5S Service Reception

Audit Scorecard

A 15-point compliance assessment for customer reception desk, job card area, queue management, document arrangement, customer-facing displays, and cleanliness

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 Service Reception 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: Service reception 5S directly affects the customer's first impression of the service department. A cluttered or disorganised reception desk signals to the customer that their vehicle and paperwork may be handled with the same lack of organisation. Assess the desk at peak arrival time (typically 8–9am) as well as mid-afternoon — the standard during peak pressure is the true measure of embedded discipline.

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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
RECEPTION DESK & JOB CARD AREA							
1	Is the service reception desk free from accumulated paperwork, personal items, and non-work clutter, presenting a clean and organised appearance to the arriving customer?	○	○	○	○	○	
2	Are job cards, vehicle keys, and customer documents organised in a clear system — by status (waiting, in-progress, ready) — rather than stacked undifferentiated on the desk?	○	○	○	○	○	
3	Is the key management system (key board, key cabinet, or digital key tracking) organised, up to date, and free from untagged or unattributed keys?	○	○	○	○	○	
4	Are computers and screens at the reception desk positioned and angled to allow the advisor to maintain eye contact with the customer, rather than forcing the advisor to turn away to use the system?	○	○	○	○	○	
QUEUE MANAGEMENT & DOCUMENT ARRANGEMENT							
5	Is a queue management process in place for peak arrival times, so customers are not left standing without acknowledgement while advisors complete other tasks?	○	○	○	○	○	
6	Are waiting customers given a clear indication of their expected wait time for an advisor, rather than waiting indefinitely without communication?	○	○	○	○	○	
7	Are documents filed or archived at the end of each working day, so completed job cards, invoices, and customer records do not accumulate at the reception desk?	○	○	○	○	○	
8	Is a 'ready for collection' notification system in place, so vehicles confirmed as ready are communicated to the customer and their keys move to a designated collection point, not left among active jobs?	○	○	○	○	○	
CUSTOMER-FACING DISPLAYS							
9	Are customer-facing screens and displays at the service reception showing current, relevant content — service status, estimated wait time, or current offers — rather than screensavers or outdated campaigns?	○	○	○	○	○	
10	Are current promotional materials, service plan offers, or accessory brochures available at the service reception counter, positioned so the customer can browse during a brief wait?	○	○	○	○	○	
11	Is the service pricing guide or menu pricing board visible and current, so customers can	○	○	○	○	○	

	self-reference common service costs without needing to ask?						
CLEANLINESS & DAILY STANDARDS							
12	Is the service reception floor and counter surface clean at all times of the day — not only at opening — with a cleaning schedule assigned and followed?	○	○	○	○	○	
13	Are customer-facing surfaces (counter, pen holders, leaflet stands) free from accumulated dust, fingerprints, and unused items?	○	○	○	○	○	
14	Is a daily opening checklist completed at the service reception before the first customer arrives, confirming displays are current, keys are organised, and the area meets 5S standard?	○	○	○	○	○	
15	Is the 5S standard in the service reception maintained consistently throughout the working day, with a defined mid-day tidy-up routine during lower-traffic periods?	○	○	○	○	○	
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
Reception Desk & Job Card Area	/20			
Queue Management & Document Arrangement	/20			
Customer-Facing Displays	/15			
Cleanliness & Daily Standards	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Service Manager Name	
Service Manager Signature	
Next Audit Date	

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Action Plan Tracker

5S Service Reception — Gap Closure Framework

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