5S Audit Scoring

Audit Scorecard

A 15-point compliance assessment for scoring criteria, area-wise rating, photo evidence, non-compliance tracking, and improvement trends

Dealer / Center Name	
Dealer Code	
Region / Zone	
Auditor Name	
Audit Date	
Cycle / Period	

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How to Use This Scorecard

This scorecard evaluates 5S Audit Scoring compliance across 15 criteria grouped into 4 categories. For each criterion, circle a score from 1 (not in place) to 5 (fully embedded and sustained). Do not rate where you aspire to be — rate what you observe on the day.

Score Scale

Score	Level	What it means
1	**Not in place**	Standard does not exist or has never been implemented at this dealership.
2	**Attempted**	Some effort made but inconsistent — visible gaps remain in most areas.
3	**Defined**	Standard is documented and partially followed. Some areas compliant, others not.
4	**Managed**	Standard is followed consistently. Minor exceptions occur.
5	**Fully Sustained**	Fully embedded. Evidence of ongoing compliance between audits without prompting.

RAG Status Guide

Status	Overall Score	Action
Green	60–75 (80–100%)	Compliant. Maintain current standards.
Amber	38–59 (50–79%)	Improvement required. Structured action plan within 30 days.
Red	0–37 (0–49%)	Non-compliant. Priority intervention. Escalate to regional management.

AutoSmart Tip: 5S audit scoring is only as useful as the consistency of its application. Before each audit cycle, review the scoring criteria with the auditor against a reference example area — ensuring the score given reflects the defined standard rather than the auditor's memory of what previous scores looked like. Scoring drift over time (where average scores gradually inflate without real improvement) is the most common failure of mature 5S programmes.

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Scorecard

Circle a score 1–5 for each criterion. Record observations in the Notes column.

No.	Criterion / Question	1	2	3	4	5	Notes
SCORING CRITERIA & AREA-WISE RATING							
1	Is a documented scoring criteria in place for 5S audits, defining what constitutes each score level (1–5) in objective, observable terms — not left to auditor interpretation?	○	○	○	○	○	
2	Is the 5S audit conducted area by area, with a separate score per zone rather than a single facility-wide score that masks underperforming areas?	○	○	○	○	○	
3	Are scoring criteria applied consistently by all auditors, with inter-rater calibration conducted periodically to minimise scoring variance between different observers?	○	○	○	○	○	
4	Is the audit conducted on an unannounced or semi-announced basis, ensuring scores reflect actual working conditions rather than pre-prepared compliance?	○	○	○	○	○	
PHOTO EVIDENCE & NON-COMPLIANCE TRACKING							
5	Are photographs taken of all non-compliant findings during the audit, providing before evidence that can be compared against after-correction photos at closure?	○	○	○	○	○	
6	Are photos labelled with zone, date, and finding description — not filed as a generic batch of unmarked images — supporting clear traceability?	○	○	○	○	○	
7	Is every non-compliance finding recorded in a structured format (zone, criterion, score, description, photo reference) rather than as narrative notes only?	○	○	○	○	○	
8	Are non-compliance findings from the current audit compared against the previous audit, to identify whether prior findings have been sustained or have recurred?	○	○	○	○	○	
RESPONSIBLE PERSON ASSIGNMENT							
9	Is a named responsible person assigned for each non-compliance finding at the time of the audit, not deferred to a later administrative process?	○	○	○	○	○	
10	Is the responsible person someone with authority to implement the correction in their zone, not a generic assignment to a department or team?	○	○	○	○	○	
11	Is the responsible person informed of their assignment on the day of the audit, with a due date set before they leave the audit debrief?	○	○	○	○	○	

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IMPROVEMENT TREND & GOVERNANCE							
12	Is 5S audit score trended over time per zone, allowing management to see whether scores are improving, stable, or declining across audit cycles?	○	○	○	○	○	
13	Are zones with declining or stagnant scores reviewed in the management meeting, with root cause identified rather than accepting poor performance as a fixed characteristic of that area?	○	○	○	○	○	
14	Is 5S audit performance shared with zone staff — not only reviewed at management level — so the team understands their score and is motivated to improve it?	○	○	○	○	○	
15	Are high-scoring zones recognised, creating a positive reinforcement mechanism that balances the corrective focus of non-compliance tracking?	○	○	○	○	○	
OVERALL SCORE → / 75 = %							

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Category Summary & RAG Status

Transfer category totals from the scorecard. Assign RAG status and record the priority action for each category.

Category	Score	%	RAG	Priority Action
Scoring Criteria & Area-Wise Rating	/20			
Photo Evidence & Non-Compliance Tracking	/20			
Responsible Person Assignment	/15			
Improvement Trend & Governance	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Operations Manager Name	
Operations Manager Signature	
Next Audit Date	

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Action Plan Tracker

5S Audit Scoring — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close 5S Audit Scoring non-compliances

Dealer / Center Name	
Dealer Code	
Region / Zone	
Audit Cycle / Period	
Tracker Owner (ASM / ZSM)	
Date Opened	
Target Close Date	

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How to Use This Tracker

This tracker is designed to be completed immediately following a 5S Audit Scoring audit. Every non-compliance recorded must be logged here as an action item and progressed through all four stages before it is considered resolved.

Four-Stage Workflow

1. PENDING	2. IN PROGRESS	3. COMPLETED	4. APPROVED
Finding assigned. Owner & date set.	Work underway. Evidence being gathered.	Dealer submits evidence for review.	Auditor verifies and closes the item.

Stage Rules

Stage	Actioned by	Required action	Evidence required
PENDING	ASM / Auditor	Assign a named responsible party. Set a close date. Log the non-compliance description.	No evidence required at this stage.
IN PROGRESS	5S Audit Scoring / Dealer Team	Begin remediation. Update status. Upload progress evidence as work is completed.	In-progress photos, supporting documents, records.
COMPLETED	Operations Manager	Mark item complete and submit for review. Evidence must be attached before submission.	Photo of rectified item, signed procedure, supporting evidence.
APPROVED	ASM / ZSM / Auditor	Review evidence. Verify compliance on next site visit if required. Approve and close.	Auditor sign-off. Date of verification recorded.

Tracker Summary

Fill in after completing each audit cycle.

Stage	Description	Count	Notes
PENDING	Not yet started		
IN PROGRESS	Work underway		
COMPLETED	Awaiting approval		
APPROVED	Verified & closed		

AutoSmart Tip: With AutoSmart Audit, every non-compliance is automatically converted into an action item at the point of audit — with owner assignment, close dates, evidence upload, and a four-stage approval workflow built in. No spreadsheets. No manual follow-up.

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Action Plan Tracker

Log every non-compliance from the audit below. Progress each item through all four stages before closure.

STAGE — PENDING						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
P-01						
P-02						
P-03						
P-04						
P-05						
P-06						
P-07						
P-08						
P-09						
P-10						

STAGE — IN PROGRESS						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
I-01						
I-02						
I-03						
I-04						
I-05						
I-06						
I-07						
I-08						

STAGE — COMPLETED						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
C-01						

C-02						
C-03						
C-04						
C-05						
C-06						

STAGE — APPROVED						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
A-01						
A-02						
A-03						
A-04						
A-05						
A-06						

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Cycle Sign-Off

To be completed once all action items in this cycle are Approved. Both the Operations Manager and the Regional Auditor must sign.

Dealer Principal Name	
Dealer Principal Signature	
Regional Auditor / ASM Name	
Auditor Signature	
Date of Review	
Next Review Date	

Cycle Notes

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