Aftersales Corrective Action Plan

Audit Scorecard

A 15-point compliance assessment for process gap identification, root cause, action plan execution, and closure effectiveness

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 Aftersales Corrective Action Plan 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: Aftersales corrective action plans fail most often at the verification stage, not the planning stage. Closing an action because the SOP was updated or the training was delivered — without checking whether the underlying KPI or behaviour has actually changed — is the most common cause of the same finding reappearing in the next audit cycle.

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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
PROCESS GAP IDENTIFICATION & RESPONSIBILITY							
1	Is each corrective action item clearly linked to a specific aftersales finding (audit gap, KPI miss, customer complaint trend, warranty rejection pattern)?	○	○	○	○	○	
2	Is a named responsible person assigned to each action item at the individual level, not only at department level?	○	○	○	○	○	
3	Has the Aftersales Manager formally acknowledged the identified gap and confirmed ownership of the corrective action before the plan is activated?	○	○	○	○	○	
4	Are recurring gaps (same issue appearing across multiple audit cycles) flagged as systemic rather than treated as individual incidents?	○	○	○	○	○	
ROOT CAUSE & ACTION PLAN							
5	Is a root cause statement documented for each action item, identifying whether the gap stems from a process, training, system, resource, or management failure?	○	○	○	○	○	
6	Does the corrective action directly address the documented root cause, rather than only treating the surface symptom?	○	○	○	○	○	
7	Is the action plan specific and measurable, with a defined deliverable (e.g., 'updated SOP distributed and acknowledged by all advisors by [date]')?	○	○	○	○	○	
8	Where a gap affects multiple roles or processes, does the action plan address all affected touchpoints rather than only the most visible one?	○	○	○	○	○	
EVIDENCE SUBMISSION & FOLLOW-UP							
9	Is the type of evidence required to close each action item defined upfront and matched to the nature of the gap?	○	○	○	○	○	
10	Is submitted evidence reviewed by someone other than the person responsible for the action, before the item is accepted as resolved?	○	○	○	○	○	
11	Is a follow-up check scheduled at a defined interval after closure to verify that the corrective action has produced a sustained change?	○	○	○	○	○	
TIMELINE & CLOSURE EFFECTIVENESS							
12	Is a realistic due date set for each action item, proportionate to the complexity of the change	○	○	○	○	○	

	required?						
13	Are overdue action items escalated to the Dealer Principal or regional team, rather than being rolled forward without consequence?	○	○	○	○	○	
14	Is the status of all open corrective actions visible in a shared tracker, accessible to both the dealership and the regional aftersales team?	○	○	○	○	○	
15	Is there measurable evidence at the next audit that previous corrective actions have changed outcomes — not only that the actions were completed?	○	○	○	○	○	
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
Process Gap Identification & Responsibility	/20			
Root Cause & Action Plan	/20			
Evidence Submission & Follow-Up	/15			
Timeline & Closure Effectiveness	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Aftersales Manager Name	
Aftersales Manager Signature	
Next Audit Date	

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Action Plan Tracker

Aftersales Corrective Action Plan — Gap Closure Framework

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