Body Shop Capacity Planning

Audit Scorecard

A 15-point compliance assessment for repair bays, paint booth capacity, technician availability, job loading, work-in-progress, cycle time, and bottleneck tracking

Dealer / Center Name	
Dealer Code	
Region / Zone	
Auditor Name	
Audit Date	
Cycle / Period	

Powered by AutoSmart Audit | www.autosmarts.co | © 2026 AutoSmart. All rights reserved.

AutoSmart Audit

How to Use This Scorecard

This scorecard evaluates Body Shop Capacity Planning 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: Bodyshop capacity planning audits should start by mapping the current WIP against each stage of the repair process — reception, metalwork, paint, reassembly, quality check. A cluster of vehicles at any single stage is a visual bottleneck indicator. The goal of capacity planning is to maintain an even flow through all stages, not to maximise intake volume at the front of the process while congestion builds in the middle.

AutoSmart Audit

Scorecard

Circle a score 1–5 for each criterion. Record observations in the Notes column.

No.	Criterion / Question	1	2	3	4	5	Notes
REPAIR BAY & PAINT BOOTH CAPACITY							
1	Is available repair bay capacity calculated and tracked — covering total bays, bays in active use, and bays temporarily unavailable due to equipment issues or large-vehicle occupation?	○	○	○	○	○	
2	Is paint booth capacity planned as a separate constraint from repair bay capacity — with the number of paint cycles achievable per day calculated and used to gate the number of jobs entering the repair bay each day?	○	○	○	○	○	
3	Is the ratio of repair bays to paint booth cycles reviewed periodically, to ensure the paint booth is not a consistent bottleneck that limits the throughput of an otherwise adequately resourced workshop?	○	○	○	○	○	
4	Is a maximum daily intake volume defined based on capacity — so new jobs are not accepted at a rate that will push cycle times beyond the bodyshop's committed delivery window?	○	○	○	○	○	
TECHNICIAN AVAILABILITY & JOB LOADING							
5	Is technician availability (leave, training, absence) factored into daily capacity before new jobs are loaded — preventing overcommitment on days with reduced staffing?	○	○	○	○	○	
6	Is job loading allocated based on technician skill level and job type — with structural and complex repairs assigned to the most experienced technicians rather than by bay availability alone?	○	○	○	○	○	
7	Is work-in-progress balanced across technicians — identifying situations where one technician has multiple large jobs while another is waiting for work — and rebalancing where possible?	○	○	○	○	○	
8	Are jobs scheduled against available capacity in a forward planning horizon (minimum one week ahead) — not loaded reactively as vehicles arrive?	○	○	○	○	○	
WORK-IN-PROGRESS & CYCLE TIME							
9	Is total work-in-progress (number of vehicles in the bodyshop at any point) tracked, with a maximum WIP level defined beyond which no new intake is accepted until jobs are completed and collected?	○	○	○	○	○	
10	Is average cycle time tracked per job type (PDR, cosmetic repair, complex collision) — with cycle time trends reviewed to identify whether the bodyshop is getting faster or slower	○	○	○	○	○	

	over time?						
11	Are jobs that have exceeded their planned cycle time flagged in the daily production review, with the specific cause of delay identified and resolved rather than the job being silently extended?	○	○	○	○	○	
BOTTLENECK TRACKING & GOVERNANCE							
12	Are recurring bottlenecks (paint booth, specific skill, parts availability, insurer approval) identified and reported in the management meeting, with capital or resource solutions considered for persistent constraints?	○	○	○	○	○	
13	Is the bodyshop's committed delivery window reviewed against actual average cycle time — with the commitment revised to a realistic figure if cycle time consistently exceeds the stated window?	○	○	○	○	○	
14	Is customer communication about expected collection dates managed proactively — with advisors contacting customers at a defined point if a delay is anticipated, rather than waiting for the customer to chase?	○	○	○	○	○	
15	Is capacity planning reviewed weekly in the production meeting, covering the coming two weeks' job mix, technician availability, and paint booth schedule — not only reactively when a capacity problem is already affecting delivery?	○	○	○	○	○	
OVERALL SCORE → / 75 = %							

AutoSmart Audit

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
Repair Bay & Paint Booth Capacity	/20			
Technician Availability & Job Loading	/20			
Work-In-Progress & Cycle Time	/15			
Bottleneck Tracking & Governance	/20			
OVERALL SCORE	**/75**			

Sign-Off

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

The leading digital field audit platform for automotive distributor networks.
www.autosmarts.co

Action Plan Tracker

Body Shop Capacity Planning — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close Body Shop Capacity Planning non-compliances

Dealer / Center Name	
Dealer Code	
Region / Zone	
Audit Cycle / Period	
Tracker Owner (ASM / ZSM)	
Date Opened	
Target Close Date	

Powered by AutoSmart Audit | www.autosmarts.co | © 2026 AutoSmart. All rights reserved.

AutoSmart Audit

How to Use This Tracker

This tracker is designed to be completed immediately following a Body Shop Capacity Planning 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 Shop Capacity Planning / 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.

AutoSmart Audit

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						

AutoSmart Audit

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

The leading digital field audit platform for automotive distributor networks.
www.autosmarts.co