Body Repair Quality

Audit Scorecard

A 15-point compliance assessment for panel repair, welding quality, alignment, gap consistency, structural accuracy, corrosion protection, and repair method compliance

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 Repair 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: Body repair quality audits are most revealing at the metalwork stage — after panels are replaced and before any filler or primer is applied. A panel that is visually aligned but has an incorrect weld flange, insufficient corrosion protection in a cavity, or a section cut in the wrong position cannot be corrected after paint without complete re-work. Conduct quality holds at the metalwork stage, not only at final inspection.

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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
PANEL REPAIR & WELDING QUALITY							
1	Are all panel repairs (reshaping, filling, metal finishing) carried out to a standard that produces a surface requiring minimal filler — with filler used to perfect the surface, not to correct insufficient metalwork?	○	○	○	○	○	
2	Are panel replacement welds consistent in spacing, penetration, and appearance — free from undercut, spatter, or porosity — matching the OEM's weld specification for the panel and location?	○	○	○	○	○	
3	Are weld flanges on replaced panels treated with the correct weld-through primer before assembly, then sealed after welding as specified by the OEM repair information?	○	○	○	○	○	
4	Is a weld quality check performed by the workshop team leader or quality controller after every structural weld, before the repair proceeds to the next stage?	○	○	○	○	○	
ALIGNMENT & GAP CONSISTENCY							
5	Are panel gaps (door-to-body, bonnet-to-wing, bumper-to-body) checked against the vehicle's original specification after panel replacement, with gaps within the OEM's tolerance range?	○	○	○	○	○	
6	Is door operation (opening, closing, latching, window sealing) verified after any door, hinge, or sill repair — confirming correct function and water seal, not only visual alignment?	○	○	○	○	○	
7	Is bonnet, bootlid, and tailgate alignment checked for flush fit and consistent gap against adjacent panels, with striker and hinge positions adjusted as required?	○	○	○	○	○	
8	Is wheel alignment checked after any suspension, subframe, or steering component replacement — with an alignment report produced and retained in the repair file?	○	○	○	○	○	
STRUCTURAL REPAIR ACCURACY							
9	Is structural measurement taken at multiple reference points using a vehicle measuring system before and after structural repair, with measurements recorded and confirmed within OEM tolerance?	○	○	○	○	○	
10	Are section replacement cut lines positioned at OEM-approved locations — confirmed from the OEM repair information — with no section cuts in prohibited zones?	○	○	○	○	○	
11	Is the structural repair method (sectioning, uni-	○	○	○	○	○	

	side replacement, full rail replacement) appropriate to the extent of damage — not selected for convenience or cost, but per the OEM's repair guidance for that model and impact type?						
CORROSION PROTECTION & METHOD COMPLIANCE							
12	Is cavity wax or equivalent corrosion protection applied to all enclosed sections and weld flanges exposed during the repair, per the OEM's corrosion protection specification?	○	○	○	○	○	
13	Are seam sealers and underbody coatings reapplied to repaired areas in a pattern matching the original application — not applied as a cosmetic cover-up over inaccessible sections?	○	○	○	○	○	
14	Is the OEM repair information source used to determine corrosion protection requirements documented in the repair file — confirming the method was researched rather than assumed from experience?	○	○	○	○	○	
15	Is body repair quality reviewed at a defined post-repair inspection stage before the vehicle enters the paint process, preventing paint being applied over quality defects that then require re-work?	○	○	○	○	○	
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
Panel Repair & Welding Quality	/20			
Alignment & Gap Consistency	/20			
Structural Repair Accuracy	/15			
Corrosion Protection & Method Compliance	/20			
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 Repair Quality — Gap Closure Framework

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