5S Showroom

Audit Scorecard

A 15-point compliance assessment for vehicle display area, customer lounge, brochures, desks, branding materials, signage, cleanliness, and visual presentation standards

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 Showroom 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: Showroom 5S is the standard the customer sees first. A showroom that scores well on 5S creates an implicit quality promise — customers associate the care taken in the showroom environment with the care that will be taken with their vehicle and their experience. A cluttered desk, an out-of-stock brochure stand, or a dirty display vehicle all undermine that promise before the first word is spoken.

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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
VEHICLE DISPLAY AREA							
1	Are displayed vehicles clean, polished, correctly spaced per brand display standards, with doors unlocked during showroom hours?	○	○	○	○	○	
2	Are floor mats installed, interior protective covers removed, and no unnecessary items visible inside displayed vehicles?	○	○	○	○	○	
3	Is the floor in the vehicle display area clean, polished, and free from footprints, tyre marks, or spilled liquids?	○	○	○	○	○	
4	Are price tags, specification sheets, and any campaign materials current, correctly positioned, and free from damage or curling?	○	○	○	○	○	
CUSTOMER LOUNGE & BROCHURES							
5	Is the customer lounge clean, with seating arranged in an orderly manner and no unnecessary items, personal belongings of staff, or clutter visible?	○	○	○	○	○	
6	Are brochure stands stocked with current model brochures, with no outdated publications more than one model year old remaining on display?	○	○	○	○	○	
7	Are refreshment areas in the customer lounge clean and stocked, with no empty dispensers, used cups left out, or spilled materials visible?	○	○	○	○	○	
8	Are magazines and reading materials current, with no publications more than 3 months old remaining on display?	○	○	○	○	○	
SALES DESKS & BRANDING MATERIALS							
9	Are sales advisor desks free from personal clutter, with only work-related items present and visible to customers sitting across the desk?	○	○	○	○	○	
10	Are branded materials (folders, presentation boards, digital tablets) clean, current, and presented to brand standard?	○	○	○	○	○	
11	Are customer-facing areas behind and around sales desks (walls, shelving, windows) free from unofficial notices, personal decorations, or non-branded materials?	○	○	○	○	○	
SIGNAGE, CLEANLINESS & VISUAL STANDARDS							
12	Is all in-showroom signage current, undamaged, and positioned per the approved display layout?	○	○	○	○	○	
13	Are glass surfaces (showroom windows, glass partitions, display cases) clean and free from fingerprints, smearing, or water marks?	○	○	○	○	○	

14	Are lighting fixtures functioning at the required intensity throughout the showroom, with no blown or flickering lights?	○	○	○	○	○	
15	Is there a documented daily opening and closing checklist for showroom 5S, completed and signed off by the responsible staff member each day?	○	○	○	○	○	
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
Vehicle Display Area	/20			
Customer Lounge & Brochures	/20			
Sales Desks & Branding Materials	/15			
Signage, Cleanliness & Visual Standards	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Sales Manager Name	
Sales Manager Signature	
Next Audit Date	

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Action Plan Tracker

5S Showroom — Gap Closure Framework

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