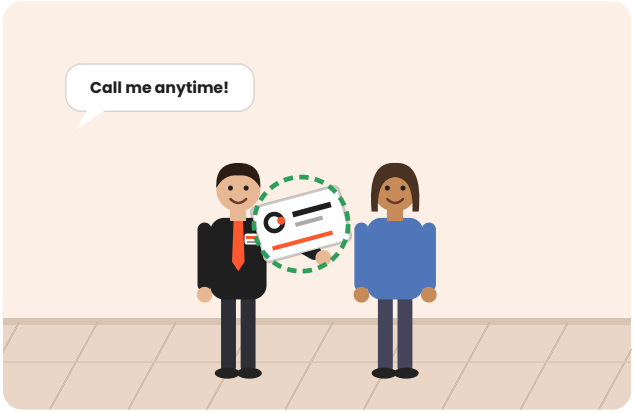
WHAT WE CHECK

Scores whether the consultant provided a business card or contact details.

CHECKPOINTS IN THE AUDIT

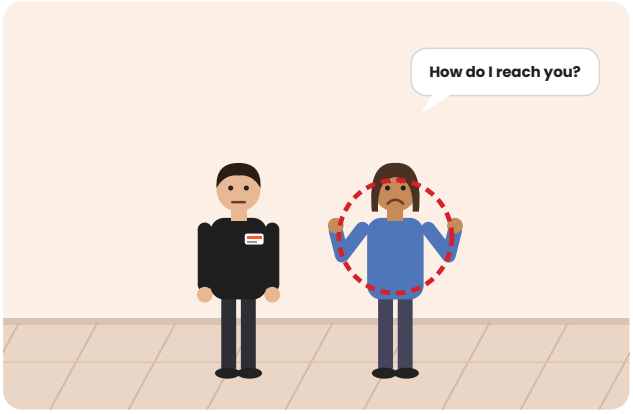
Q1 Did the consultant provide a business card or contact detail?

RIGHT WAY



Consultant hands over a business card: 'Call me anytime.'

WRONG WAY



Shopper leaves with no way to reach the consultant.

PURPOSE

Customers compare several dealers. An easy way to call back keeps you in the race.

EVIDENCE TO CAPTURE

Photo of card or digital contact received

AUDIT CRITERIA · PASS WHEN

- Business card or digital contact shared
- Name, phone and dealership details correct
- Card is current OEM/dealer design

IDEAL WAY OF AUDITING

1. Note whether contact details are offered without asking
2. Check the card for accuracy and branding

AUDITOR TIP Also check that the number on the card actually reaches the consultant.

MA-009 STANDARD 19 OF 50

Showroom Environment Impression

Area **Showroom Floor** Department **Sales** Person in charge **Center Manager**

Type **Asset · Asset**

IDEAL RESOLUTION TIME

72 hours

Fix within 3 working days

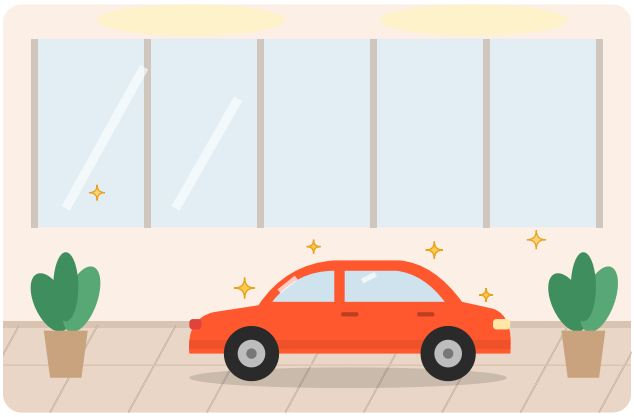
WHAT WE CHECK

Scores the first impression of the showroom: cleanliness, lighting, professionalism, and whether display vehicles are accessible and presentable.

CHECKPOINTS IN THE AUDIT

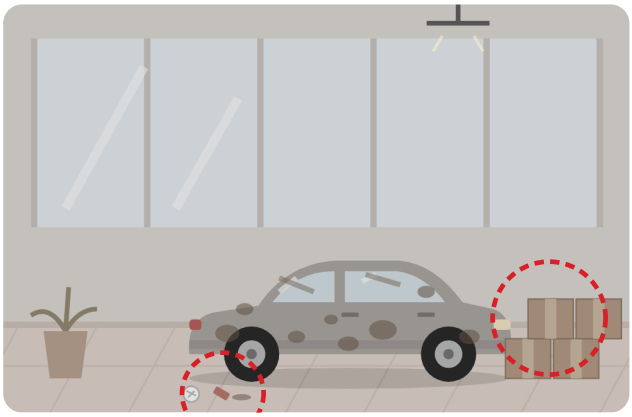
- **Q1** Did the showroom present a clean and professional first impression?
- **Q2** Were display vehicles accessible and presentable?

RIGHT WAY



Bright, clean showroom with a gleaming display car.

WRONG WAY



Dim lighting, a dusty car, dead plants and boxes stacked in view.

PURPOSE

The showroom is the brand's stage. First impressions shape price perception and trust.

EVIDENCE TO CAPTURE

Scoring notes + discreet photos where allowed

AUDIT CRITERIA · PASS WHEN

- Bright, clean and uncluttered showroom
- Display vehicles clean and accessible
- No storage boxes, litter or broken fixtures in view

IDEAL WAY OF AUDITING

1. Record impression within the first 2 minutes of entry
2. Walk around each display vehicle
3. Note lighting, smell, temperature and clutter

AUDITOR TIP Score what a first-time visitor sees, not what staff are used to.

MA-010 STANDARD 20 OF 50

Post-Visit Follow-up

Area **Sales Consultation Area** Department **Sales**

Person in charge **Center Manager** Type **Asset · Operation**

IDEAL RESOLUTION TIME

7 days

Fix within 1 week

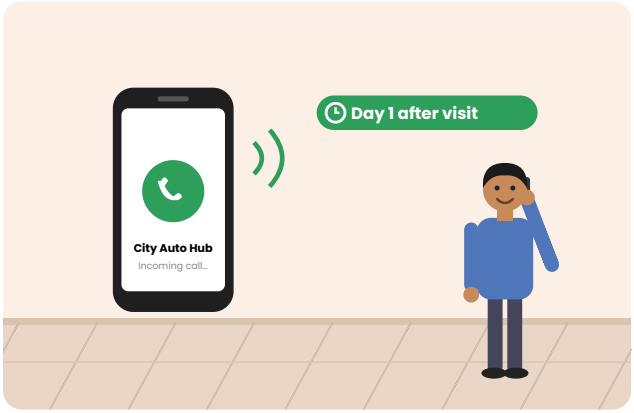
WHAT WE CHECK

Scores whether the shopper received a follow-up contact within the standard window after the visit.

CHECKPOINTS IN THE AUDIT

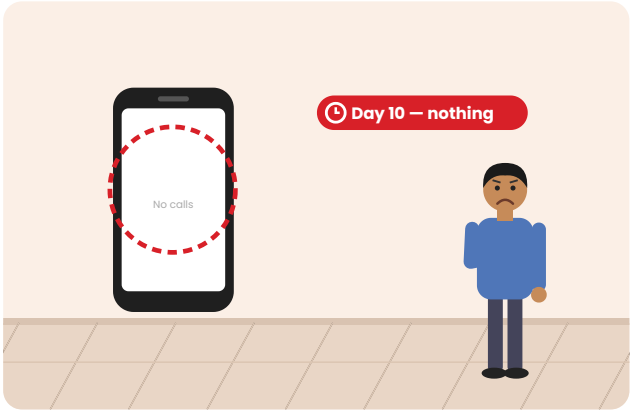
Q1 Was a follow-up contact received within the standard window after the visit?

RIGHT WAY



Dealer calls the day after the visit.

WRONG WAY



No contact 10 days later.

PURPOSE

Speed of follow-up is a leading indicator of conversion. The first dealer to call back often wins the sale.

EVIDENCE TO CAPTURE

Call log/screenshot of message received

AUDIT CRITERIA · PASS WHEN

- Follow-up received within the standard window (e.g. 24 h)
- Consultant referenced the shopper's needs
- Clear next step offered

IDEAL WAY OF AUDITING

1. Leave genuine contact details used only for audits
2. Log date/time and channel of every contact received
3. Score quality of the follow-up conversation

AUDITOR TIP Use a dedicated audit number so follow-ups can be tracked reliably.

03

Dealer Operating Standards

The physical, visual and administrative basics that every OEM-authorised dealership must maintain.

WHAT WE'RE TRYING TO ACHIEVE

Keep a consistent brand presence and a well-run facility that meets OEM and statutory requirements at every outlet.



10 standards

19 checkpoints

PERSON IN CHARGE
Dealership General Manager

AUDIT METHOD
Facility inspection + document check

AREAS COVERED
Exterior, Parts Store / Inventory Room, Reception, Showroom Floor, Workshop Floor

DEPARTMENTS
Administration, HR, Marketing, Parts, Service

STANDARDS IN THIS PROGRAM

DOS-001	Primary Signage	30 days	p.29
DOS-002	Corporate Identity Compliance	30 days	p.30
DOS-003	Facility Layout & Zoning	7 days	p.31
DOS-004	Staff Uniform & Grooming	24 hours	p.32
DOS-005	Opening Hours Display	72 hours	p.33
DOS-006	Documentation & Record Keeping	72 hours	p.34
DOS-007	Pricing & Promotional Display	24 hours	p.35
DOS-008	Workshop Equipment & Tools	7 days	p.36
DOS-009	Parts Inventory Management	7 days	p.37
DOS-010	Customer Data Privacy	24 hours	p.38

DOS-001 STANDARD 21 OF 50

Primary Signage

Area **Exterior** Department **Marketing**

Person in charge **Dealership - General Manager** Type **Operation · Asset**

IDEAL RESOLUTION TIME

30 days

Plan and close within 1 month

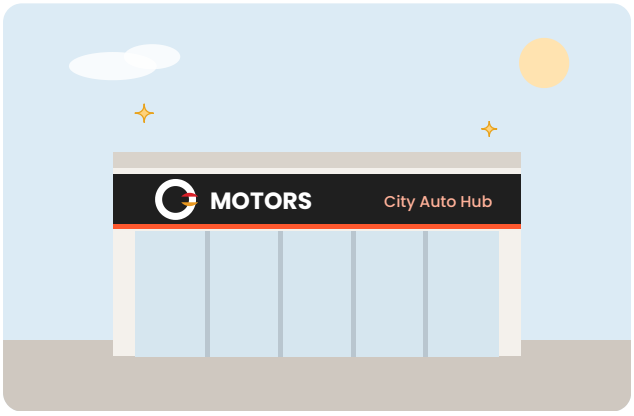
WHAT WE CHECK

Checks that the main external sign shows the correct, current OEM logo and dealership name, in good condition and lit.

CHECKPOINTS IN THE AUDIT

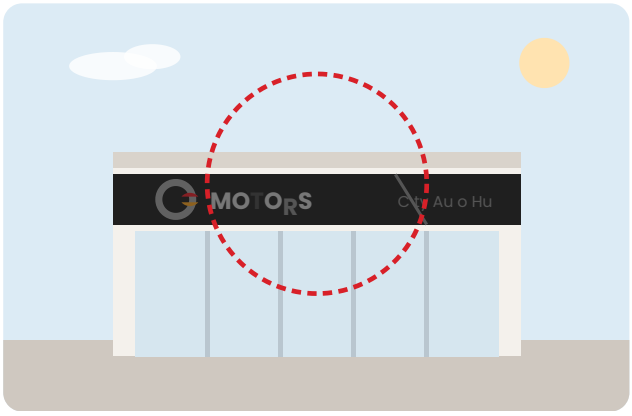
Q1 Is the primary external signage displaying the correct OEM brand logo and dealership name?

RIGHT WAY



Clean, lit sign with the correct brand mark and dealer name.

WRONG WAY



Faded, damaged sign with missing letters.

PURPOSE

The primary sign is the dealership's identity from the road. Damage or outdated branding erodes brand value.

EVIDENCE TO CAPTURE

Full-frontal photo of the sign + close-ups of defects

AUDIT CRITERIA · PASS WHEN

- Correct current OEM logo and approved dealer name
- No broken letters, fading, rust or damage
- Illumination working during dark hours
- Mounted straight and secure

IDEAL WAY OF AUDITING

1. View the sign from the main road approach
2. Check day and, where possible, evening illumination
3. Compare against the OEM CI signage specification

AUDITOR TIP Photograph from the same angle each audit to track deterioration.

DOS-002 STANDARD 22 OF 50

Corporate Identity Compliance

Area **Showroom Floor** Department **Marketing**

Person in charge **Dealership - General Manager** Type **Operation · Asset**

IDEAL RESOLUTION TIME

30 days

Plan and close within 1 month

WHAT WE CHECK

Checks that interior brand elements (colours, wall graphics, logos, furniture) match the current OEM Corporate Identity (CI) manual.

CHECKPOINTS IN THE AUDIT

Q1 Do interior brand elements match the current OEM CI manual?

RIGHT WAY



Wall graphics match the CI manual colours and logo.

WRONG WAY



Home-made poster in off-brand colours and fonts.

PURPOSE

Consistent CI makes every outlet feel like the same brand and is often linked to OEM incentive payments.

EVIDENCE TO CAPTURE

Photos of each brand element vs. CI reference

AUDIT CRITERIA · PASS WHEN

- Colours, logos and fonts match the CI manual
- Only approved POS/graphics displayed
- No home-made or outdated posters

IDEAL WAY OF AUDITING

1. Carry the current CI checklist or manual
2. Compare wall graphics, colours and furniture item by item
3. List all non-approved materials

AUDITOR TIP CI manuals are updated. Confirm the dealer has the latest version.

DOS-003 STANDARD 23 OF 50

Facility Layout & Zoning

Area **Showroom Floor** Department **Administration**

Person in charge **Dealership - General Manager** Type **Operation · Operation**

IDEAL RESOLUTION TIME

7 days

Fix within 1 week

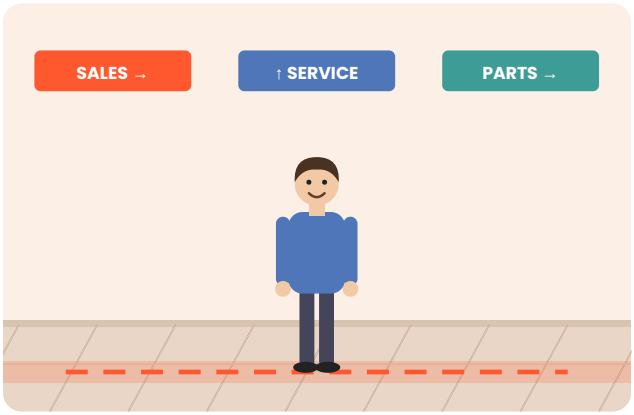
WHAT WE CHECK

Checks that sales, service and parts zones are clearly separated and signposted, and customer flow through the facility is logical and unobstructed.

CHECKPOINTS IN THE AUDIT

- **Q1** Are sales, service, and parts zones clearly demarcated and signposted?
- **Q2** Is customer flow through the facility logical and unobstructed?

RIGHT WAY



Colour-coded zone signs and a clear customer walkway.

WRONG WAY



Missing signage; boxes and a car block the path.

PURPOSE

Customers should never feel lost. Clear zoning improves the experience and keeps customers out of unsafe areas.

EVIDENCE TO CAPTURE

Photos of signage at each decision point

AUDIT CRITERIA · PASS WHEN

- Each zone has visible directional signage
- Customer walkways free of vehicles and stock
- Customer areas separated from workshop traffic

IDEAL WAY OF AUDITING

1. Walk the facility as a first-time customer from the entrance
2. Note every point where direction is unclear
3. Check walkways for obstructions

AUDITOR TIP Check the service drop-off route. It is where zoning most often fails.

DOS-004 STANDARD 24 OF 50

Staff Uniform & Grooming

Area **Showroom Floor** Department **HR**

Person in charge **Dealership - General Manager** Type **Operation · Staff**

IDEAL RESOLUTION TIME

24 hours

Fix within 1 working day

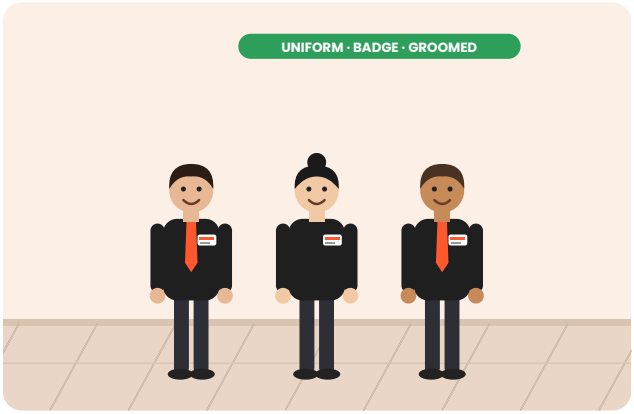
WHAT WE CHECK

Checks that customer-facing staff wear the approved uniform and a legible name badge, with grooming in line with brand standards.

CHECKPOINTS IN THE AUDIT

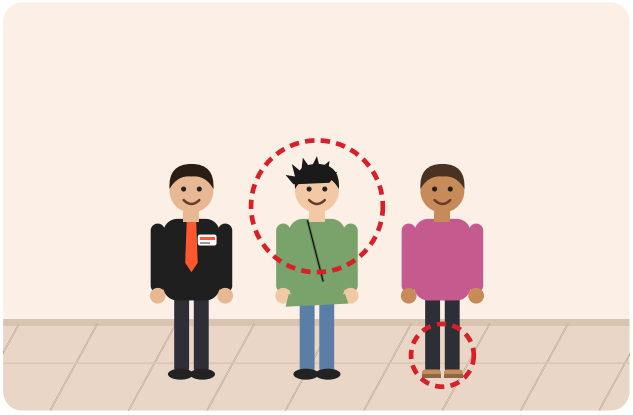
- Q1 Are all customer-facing staff in the approved uniform?
- Q2 Are name badges worn and clearly legible?
- Q3 Is overall staff grooming in line with brand standards?

RIGHT WAY



Team in approved uniform with name badges, neatly groomed.

WRONG WAY



Casual clothes, no badges, untucked shirt and sandals.

PURPOSE

Staff are the brand's face. A consistent, professional appearance builds confidence and makes staff easy to find.

EVIDENCE TO CAPTURE

Group photo (with consent) or compliance count

AUDIT CRITERIA · PASS WHEN

- Approved uniform, clean and pressed
- Name badge worn and readable
- Grooming meets brand guidelines (hair, footwear, accessories)

IDEAL WAY OF AUDITING

1. Observe all customer-facing staff on the floor
2. Count compliant vs. non-compliant
3. Check spare uniform and badge stock

AUDITOR TIP Include weekend and part-time staff in the sample.

DOS-005 STANDARD 25 OF 50

Opening Hours Display

Area **Exterior** Department **Administration**

Person in charge **Dealership - General Manager** Type **Operation · Asset**

IDEAL RESOLUTION TIME

72 hours

Fix within 3 working days

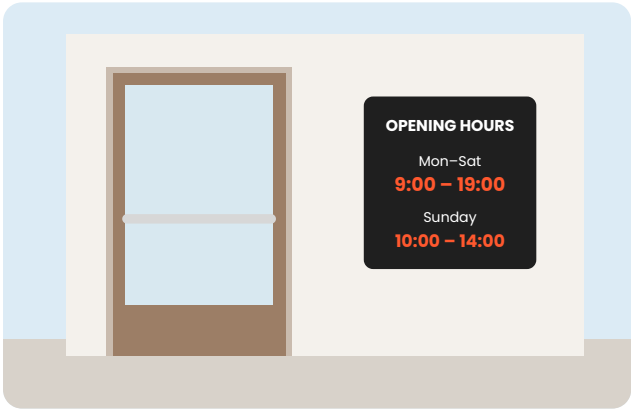
WHAT WE CHECK

Checks that opening hours are displayed at the main entrance and match the OEM-mandated operating hours.

CHECKPOINTS IN THE AUDIT

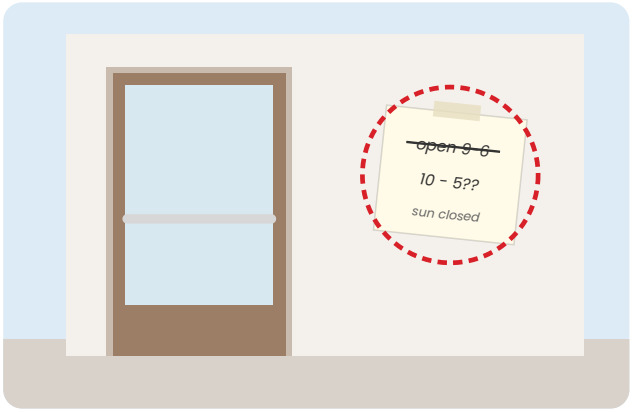
- **Q1** Are the dealership opening hours displayed at the main entrance?
- **Q2** Do displayed hours match the OEM-mandated operating hours?

RIGHT WAY



Printed, branded hours plate that matches OEM hours.

WRONG WAY



Handwritten note with crossed-out, conflicting hours.

PURPOSE

Customers plan visits around posted hours. Wrong or handwritten notices lead to wasted trips and complaints.

EVIDENCE TO CAPTURE

Photo of hours sign + screenshot of online listing

AUDIT CRITERIA · PASS WHEN

- Hours displayed on an approved sign at the main entrance
- Hours match OEM-mandated schedule and online listings
- No handwritten or temporary notices

IDEAL WAY OF AUDITING

1. Photograph the entrance sign
2. Compare with the OEM operating-hours requirement
3. Check Google/website listing for consistency

AUDITOR TIP Online listings are often out of date. Check them in the same audit.

DOS-006 STANDARD 26 OF 50

Documentation & Record Keeping

Area **Reception** Department **Administration**

Person in charge **Dealership - General Manager** Type **Operation · Operation**

IDEAL RESOLUTION TIME

72 hours

Fix within 3 working days

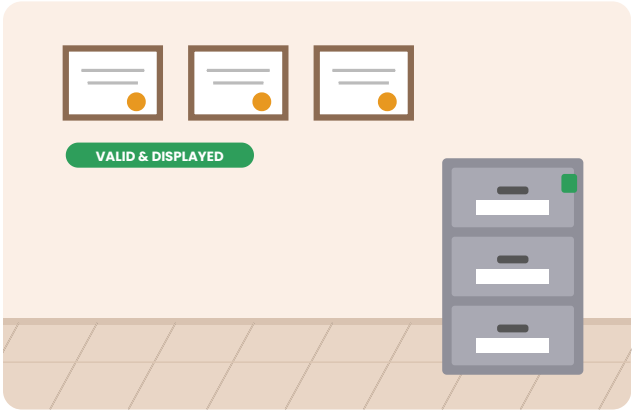
WHAT WE CHECK

Checks that statutory licences and certificates are displayed, customer records are stored securely and retrievable, and the retention policy is followed.

CHECKPOINTS IN THE AUDIT

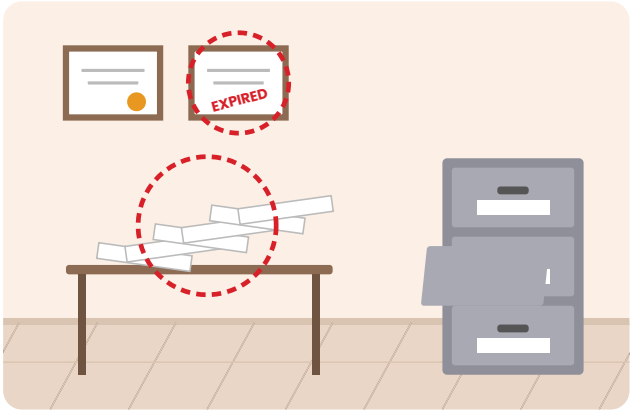
- **Q1** Are statutory licences and certificates displayed as required?
- **Q2** Are customer records stored securely and retrievable on request?
- **Q3** Is the document retention policy being followed?

RIGHT WAY



Valid certificates on the wall and files in locked, labelled cabinets.

WRONG WAY



An expired certificate and customer files piled on an open desk.

PURPOSE

Regulators and OEMs can inspect at any time. Missing licences or insecure records create legal and privacy risk.

EVIDENCE TO CAPTURE

Photos of certificates + retrieval test result

AUDIT CRITERIA · PASS WHEN

- All statutory licences displayed and in date
- Customer files in locked storage or secure DMS
- A sample record retrieved within minutes
- Documents past retention disposed of as per policy

IDEAL WAY OF AUDITING

1. Check each displayed certificate's expiry date
2. Request 2–3 random customer files
3. Review the retention/disposal log

AUDITOR TIP Always check expiry dates. A framed certificate can still be expired.

DOS-007 STANDARD 27 OF 50

Pricing & Promotional Display

Area **Showroom Floor** | Department **Marketing**

Person in charge **Dealership - General Manager** | Type **Operation · Asset**

IDEAL RESOLUTION TIME

24 hours

Fix within 1 working day

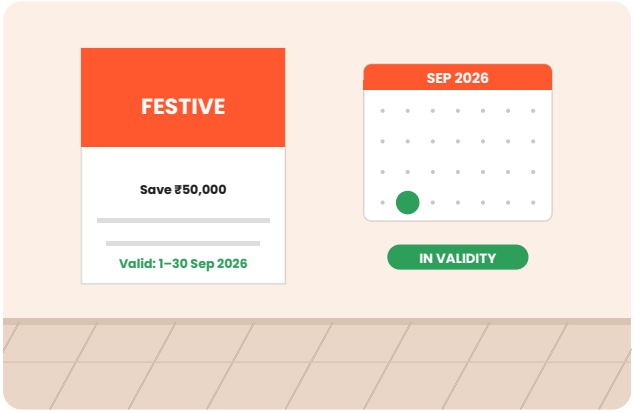
WHAT WE CHECK

Checks that current OEM promotions are displayed accurately and only within their validity dates.

CHECKPOINTS IN THE AUDIT

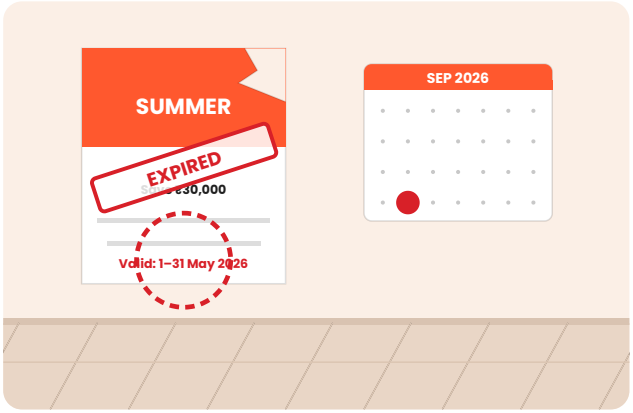
Q1 Are current OEM promotions displayed accurately and within validity dates?

RIGHT WAY



Current festive offer with validity dates visible.

WRONG WAY



An expired summer offer still on the wall months later.

PURPOSE

Expired or wrong offers mislead customers, create disputes and can breach consumer protection rules.

EVIDENCE TO CAPTURE

Photo of each promotion with validity date visible

AUDIT CRITERIA · PASS WHEN

- Only current, OEM-approved promotions on display
- Offer details and validity dates visible
- Expired materials removed on the end date

IDEAL WAY OF AUDITING

1. List all promotional materials in the showroom
2. Check each against the current OEM campaign calendar
3. Ask staff to explain one active offer

AUDITOR TIP Check digital screens and brochures too, not just posters.

DOS-008 STANDARD 28 OF 50

Workshop Equipment & Tools

Area **Workshop Floor** Department **Service**

Person in charge **Dealership - General Manager** Type **Operation · Asset**

IDEAL RESOLUTION TIME

7 days

Fix within 1 week

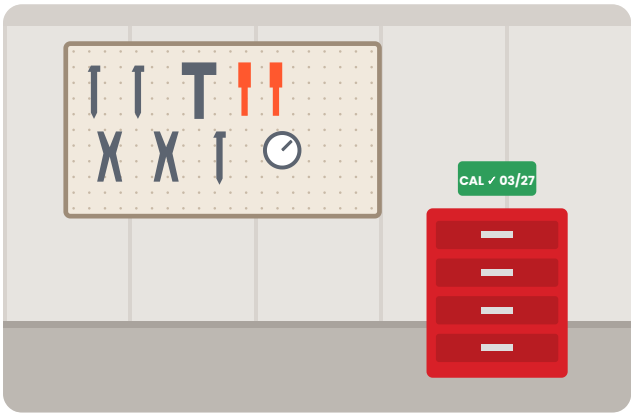
WHAT WE CHECK

Checks that OEM-mandated special tools are available and serviceable, equipment is within calibration, and a tool control system is in place.

CHECKPOINTS IN THE AUDIT

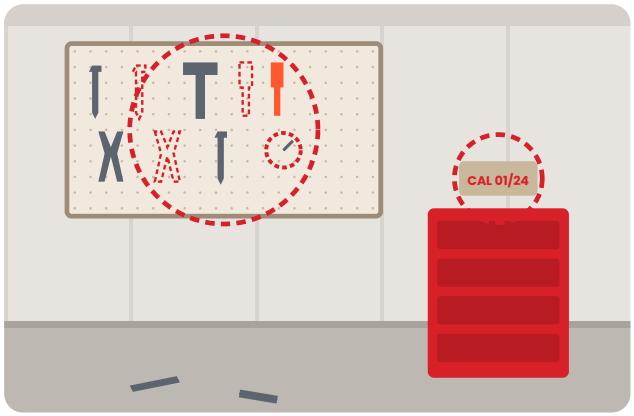
- **Q1** Are OEM-mandated special tools available and in serviceable condition?
- **Q2** Is workshop equipment calibrated within its valid date?
- **Q3** Is a tool control / accountability system in place?

RIGHT WAY



Complete shadow board with an in-date calibration label.

WRONG WAY



Missing tools, tools on the floor and an expired calibration label.

PURPOSE

Correct tools mean first-time-fix, warranty compliance and technician safety.

EVIDENCE TO CAPTURE

Photo of tool board + calibration labels

AUDIT CRITERIA · PASS WHEN

- All OEM mandatory tools present and serviceable
- Calibration labels in date for measuring equipment
- Shadow board or tool register shows no untracked tools

IDEAL WAY OF AUDITING

1. Check the OEM mandatory tool list item by item
2. Read calibration labels on torque wrenches, gauges and testers
3. Review tool issue/return register

AUDITOR TIP Sample 3 tools from the OEM list at random instead of relying on the dealer's own checklist.

DOS-009 STANDARD 29 OF 50

Parts Inventory Management

Area **Parts Store / Inventory Room** Department **Parts**

Person in charge **Dealership - General Manager** Type **Operation · Operation**

IDEAL RESOLUTION TIME

7 days

Fix within 1 week

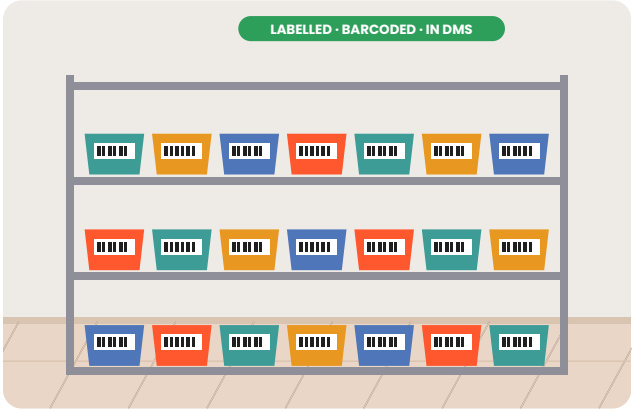
WHAT WE CHECK

Checks that parts stock is organised, labelled and traceable in the DMS.

CHECKPOINTS IN THE AUDIT

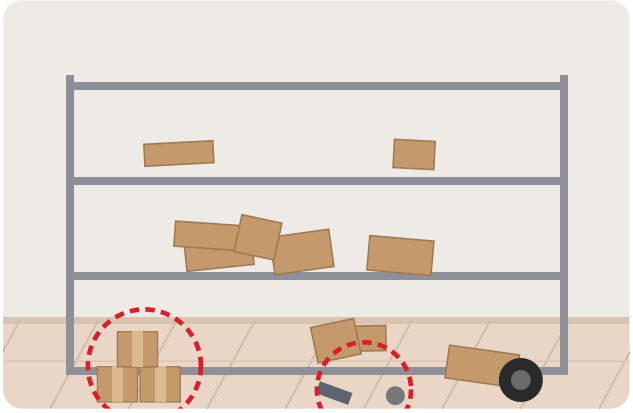
Q1 Is parts stock organised, labelled, and traceable in the DMS?

RIGHT WAY



Colour-coded, barcoded bins on organised racks.

WRONG WAY



Unlabelled boxes piled on shelves and floor.

PURPOSE

Accurate inventory prevents lost sales, obsolete stock and delays in service.

EVIDENCE TO CAPTURE

Sample count sheet + photo of racks

AUDIT CRITERIA · PASS WHEN

- Every bin labelled with part number / barcode
- Physical stock matches DMS for sampled parts
- No parts stored on the floor or unlabelled

IDEAL WAY OF AUDITING

1. Pick 10 part numbers from the DMS and locate them
2. Pick 5 parts from shelves and check them in the DMS
3. Inspect aisles and floor for loose stock

AUDITOR TIP Test both directions: DMS to shelf and shelf to DMS.

DOS-010 STANDARD 30 OF 50

Customer Data Privacy

Area **Reception** Department **Administration**

Person in charge **Dealership - General Manager** Type **Operation · Operation**

IDEAL RESOLUTION TIME

24 hours

Fix within 1 working day

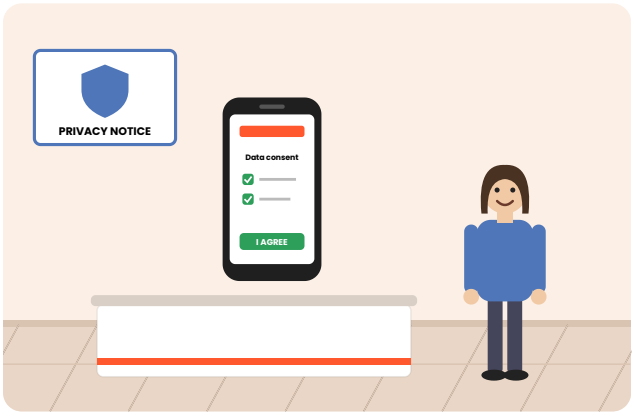
WHAT WE CHECK

Checks that customer consent is captured before personal data is stored or shared, and privacy notices are displayed at data-capture points.

CHECKPOINTS IN THE AUDIT

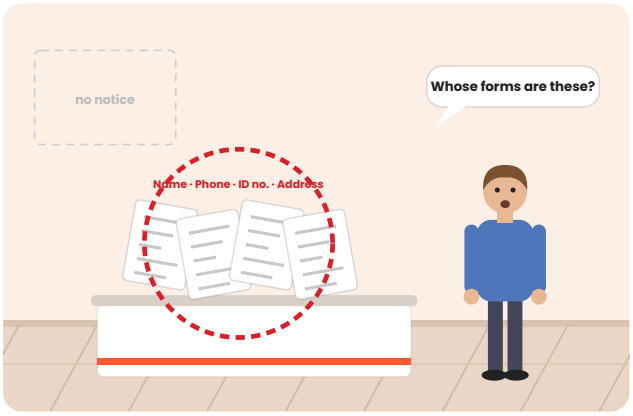
- **Q1** Is customer consent captured before data is stored or shared?
- **Q2** Are privacy notices displayed at data-capture points?

RIGHT WAY



Digital consent screen and a privacy notice at the desk.

WRONG WAY



Customer ID forms left open on the counter; no notice displayed.

PURPOSE

Data protection laws (e.g. DPDP Act in India, PDPL in the GCC) require consent and transparency. Breaches bring fines and reputational damage.

EVIDENCE TO CAPTURE

Photo of privacy notice + consent record screenshot

AUDIT CRITERIA · PASS WHEN

- Consent captured (signed or digital) before data entry
- Privacy notice visible at every data-capture point
- No customer documents left unattended or visible

IDEAL WAY OF AUDITING

1. Observe a customer registration
2. Check 5 recent records for consent evidence
3. Walk reception and sales desks for exposed documents

AUDITOR TIP Check printers and scanners for left-behind ID copies.

04

Sales Audit

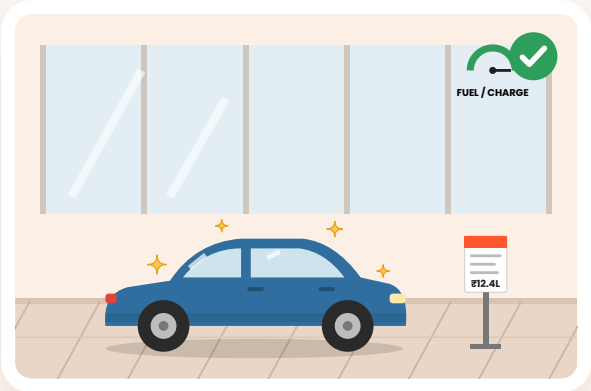
The sales engine: from showroom readiness and lead handling to finance paperwork, delivery and stock control.

WHAT WE'RE TRYING TO ACHIEVE

Confirm the OEM sales process is followed end to end and that every lead, deal and vehicle is traceable.

10 standards

15 checkpoints



PERSON IN CHARGE
Dealership General Manager

AUDIT METHOD
Process review + DMS/CRM check + observation

AREAS COVERED
Delivery Bay, Finance Desk, Sales Consultation Area, Showroom Floor

DEPARTMENTS
Delivery, Finance, Sales

STANDARDS IN THIS PROGRAM

SA-001	Showroom Vehicle Readiness	24 hours	p.40
SA-002	Sales Process Compliance	30 days	p.41
SA-003	Enquiry & Lead Management	24 hours	p.42
SA-004	Finance & Insurance Documentation	72 hours	p.43
SA-005	Vehicle Delivery Process	24 hours	p.44
SA-006	Demo Vehicle Management	72 hours	p.45
SA-007	Sales KPI Boards	7 days	p.46
SA-008	Trade-in Appraisal	7 days	p.47
SA-009	CRM / Follow-up Discipline	7 days	p.48
SA-010	Order & Stock Management	7 days	p.49

SA-001 STANDARD 31 OF 50

Showroom Vehicle Readiness

Area **Showroom Floor** Department **Sales**

Person in charge **Dealership - General Manager** Type **Staff · Asset**

IDEAL RESOLUTION TIME

24 hours

Fix within 1 working day

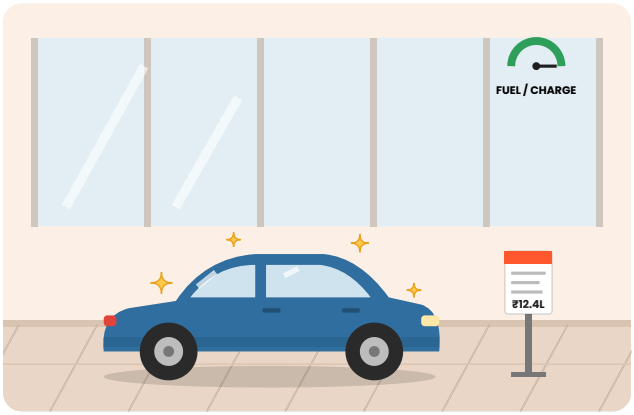
WHAT WE CHECK

Checks that showroom vehicles are cleaned to display standard, carry accurate spec and price cards, and are charged/fuelled for demonstration.

CHECKPOINTS IN THE AUDIT

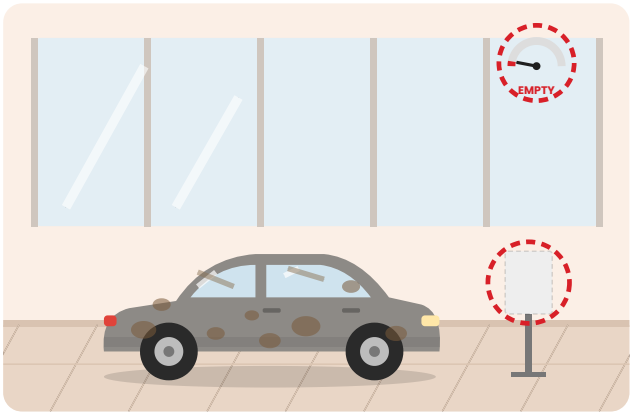
- Q1 Are showroom vehicles cleaned and detailed to display standard?
- Q2 Do display vehicles carry accurate, current spec and price cards?
- Q3 Are display vehicles charged/fuelled and functional for demonstration?

RIGHT WAY



Clean vehicle, current price card and a full tank/charge.

WRONG WAY



Dusty vehicle, blank price stand and an empty tank.

PURPOSE

A ready vehicle lets the consultant demonstrate instantly. Missing prices and flat batteries lose momentum.

EVIDENCE TO CAPTURE

Photo of vehicle with price card + dashboard reading

AUDIT CRITERIA · PASS WHEN

- Vehicle detailed inside and out
- Current spec and price card displayed
- Battery charged / fuel sufficient for feature demo

IDEAL WAY OF AUDITING

1. Inspect each display vehicle
2. Compare price card with current price list
3. Switch on ignition to check battery/fuel and infotainment

AUDITOR TIP Infotainment demos drain the battery. Check whether a trickle charger is used.

SA-002 STANDARD 32 OF 50

Sales Process Compliance

Area **Sales Consultation Area** Department **Sales**

Person in charge **Dealership - General Manager** Type **Staff · Operation**

IDEAL RESOLUTION TIME

30 days

Plan and close within 1 month

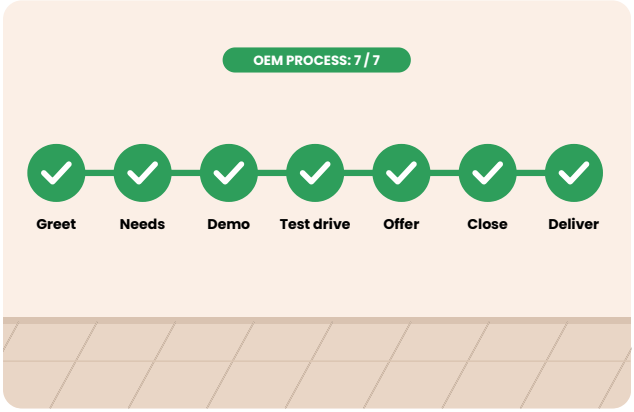
WHAT WE CHECK

Checks that the standard OEM sales process is followed from start to finish.

CHECKPOINTS IN THE AUDIT

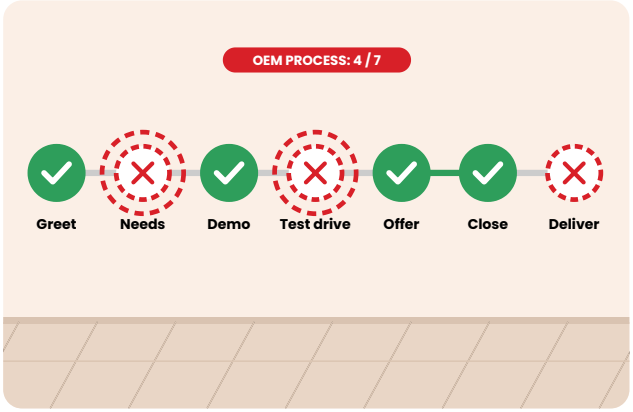
Q1 Is the standard OEM sales process being followed end to end?

RIGHT WAY



All 7 process steps completed and recorded.

WRONG WAY



Needs analysis, test drive and delivery steps skipped.

PURPOSE

The OEM process is designed to maximise conversion and satisfaction. Skipped steps show up in lost deals and complaints.

EVIDENCE TO CAPTURE

Process trace sheet for sampled deals

AUDIT CRITERIA · PASS WHEN

- Each process step evidenced in DMS/CRM
- No steps skipped for sampled deals
- Process documents (checklists, forms) complete

IDEAL WAY OF AUDITING

1. Sample 5 recent sales files
2. Trace each step from greeting to delivery
3. Interview one consultant on the process

AUDITOR TIP Look for back-dated entries created all at once at delivery.

SA-003 STANDARD 33 OF 50

Enquiry & Lead Management

Area **Sales Consultation Area** | Department **Sales**

Person in charge **Dealership - General Manager** | Type **Operation · Operation**

IDEAL RESOLUTION TIME

24 hours

Fix within 1 working day

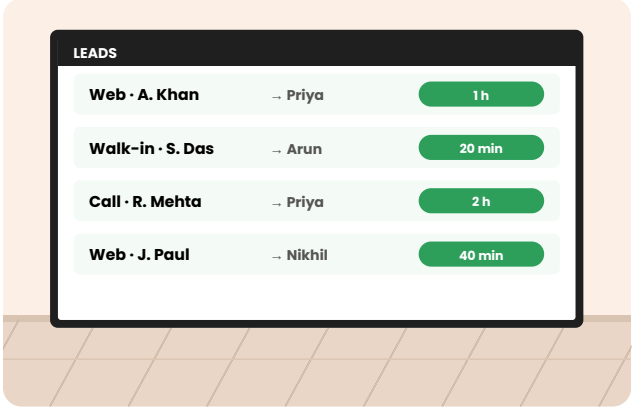
WHAT WE CHECK

Checks that every lead is assigned to a consultant and followed up within the standard time.

CHECKPOINTS IN THE AUDIT

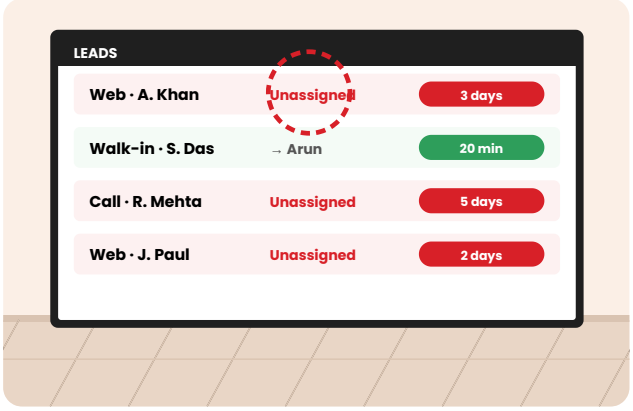
Q1 Are leads assigned and followed up within the standard time?

RIGHT WAY



Every lead assigned with first contact inside the SLA.

WRONG WAY



Leads unassigned for days, with SLA timers in the red.

PURPOSE

Lead response time is the strongest predictor of conversion. Unassigned leads are lost revenue.

EVIDENCE TO CAPTURE

CRM lead report screenshot

AUDIT CRITERIA · PASS WHEN

- All leads assigned within the standard time
- First contact made within the SLA (e.g. 2 hours)
- Lead status updated after each contact

IDEAL WAY OF AUDITING

1. Export leads for the last 7 days
2. Check assignment time and first-contact time
3. Count unassigned and overdue leads

AUDITOR TIP Weekend and late-evening web leads are the usual blind spot.

SA-004 STANDARD 34 OF 50

Finance & Insurance Documentation

Area **Finance Desk** Department **Finance**

Person in charge **Dealership - General Manager** Type **Operation · Operation**

IDEAL RESOLUTION TIME

72 hours

Fix within 3 working days

WHAT WE CHECK

Checks that finance and insurance documents are complete, signed by the customer, and that finance disclosures are made before signing.

CHECKPOINTS IN THE AUDIT

- **Q1** Are F&I documents complete and signed by the customer?
- **Q2** Are finance disclosures made transparently before signing?

RIGHT WAY



Complete, signed file with the disclosure acknowledged.

WRONG WAY



Blank fields, unticked boxes and missing signatures.

PURPOSE

Incomplete F&I paperwork creates legal exposure, delayed payouts and customer disputes.

EVIDENCE TO CAPTURE

Checklist per sampled file (mask personal data)

AUDIT CRITERIA · PASS WHEN

- All mandatory fields and signatures complete
- Disclosure/KFS signed before the loan agreement
- Copies provided to the customer

IDEAL WAY OF AUDITING

1. Sample 5 recent finance deals
2. Check every page for blanks and signatures
3. Compare disclosure date against agreement date

AUDITOR TIP Mask personal data in audit photos. Capture only the page structure.

SA-005 STANDARD 35 OF 50

Vehicle Delivery Process

Area **Delivery Bay** Department **Delivery**

Person in charge **Dealership - General Manager** Type **Staff · Operation**

IDEAL RESOLUTION TIME

24 hours

Fix within 1 working day

WHAT WE CHECK

Checks that a structured handover checklist is completed at delivery and the pre-delivery inspection (PDI) is signed off first.

CHECKPOINTS IN THE AUDIT

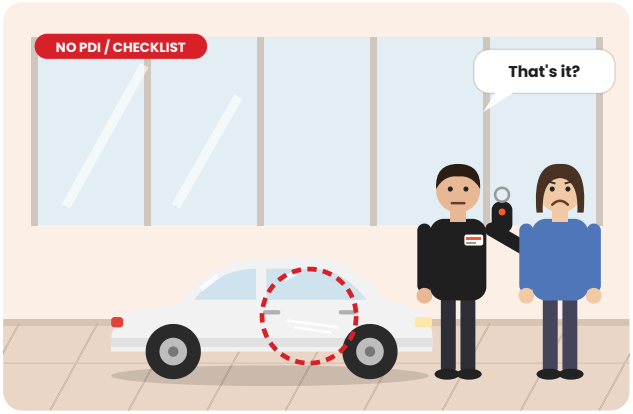
- Q1 Is a structured handover checklist completed at delivery?
- Q2 Is the pre-delivery inspection (PDI) signed off before handover?

RIGHT WAY



Signed PDI and handover checklist; a proud, happy customer.

WRONG WAY



Keys handed over with a visible scratch and no checklist.

PURPOSE

Delivery is the emotional peak of the purchase. A structured handover prevents defects and early complaints.

EVIDENCE TO CAPTURE

Photo of signed PDI + handover checklist

AUDIT CRITERIA · PASS WHEN

- PDI completed and signed before handover
- Handover checklist completed with the customer
- Features, warranty and service schedule explained

IDEAL WAY OF AUDITING

1. Observe a delivery if possible
2. Check 5 delivery files for signed PDI and checklist
3. Compare PDI date with delivery date

AUDITOR TIP Check for PDIs signed on the same minute as delivery. That usually means one was not done.

SA-006 STANDARD 36 OF 50

Demo Vehicle Management

Area **Showroom Floor** Department **Sales**

Person in charge **Dealership - General Manager** Type **Operation · Operation**

IDEAL RESOLUTION TIME

72 hours

Fix within 3 working days

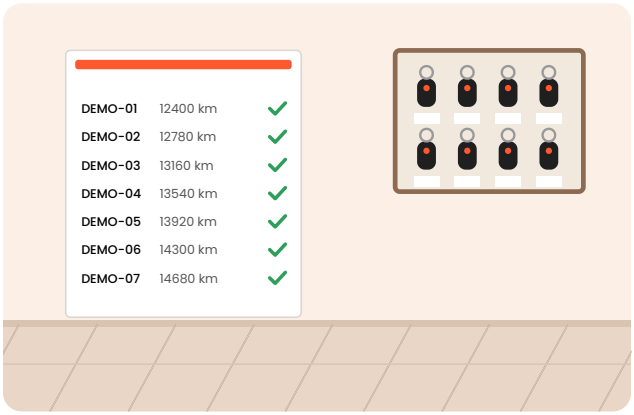
WHAT WE CHECK

Checks that the demo fleet log is maintained and current.

CHECKPOINTS IN THE AUDIT

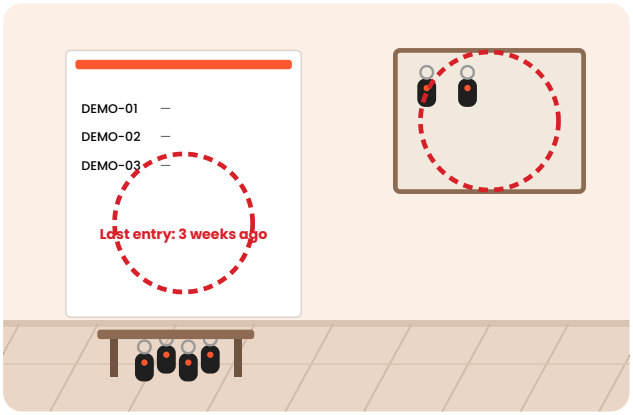
Q1 Is the demo fleet log maintained and current?

RIGHT WAY



Up-to-date log and every key on its labelled hook.

WRONG WAY



Log not updated for weeks; keys lying loose on a table.

PURPOSE

Demo vehicles are expensive assets. A current log controls usage, cost and customer readiness.

EVIDENCE TO CAPTURE

Photo of log page + odometer readings

AUDIT CRITERIA · PASS WHEN

- Log entry for every demo movement (date, user, km)
- Keys controlled on a key board/cabinet
- Demo vehicles within OEM age/km limits

IDEAL WAY OF AUDITING

1. Compare log km with odometer for each demo car
2. Check key board against the fleet list
3. Review last entry date

AUDITOR TIP An odometer that doesn't match the log means off-book usage.

SA-007 STANDARD 37 OF 50

Sales KPI Boards

Area **Sales Consultation Area** | Department **Sales**

Person in charge **Dealership - General Manager** | Type **Staff · Asset**

IDEAL RESOLUTION TIME

7 days

Fix within 1 week

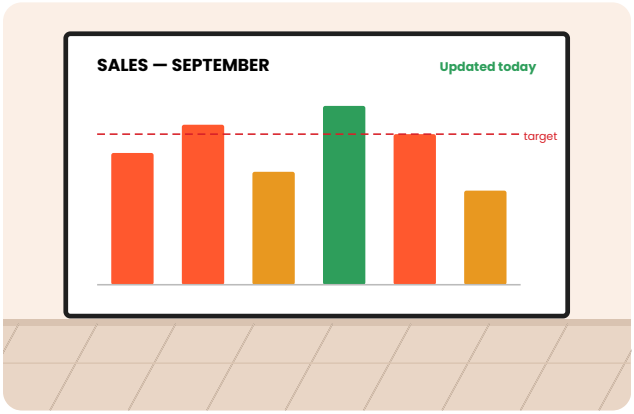
WHAT WE CHECK

Checks that sales target and performance boards are displayed and updated.

CHECKPOINTS IN THE AUDIT

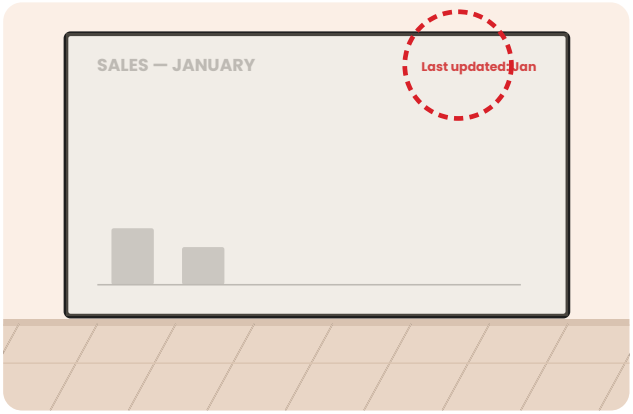
Q1 Are sales target and performance boards displayed and updated?

RIGHT WAY



Current-month board updated today, with target line visible.

WRONG WAY



A January board still up, never updated.

PURPOSE

Visible performance keeps the team focused and makes gaps obvious early in the month.

EVIDENCE TO CAPTURE

Photo of the board with date visible

AUDIT CRITERIA · PASS WHEN

- Board shows current month targets vs. actuals
- Updated at least weekly (or per OEM standard)
- Placed in a staff-only area

IDEAL WAY OF AUDITING

1. Check the last-updated date on the board
2. Compare board numbers with DMS figures

AUDITOR TIP Confirm boards are not in customer view if they show sensitive figures.

SA-008 STANDARD 38 OF 50

Trade-in Appraisal

Area **Sales Consultation Area** | Department **Sales**

Person in charge **Dealership - General Manager** | Type **Asset · Operation**

IDEAL RESOLUTION TIME

7 days

Fix within 1 week

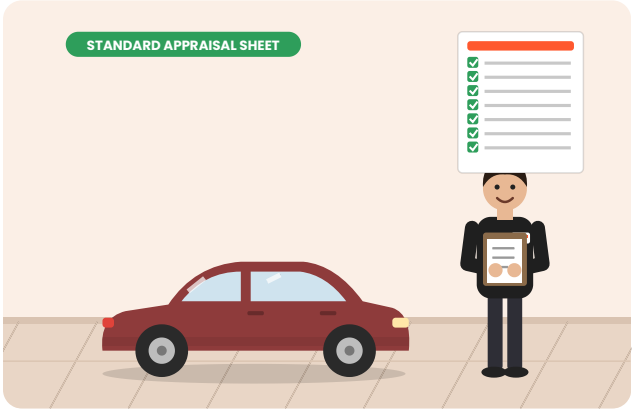
WHAT WE CHECK

Checks that a standard appraisal process is used for all trade-in valuations.

CHECKPOINTS IN THE AUDIT

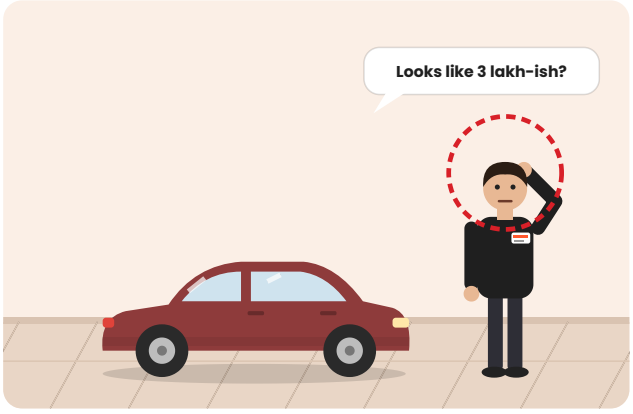
Q1 Is a standard appraisal process used for trade-in valuations?

RIGHT WAY



Appraiser uses a standard checklist on a tablet.

WRONG WAY



A guess-based valuation with no record.

PURPOSE

Consistent appraisals protect margin and ensure fair, defendable offers to customers.

EVIDENCE TO CAPTURE

Appraisal sheet extract + photos on file

AUDIT CRITERIA · PASS WHEN

- Standard appraisal sheet/app used for every trade-in
- Photos and condition notes recorded
- Valuation approved by the authorised person

IDEAL WAY OF AUDITING

1. Sample 5 recent trade-ins
2. Check for completed appraisal forms and photos
3. Compare offer vs. final resale price

AUDITOR TIP Missing photos on file usually mean the process was skipped.

SA-009 STANDARD 39 OF 50

CRM / Follow-up Discipline

Area **Sales Consultation Area** | Department **Sales**

Person in charge **Dealership - General Manager** | Type **Staff · Operation**

IDEAL RESOLUTION TIME

7 days

Fix within 1 week

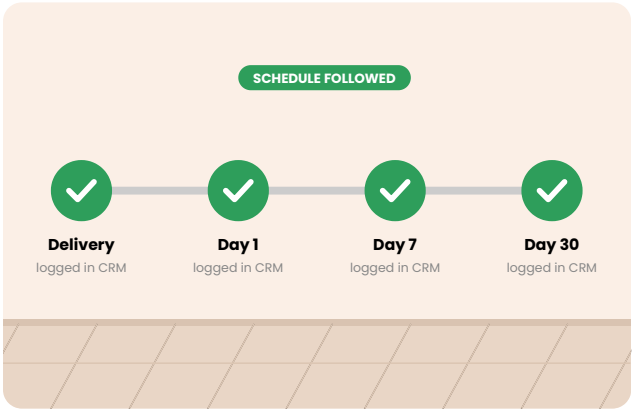
WHAT WE CHECK

Checks that post-sale follow-ups are logged against the standard schedule (e.g. Day 1, Day 7, Day 30).

CHECKPOINTS IN THE AUDIT

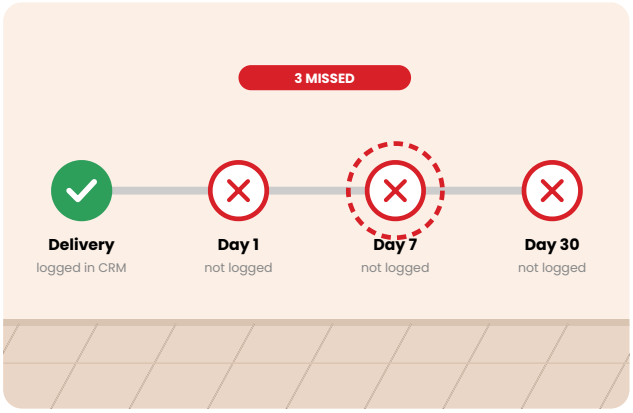
Q1 Are post-sale follow-ups logged against the standard schedule?

RIGHT WAY



Day 1, 7 and 30 follow-ups all logged.

WRONG WAY



Only the delivery logged; three follow-ups missed.

PURPOSE

Structured follow-up drives satisfaction scores, referrals and first-service retention.

EVIDENCE TO CAPTURE

CRM follow-up report

AUDIT CRITERIA · PASS WHEN

- Every scheduled follow-up logged in CRM
- Done on or before its due date
- Issues raised assigned and closed

IDEAL WAY OF AUDITING

1. Sample 10 deliveries from the last 60 days
2. Check each scheduled touchpoint in CRM
3. Review notes for issue closure

AUDITOR TIP Look for many calls logged in one burst, which suggests catch-up entries.

SA-010 STANDARD 40 OF 50

Order & Stock Management

Area **Sales Consultation Area** | Department **Sales**

Person in charge **Dealership - General Manager** | Type **Operation · Operation**

IDEAL RESOLUTION TIME

7 days

Fix within 1 week

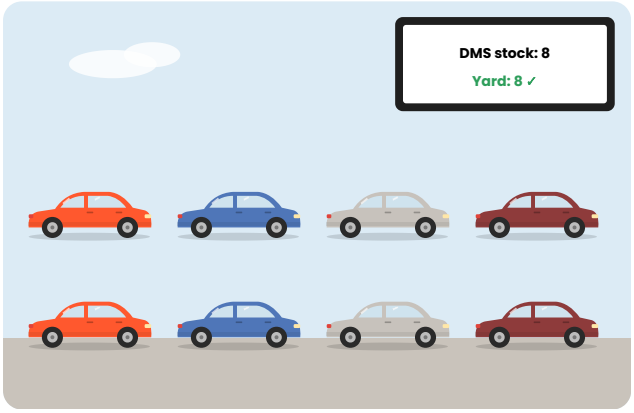
WHAT WE CHECK

Checks that the vehicle order bank is reconciled against stock in the DMS and that aged stock is flagged and actioned.

CHECKPOINTS IN THE AUDIT

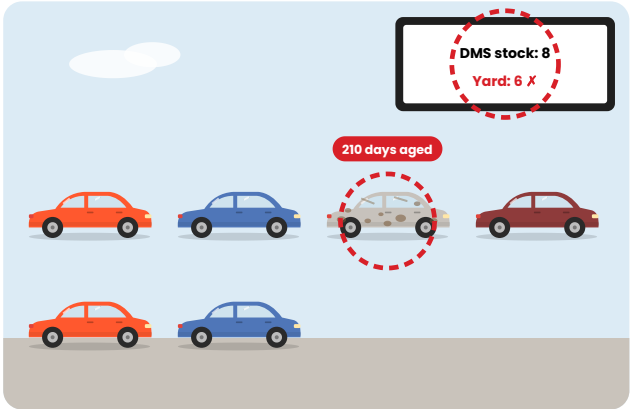
- **Q1** Is the vehicle order bank reconciled against stock in the DMS?
- **Q2** Are aged stock units flagged and actioned?

RIGHT WAY



DMS stock and yard count match: 8 = 8.

WRONG WAY



DMS shows 8 units but only 6 are in the yard; one unit is 210 days old.

PURPOSE

Stock mismatches hide losses and aged units tie up cash. Reconciliation keeps inventory honest.

EVIDENCE TO CAPTURE

Count sheet + aged-stock report

AUDIT CRITERIA · PASS WHEN

- Physical yard count matches DMS stock
- Order bank reconciled at least monthly
- Units over the age threshold flagged with an action plan

IDEAL WAY OF AUDITING

1. Do a physical count of a sample yard section
2. Match VINs to DMS records
3. Review the aged-stock report and actions

AUDITOR TIP Always match on VIN. Model counts alone can hide swaps.

05

Health and Safety Audit

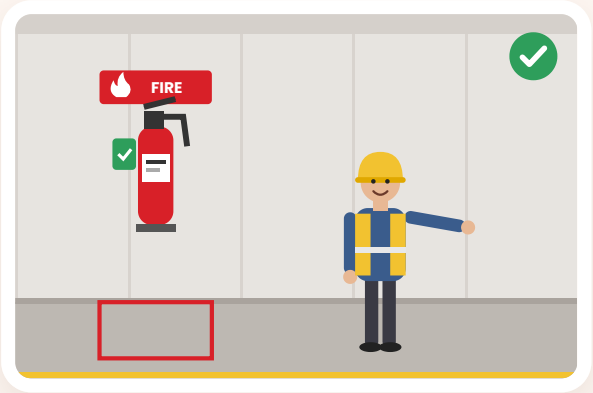
Workshop and facility safety: fire, exits, first aid, PPE, hazardous materials, lifts, electrical and waste.

WHAT WE'RE TRYING TO ACHIEVE

Protect people and the facility, and prevent incidents, fines and shutdowns through daily safety discipline.

10 standards

19 checkpoints



PERSON IN CHARGE
Center Manager

AUDIT METHOD
Physical inspection + records check

AREAS COVERED
Workshop Floor

DEPARTMENTS
HR, Maintenance

STANDARDS IN THIS PROGRAM

HSE-001	Fire Extinguisher	Immediate	p.51
HSE-002	Emergency Exits & Evacuation Routes	Immediate	p.52
HSE-003	First Aid Provision	24 hours	p.53
HSE-004	Personal Protective Equipment	Immediate	p.54
HSE-005	Hazardous Materials Storage	24 hours	p.55
HSE-006	Vehicle Lift & Equipment Safety	Immediate	p.56
HSE-007	Electrical Safety	Immediate	p.57
HSE-008	Housekeeping & Slip/Trip Hazards	Immediate	p.58
HSE-009	Fire Safety Systems	24 hours	p.59
HSE-010	Waste Management	72 hours	p.60

HSE-001 STANDARD 41 OF 50

Fire Extinguisher

Area **Workshop Floor** | Department **Maintenance** | Person in charge **Center Manager** | Type **Asset**

IDEAL RESOLUTION TIME

Immediate

Fix before end of shift

WHAT WE CHECK

Checks that fire extinguishers are installed at the required locations, clearly visible, and within their inspection/service date.

CHECKPOINTS IN THE AUDIT

- **Q1** Are fire extinguishers installed at the required locations and clearly visible?
- **Q2** Is each fire extinguisher within its valid inspection/service date?

RIGHT WAY



Wall-mounted extinguisher with signage and a valid green tag.

WRONG WAY



Extinguisher on the floor behind boxes, with an expired tag.

PURPOSE

In the first minutes of a fire, a working extinguisher within reach can prevent a total loss.

EVIDENCE TO CAPTURE

Photo of each extinguisher tag + location

AUDIT CRITERIA · PASS WHEN

- Extinguisher at every mandated location, wall-mounted
- Signage above and floor area kept clear
- Inspection tag within date; pressure gauge in green
- Correct type for the risk (CO_2, foam, powder)

IDEAL WAY OF AUDITING

1. Walk the site with the fire layout plan
2. Read every tag and gauge
3. Check access is not blocked

AUDITOR TIP Count extinguishers against the plan. Missing ones are easy to overlook.

HSE-002 STANDARD 42 OF 50

Emergency Exits & Evacuation Routes

Area **Workshop Floor** Department **Maintenance** Person in charge **Center Manager**

Type **Asset**

IDEAL RESOLUTION TIME

Immediate

Fix before end of shift

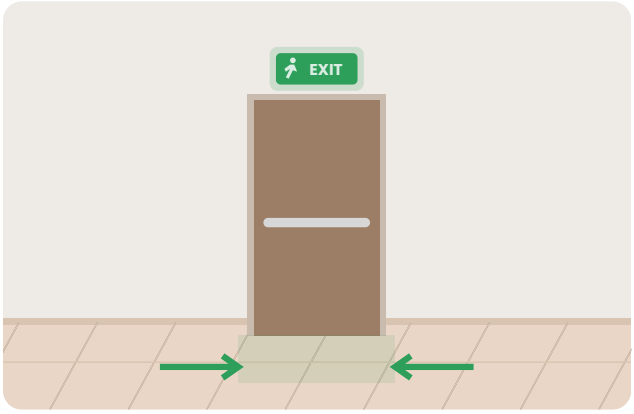
WHAT WE CHECK

Checks that emergency exits are clearly marked, lit, and free from obstruction.

CHECKPOINTS IN THE AUDIT

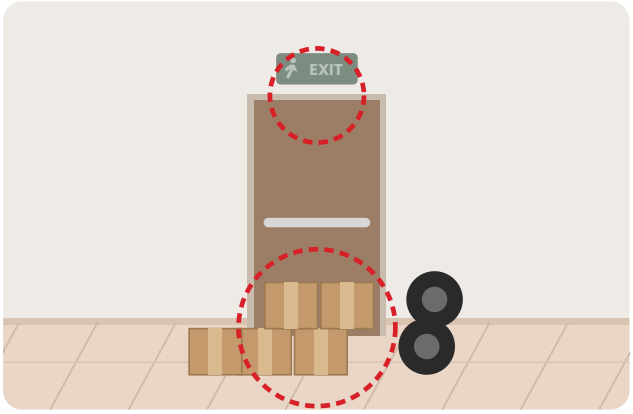
Q1 Are emergency exits clearly marked and free from obstruction?

RIGHT WAY



Lit exit sign and a completely clear exit route.

WRONG WAY



Exit blocked by boxes and tyres; sign not lit.

PURPOSE

Blocked exits cost lives in an emergency and are a critical statutory violation.

EVIDENCE TO CAPTURE

Photo of each exit from inside and outside

AUDIT CRITERIA · PASS WHEN

- Exit signage present and illuminated
- Exit route and door fully clear (inside and outside)
- Door opens easily from inside without a key

IDEAL WAY OF AUDITING

1. Walk every escape route to the final exit
2. Open each exit door
3. Check sign illumination

AUDITOR TIP Check the outside of the door too. Deliveries are often stacked there.

HSE-003 STANDARD 43 OF 50

First Aid Provision

Area **Workshop Floor** Department **HR** Person in charge **Center Manager**

Type **Asset**

IDEAL RESOLUTION TIME

24 hours

Fix within 1 working day

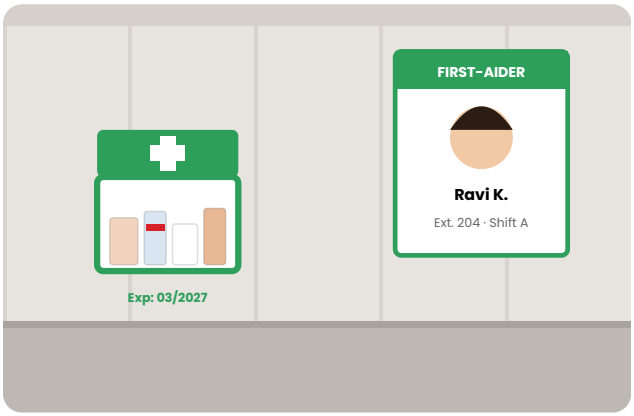
WHAT WE CHECK

Checks that a stocked first aid kit is available and within expiry, and a trained first-aider is identified and on site.

CHECKPOINTS IN THE AUDIT

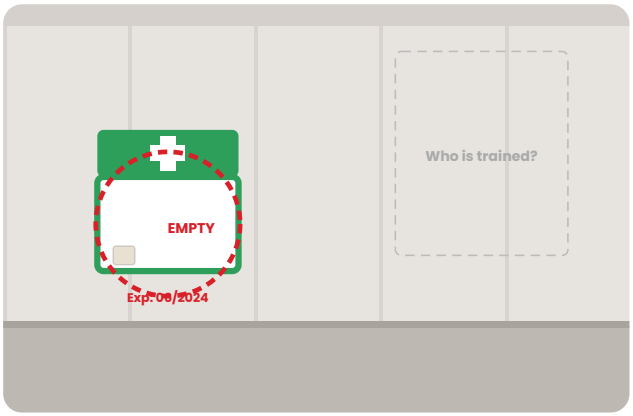
- **Q1** Is a stocked first aid kit available and within expiry?
- **Q2** Is a trained first-aider identified and available on site?

RIGHT WAY



Stocked, in-date kit and a first-aider notice with a name and extension.

WRONG WAY



Empty, expired kit and no trained first-aider identified.

PURPOSE

Workshops carry cut, burn and eye-injury risks. Fast first aid reduces harm and lost time.

EVIDENCE TO CAPTURE

Photo of open kit + first-aider notice

AUDIT CRITERIA · PASS WHEN

- Kit stocked as per the contents list
- No expired items
- First-aider named on a visible notice and present on shift

IDEAL WAY OF AUDITING

1. Open the kit and check against the contents list
2. Check expiry dates of consumables
3. Confirm the named first-aider is on site

AUDITOR TIP Check every shift. A first-aider on the morning shift doesn't cover the evening.

HSE-004 STANDARD 44 OF 50

Personal Protective Equipment

Area **Workshop Floor** Department **Maintenance** Person in charge **Center Manager**

Type **Asset**

IDEAL RESOLUTION TIME

Immediate

Fix before end of shift

WHAT WE CHECK

Checks that required PPE is available to workshop staff and worn correctly during relevant tasks.

CHECKPOINTS IN THE AUDIT

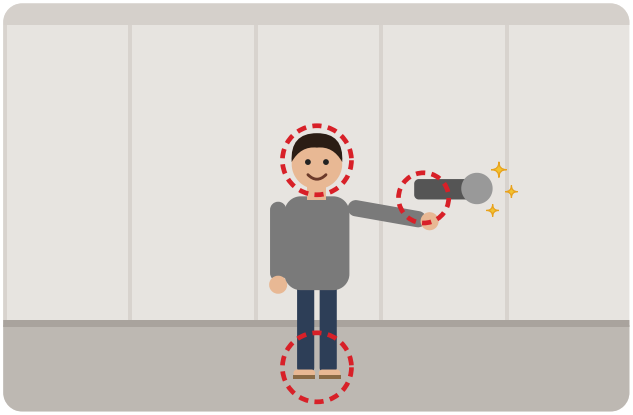
- Q1 Is required PPE available to workshop staff?
- Q2 Is PPE being worn correctly during relevant tasks?

RIGHT WAY



Technician in goggles, gloves, safety shoes and hi-vis.

WRONG WAY



Grinding without goggles or gloves, wearing sandals.

PURPOSE

PPE is the last line of defence against eye, hand, foot and head injuries.

EVIDENCE TO CAPTURE

Compliance count + photo of PPE store

AUDIT CRITERIA · PASS WHEN

- PPE stock available (goggles, gloves, safety shoes, hi-vis)
- PPE worn for grinding, lifting, chemical and under-vehicle work
- PPE in good condition

IDEAL WAY OF AUDITING

1. Observe technicians during tasks
2. Count compliant vs. non-compliant
3. Check PPE store and issue register

AUDITOR TIP Observe before announcing the audit. PPE goes on quickly once staff know.

HSE-005 STANDARD 45 OF 50

Hazardous Materials Storage

Area **Workshop Floor** | Department **Maintenance** | Person in charge **Center Manager**

Type **Asset**

IDEAL RESOLUTION TIME

24 hours

Fix within 1 working day

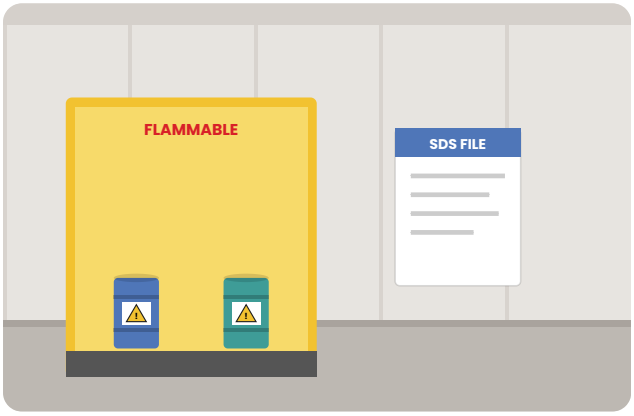
WHAT WE CHECK

Checks that oils, chemicals and flammables are stored in designated, labelled areas, with safety data sheets (SDS) accessible.

CHECKPOINTS IN THE AUDIT

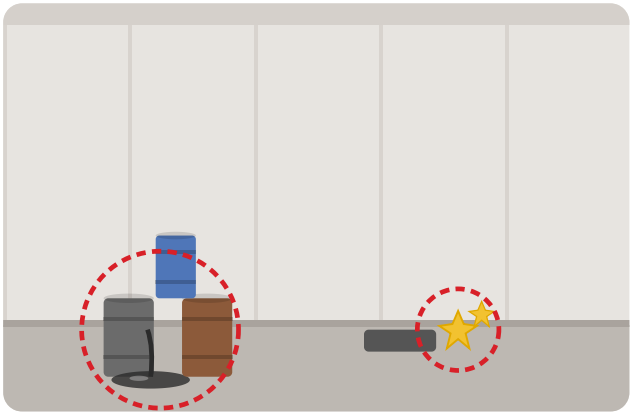
- Q1 Are oils, chemicals, and flammables stored in designated, labelled areas?
- Q2 Are safety data sheets (SDS) accessible for stored chemicals?

RIGHT WAY



Labelled drums in a flammables cabinet with the SDS file nearby.

WRONG WAY



Unlabelled, leaking drums next to a grinder throwing sparks.

PURPOSE

Poor chemical storage causes fires, spills and health risks, and breaches environmental rules.

EVIDENCE TO CAPTURE

Photo of storage + SDS file

AUDIT CRITERIA · PASS WHEN

- Flammables in an approved cabinet/area with spill containment
- Every container labelled
- SDS available for every stored chemical
- No ignition sources nearby

IDEAL WAY OF AUDITING

1. Inspect storage areas and cabinets
2. Check labels on containers
3. Pick 3 chemicals and find their SDS

AUDITOR TIP Look for decanted chemicals in unlabelled bottles. It is a common miss.

HSE-006 STANDARD 46 OF 50

Vehicle Lift & Equipment Safety

Area **Workshop Floor** | Department **Maintenance** | Person in charge **Center Manager**

Type **Asset**

IDEAL RESOLUTION TIME

Immediate

Fix before end of shift

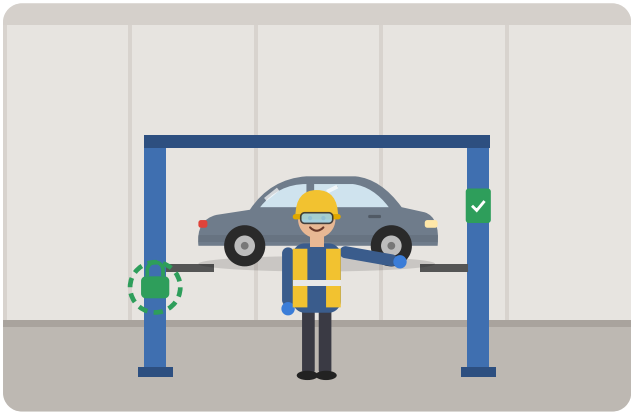
WHAT WE CHECK

Checks that vehicle lifts are within their statutory inspection date and that safety locks are engaged when vehicles are raised.

CHECKPOINTS IN THE AUDIT

- Q1 Are vehicle lifts within their statutory inspection date?
- Q2 Are safety locks engaged when vehicles are raised?

RIGHT WAY



Lift locks engaged and the inspection tag in date.

WRONG WAY



Technician under a vehicle with the lock not engaged and an expired tag.

PURPOSE

Lift failure can kill. Inspection and locks are non-negotiable.

EVIDENCE TO CAPTURE

Photo of tag + raised lift with lock

AUDIT CRITERIA · PASS WHEN

- Inspection certificate/tag in date for every lift
- Mechanical safety locks engaged when raised
- Lift arms and pads in good condition

IDEAL WAY OF AUDITING

1. Check the inspection tag on every lift
2. Observe raised vehicles for lock engagement
3. Inspect arms, pads and floor anchors

AUDITOR TIP Stop work immediately if the locks are not engaged. Record this as critical.

HSE-007 STANDARD 47 OF 50

Electrical Safety

Area **Workshop Floor** Department **Maintenance** Person in charge **Center Manager**

Type **Asset**

IDEAL RESOLUTION TIME

Immediate

Fix before end of shift

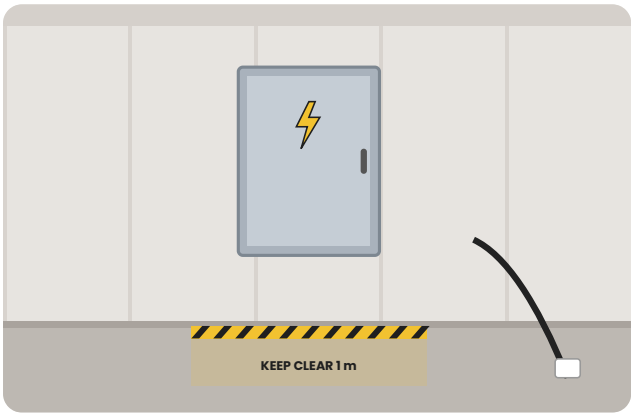
WHAT WE CHECK

Checks that electrical panels are accessible and unobstructed, and portable equipment has no damaged cables or plugs.

CHECKPOINTS IN THE AUDIT

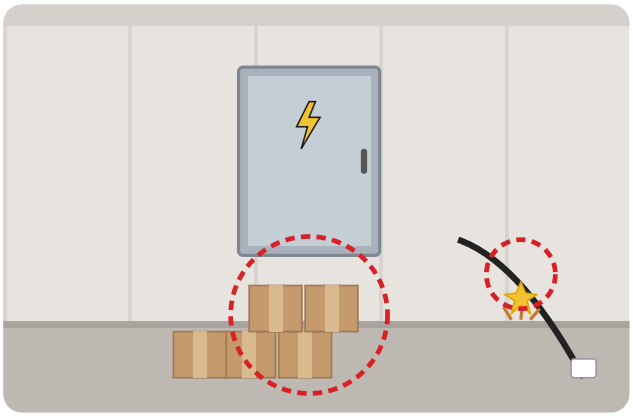
- Q1 Are electrical panels accessible and free from obstruction?
- Q2 Is portable equipment visibly free from damaged cables or plugs?

RIGHT WAY



Clear, marked zone in front of the panel and intact cables.

WRONG WAY



Boxes stacked against the panel and a frayed, sparking cable.

PURPOSE

Blocked panels delay isolation in an emergency; damaged cables cause shocks and fires.

EVIDENCE TO CAPTURE

Photo of each panel + any damaged cable

AUDIT CRITERIA · PASS WHEN

- 1 m clear zone in front of every panel
- Panel doors closed and labelled
- No frayed cables, taped joints or damaged plugs

IDEAL WAY OF AUDITING

1. Inspect each panel and its approach
2. Check portable tools' cables and plugs
3. Review portable appliance test (PAT) records

AUDITOR TIP Remove damaged equipment from use on the spot and tag it 'Do not use'.

HSE-008 STANDARD 48 OF 50

Housekeeping & Slip/Trip Hazards

Area **Workshop Floor** Department **Maintenance** Person in charge **Center Manager**

Type **Operation**

IDEAL RESOLUTION TIME

Immediate

Fix before end of shift

WHAT WE CHECK

Checks that walkways are clear of tools, cables and spills, and wet-floor hazards are signposted.

CHECKPOINTS IN THE AUDIT

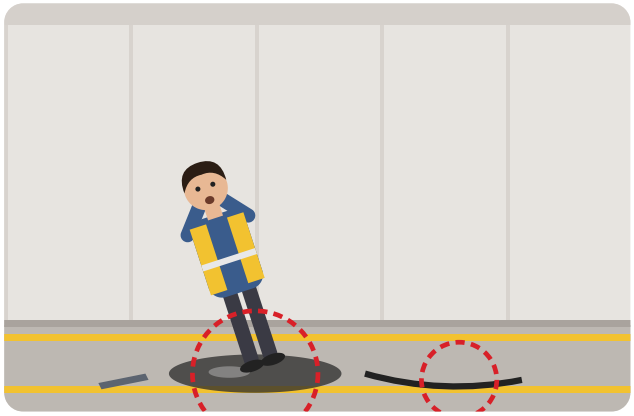
- Q1 Are walkways clear of tools, cables, and spills?
- Q2 Are wet-floor hazards signposted when present?

RIGHT WAY



Clear walkway with a wet-floor sign next to the mop.

WRONG WAY



Oil spill and cables across the walkway; a technician slipping.

PURPOSE

Slips, trips and falls are the most frequent workshop injuries.

EVIDENCE TO CAPTURE

Photos of walkways

AUDIT CRITERIA · PASS WHEN

- Marked walkways free of obstruction
- Spills cleaned promptly with spill kit
- Wet-floor sign placed whenever the floor is wet

IDEAL WAY OF AUDITING

1. Walk every marked walkway
2. Note obstructions and spills
3. Check that a spill kit is available

AUDITOR TIP Look under vehicles and lifts, where oil spills are most common.

HSE-009 STANDARD 49 OF 50

Fire Safety Systems

Area **Workshop Floor** Department **Maintenance** Person in charge **Center Manager**

Type **Asset**

IDEAL RESOLUTION TIME

24 hours

Fix within 1 working day

WHAT WE CHECK

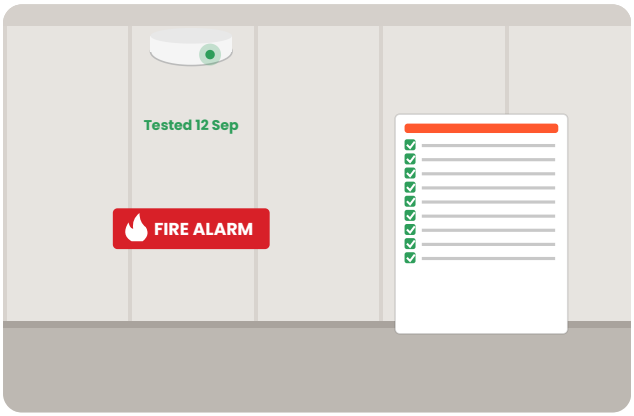
Checks that smoke detectors and alarms work and are tested, and the fire alarm test log is up to date.

CHECKPOINTS IN THE AUDIT

Q1 Are smoke detectors and alarms functional and tested?

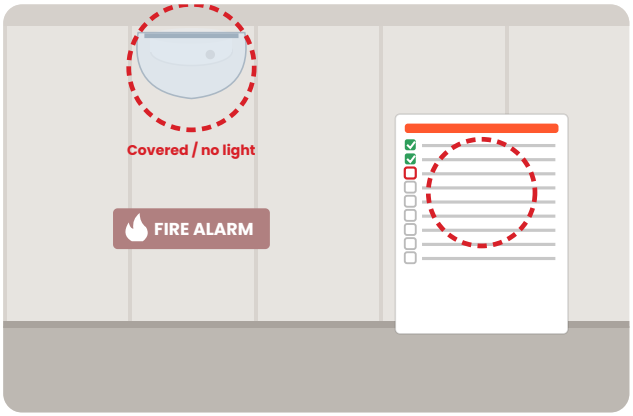
Q2 Is the fire alarm test log up to date?

RIGHT WAY



Detector with its status light on and a fully signed test log.

WRONG WAY



Detector covered with a bag; test log incomplete.

PURPOSE

Early detection gives people time to escape and limits damage.

EVIDENCE TO CAPTURE

Photo of detector + test log page

AUDIT CRITERIA · PASS WHEN

- Detectors uncovered, undamaged, showing a status light
- Alarm tested at the required frequency
- Test log complete and signed

IDEAL WAY OF AUDITING

1. Check detectors in each zone
2. Review the test log for gaps
3. Ask when the last test/drill was held

AUDITOR TIP Detectors are often covered during painting work and never uncovered.

HSE-010 STANDARD 50 OF 50

Waste Management

Area **Workshop Floor** | Department **Maintenance** | Person in charge **Center Manager** | Type **Operation**

IDEAL RESOLUTION TIME

72 hours

Fix within 3 working days

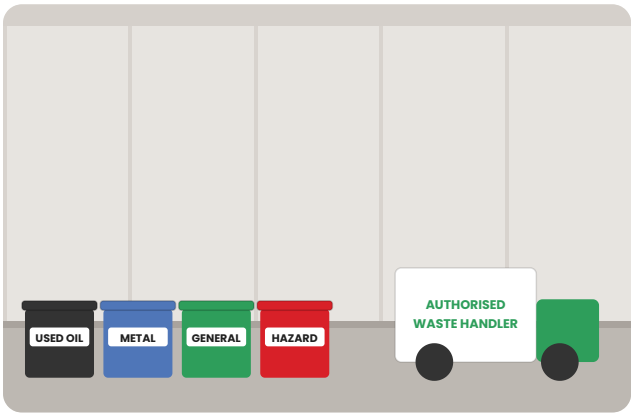
WHAT WE CHECK

Checks that workshop waste is segregated and stored correctly, and hazardous waste goes through an authorised handler.

CHECKPOINTS IN THE AUDIT

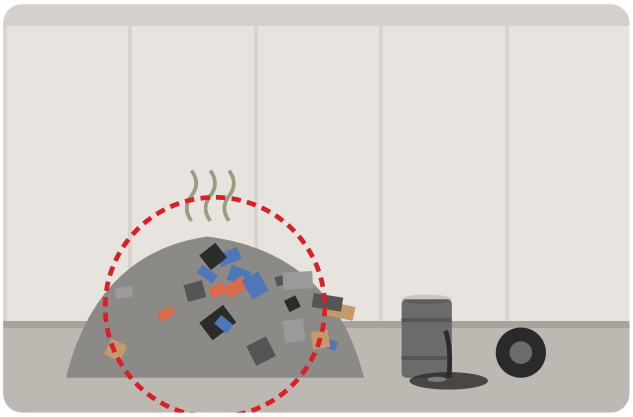
- Q1 Is workshop waste segregated and stored correctly?
- Q2 Is hazardous waste disposed of through an authorised handler?

RIGHT WAY



Colour-coded bins and pickup by an authorised waste handler.

WRONG WAY



Mixed waste pile with leaking drums and old tyres.

PURPOSE

Correct segregation prevents pollution and fines, and supports the OEM's environmental commitments.

EVIDENCE TO CAPTURE

Photo of waste area + latest manifest

AUDIT CRITERIA · PASS WHEN

- Separate labelled bins (oil, metal, general, hazardous)
- Hazardous waste stored covered and bunded
- Disposal manifests from an authorised handler on file

IDEAL WAY OF AUDITING

1. Inspect the waste area and bins
2. Check for mixed waste
3. Review the last 3 disposal manifests

AUDITOR TIP Ask for the handler's licence and check it is valid.

autosmart

Let's raise the standard.

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