5S Customer Area

Audit Scorecard

A 15-point compliance assessment for waiting lounge, washrooms, refreshment area, kids area, consultation desks, display screens, and customer comfort

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 Customer Area 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: Customer area 5S should be assessed from the customer's perspective, not the staff's. Sit in a waiting chair, use the refreshments, and visit the washroom before conducting the formal checklist — the experience as a customer reveals gaps that a standing inspection from the staff side of the counter does not.

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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
WAITING LOUNGE & SEATING							
1	Is the customer waiting lounge clean, with floors swept or vacuumed, surfaces wiped, and seating arranged consistently — not moved into informal configurations by previous customers?	○	○	○	○	○	
2	Is seating in good condition — no torn upholstery, broken frames, or wobbly legs — with damaged items removed and replaced promptly?	○	○	○	○	○	
3	Are reading materials (magazines, brochures) current and neatly arranged, with no publications more than 3 months old remaining on display?	○	○	○	○	○	
4	Is the lounge free from staff personal items, internal documents, or workshop materials that should not be visible in the customer-facing area?	○	○	○	○	○	
WASHROOMS & REFRESHMENT AREA							
5	Are customer washrooms clean, fully stocked with soap, hand towels or dryer, and toilet paper at all times of the day — not only at opening?	○	○	○	○	○	
6	Are washrooms inspected on a documented schedule throughout the day, with the inspection log visible and current?	○	○	○	○	○	
7	Is the refreshment area clean and stocked — with coffee machine, water dispenser, and any food items replenished before running out, not after a customer finds them empty?	○	○	○	○	○	
8	Is refreshment equipment clean inside and out, with no dried spillage, staining, or build-up on dispensers, surfaces, or drip trays?	○	○	○	○	○	
KIDS AREA & CONSULTATION DESKS							
9	Where a children's area is provided, is it clean, safe, and stocked with appropriate activities — with damaged toys or equipment removed promptly?	○	○	○	○	○	
10	Are consultation desks in the customer area clear of staff clutter, with only branded or customer-relevant materials visible from the customer's side of the desk?	○	○	○	○	○	
11	Are customer-facing surfaces (counter edges, armrests, table tops) clean and free from sticky residue, fingerprints, or accumulated dust?	○	○	○	○	○	
DISPLAY SCREENS & CUSTOMER COMFORT							
12	Are all display screens in the customer area	○	○	○	○	○	

	functional, displaying current and brand-approved content, with no screensavers, error messages, or outdated material visible?						
13	Is the lounge temperature and air quality (no workshop odour, adequate ventilation) maintained at a comfortable level throughout operating hours?	○	○	○	○	○	
14	Is free Wi-Fi available with password clearly displayed, and is signal strength sufficient for comfortable use throughout the waiting area?	○	○	○	○	○	
15	Is a daily 5S opening check completed for the customer area before the first customer arrives, confirming all elements meet the required standard?	○	○	○	○	○	
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
Waiting Lounge & Seating	/20			
Washrooms & Refreshment Area	/20			
Kids Area & Consultation Desks	/15			
Display Screens & Customer Comfort	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Facilities Manager Name	
Facilities Manager Signature	
Next Audit Date	

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Action Plan Tracker

5S Customer Area — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close 5S Customer Area 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 Customer Area 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 Customer Area / Dealer Team	Begin remediation. Update status. Upload progress evidence as work is completed.	In-progress photos, supporting documents, records.
COMPLETED	Facilities 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 Facilities 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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