Body & Paint

Audit Scorecard

A 15-point compliance assessment for bodyshop facility, equipment, workflow control, and customer handling

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 Body & Paint Department compliance across 15 criteria grouped into four categories. For each criterion, circle a score from 1 (not in place) to 5 (fully embedded and sustained). Equipment criteria must be verified by physical inspection — ask staff to demonstrate operation where relevant. 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: Body & Paint audits should include a live walkthrough of the paint booth, mixing room, and preparation area — not just a document review. Light intensity, filter condition, and equipment operability can only be reliably assessed in person. Ask to see the last three maintenance records for the paint booth and frame aligner.

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Scorecard

Circle a score 1–5 for each criterion. Record equipment serial numbers, maintenance dates, and observations in the Notes column.

No.	Criterion / Question	1	2	3	4	5	Notes
PAINT FACILITY & EQUIPMENT							
1	Is the paint booth clean, with regular maintenance and documented light intensity of 1000 lux?	○	○	○	○	○	
2	Are the filters not clogged, and is regular replacement done as per the manufacturer's recommendations, with records available?	○	○	○	○	○	
3	Is there an air-conditioning system, proper ventilation, and a test spray cabin available in the colour mixing room, and is the minimum light intensity in the area 1500 lux, or is colour matching light being used?	○	○	○	○	○	
4	Is spray gun cleaning equipment available, properly maintained, and used in accordance with environmental and safety guidelines?	○	○	○	○	○	
5	Is a dust extraction or vacuum system available in the sanding and preparation area, and is it maintained in working condition?	○	○	○	○	○	
BODY REPAIR EQUIPMENT							
6	Is the frame aligner (floor type or bench type) available, free from defects, damages, and oil leaks, and in good working condition?	○	○	○	○	○	
7	Is the body measurement tool available and fully functional?	○	○	○	○	○	
8	Is the gas shielded arc welding machine available and being used as required?	○	○	○	○	○	
PROCESS & WORKFLOW CONTROL							
9	Is there a clear SOP available that explains the step-by-step process of body and paint operations, and are all staff members well aware of the SOP (verified by checking with 2 or 3 staff members)?	○	○	○	○	○	
10	Is there a process control board (or digital tool) available to control the workflow, is it being properly used and updated in a timely manner, and is there a document control board available to manage the document flow?	○	○	○	○	○	
11	Is the back order managed using a control board or digital tool, and can all current back orders be tracked from the board or tool?	○	○	○	○	○	
12	Is cycle time per job tracked and reviewed — i.e., is estimated vs. actual repair time recorded and used to improve workshop scheduling?	○	○	○	○	○	
CUSTOMER & QUALITY HANDLING							

13	Does the Bodyshop Advisor check and confirm all required documents (e.g., insurance, accident report, vehicle registration, etc.) with the customer as per local regulations, and clearly explain the approval and repair procedure for insurance jobs?	○	○	○	○	○	
14	Is a pre-delivery quality inspection checklist completed for every Body & Paint job before vehicle return to the customer, with the signed checklist retained on file?	○	○	○	○	○	
15	Is the customer kept informed of repair progress at defined intervals, and is a final walkthrough conducted with the customer upon vehicle collection to confirm satisfaction before sign-off?	○	○	○	○	○	
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
Paint Facility & Equipment	/25			
Body Repair Equipment	/15			
Process & Workflow Control	/20			
Customer & Quality Handling	/15			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Bodyshop Manager Name	
Bodyshop Manager Signature	
Next Audit Date	

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Action Plan Tracker

Body & Paint — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close Body & Paint 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 Body & Paint 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	Bodyshop / Dealer Team	Begin remediation. Update status. Upload progress evidence as work is completed.	In-progress photos, maintenance records, equipment service sheets.
COMPLETED	Bodyshop Manager	Mark item complete and submit for review. Evidence must be attached before submission.	Photo of rectified item, updated SOP, calibration certificate.
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

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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 Bodyshop 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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