Accessory Fitment Quality

Audit Scorecard

A 15-point compliance assessment for correct part fitment, workmanship, electrical safety, vehicle protection, damage check, functionality test, and final inspection

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 Accessory Fitment Quality 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: Accessory fitment quality audits should include a post-installation audit of three recently fitted accessories — physically checking tightness, alignment, cable routing, and water sealing. A fitment that looks correct at a visual distance but has an undertightened bolt, an unsecured cable, or an uncapped body penetration is a latent quality failure that will surface as a customer comeback, often weeks after delivery.

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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
CORRECT PART & WORKMANSHIP							
1	Is the part number of every fitted accessory verified against the customer's approved accessory order before installation begins — not assumed from the packaging label alone?	○	○	○	○	○	
2	Is the OEM or manufacturer's installation instruction accessed and followed for every accessory fitment, including torque specifications, alignment tolerances, and any sealant or adhesive requirements?	○	○	○	○	○	
3	Are fixings (clips, bolts, brackets) tightened to the specified torque where indicated, with no hand-tight or estimated torque applied to safety-relevant fittings?	○	○	○	○	○	
4	Is workmanship quality reviewed by someone other than the fitting technician before the vehicle leaves the workshop — not self-certified by the technician alone?	○	○	○	○	○	
ELECTRICAL SAFETY & VEHICLE PROTECTION							
5	Are electrically connected accessories (dashcams, tow bar electrics, parking sensors, wireless chargers) installed with the vehicle's battery disconnected or with appropriate precautions to prevent accidental short-circuit?	○	○	○	○	○	
6	Are cable routes for electrically fitted accessories secured, protected from chafing on sharp edges, and free from interference with moving parts — with no bare wire runs or unsecured lengths?	○	○	○	○	○	
7	Is the vehicle protected from damage during installation — with blankets or protective covers on panels, trim, and seats where tools or accessories could cause scratches or marks?	○	○	○	○	○	
8	Are vehicle body penetrations (for roof bars, towbars, antenna fittings) sealed as specified, preventing water ingress after fitment?	○	○	○	○	○	
DAMAGE CHECK & FUNCTIONALITY TEST							
9	Is the vehicle inspected for fitment damage (scratches, marks, paint chips, trim clips left unclipped) after every accessory installation and before the vehicle is released from the workshop?	○	○	○	○	○	
10	Is every fitted accessory functionally tested after installation — confirming it operates as intended — before the vehicle is marked as ready for collection?	○	○	○	○	○	
11	Are electrically fitted accessories tested across	○	○	○	○	○	

	their full function range after installation — not only confirmed as powering on — to detect wiring issues that may only manifest under specific conditions?						
FINAL INSPECTION & GOVERNANCE							
12	Is a completed fitment quality checklist retained for every accessory installation job, signed by both the fitting technician and the quality checker?	○	○	○	○	○	
13	Are accessory fitment comebacks (customer returns because accessory is loose, not working, or incorrectly fitted) tracked as a quality metric and reviewed by the workshop controller?	○	○	○	○	○	
14	Is a corrective action process in place for repeated fitment quality failures, addressing root cause through training or process improvement rather than accepting a persistent comeback rate?	○	○	○	○	○	
15	Is accessory fitment quality included in the regular workshop quality review, treated with the same rigour as service repair quality rather than as a minor add-on activity?	○	○	○	○	○	
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
Correct Part & Workmanship	/20			
Electrical Safety & Vehicle Protection	/20			
Damage Check & Functionality Test	/15			
Final Inspection & Governance	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Workshop Controller Name	
Workshop Controller Signature	
Next Audit Date	

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Action Plan Tracker

Accessory Fitment Quality — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close Accessory Fitment Quality 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 Accessory Fitment Quality 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	Accessory Fitment Quality / Dealer Team	Begin remediation. Update status. Upload progress evidence as work is completed.	In-progress photos, supporting documents, records.
COMPLETED	Workshop Controller	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 Workshop Controller 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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