Body Shop Reception

Audit Scorecard

A 15-point compliance assessment for customer greeting, accident details, vehicle walkaround, photos, insurance details, estimate explanation, and job card creation

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 Shop Reception 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 reception is where the customer's trust is established or lost before a single panel is touched. The two moments that matter most are the walkaround (the customer needs to feel their vehicle's condition has been accurately recorded and they are protected from later disputes) and the collection date (an optimistic date that is then missed creates more dissatisfaction than a realistic longer date given upfront).

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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
CUSTOMER GREETING & ACCIDENT DETAILS							
1	Is the customer greeted promptly on arrival at the bodyshop reception, by a named estimator or bodyshop advisor — not redirected to a general service desk?	○	○	○	○	○	
2	Are accident details captured in a structured format at intake — covering date, location, direction of impact, speed estimate, and whether airbags deployed — rather than relying on the customer's verbal summary alone?	○	○	○	○	○	
3	Is the customer asked about any symptoms noticed since the accident — noises, handling changes, warning lights, passenger injuries — that may indicate hidden damage not visible externally?	○	○	○	○	○	
4	Is the customer informed of the repair process — assessment, estimate, insurer approval, repair, quality check, collection — before they leave, so they have a clear expectation of the journey ahead?	○	○	○	○	○	
VEHICLE WALKAROUND & PHOTOS							
5	Is a comprehensive photographic record taken of the vehicle at intake — covering all four corners, all damaged panels close-up, interior (for deployed airbags or cabin damage), and the VIN plate?	○	○	○	○	○	
6	Is the walkaround conducted with the customer present, with pre-existing damage noted separately and distinguished from accident damage before the customer signs the intake record?	○	○	○	○	○	
7	Are photographs date- and time-stamped, stored in the vehicle's job file, and not modifiable after intake — providing a legally valid record of the vehicle's condition at reception?	○	○	○	○	○	
8	Is the vehicle's mileage, fuel level, and any personal items of value noted at intake, with the customer confirming the record before leaving?	○	○	○	○	○	
INSURANCE DETAILS & ESTIMATE EXPLANATION							
9	Are insurance policy details, claim reference number, insurer contact, and any agreed repairer or approved supplier status confirmed at intake before work is authorised?	○	○	○	○	○	
10	Is the customer informed whether the estimate will be submitted directly to the insurer or provided to the customer first — and whether they will need to pay an excess before	○	○	○	○	○	

	collection?						
11	Is the estimate explained to the customer in plain language — covering the scope of work, expected repair time, and what will happen if additional damage is found during dismantling?	○	○	○	○	○	
APPROVAL PROCESS & JOB CARD CREATION							
12	Is repair work authorised in writing — by the customer, the insurer, or both as required — before any dismantling or repair begins?	○	○	○	○	○	
13	Is a job card created for every vehicle at intake, referencing the intake photographs, insurance details, estimate reference, and authorisation record?	○	○	○	○	○	
14	Is the customer given a realistic expected collection date at intake — based on repair scope, parts availability, and paint queue capacity — not a default 'approximately one week' answer?	○	○	○	○	○	
15	Is a courtesy vehicle, shuttle, or alternative transport arrangement confirmed at intake where required, so the customer is not left without transport unexpectedly?	○	○	○	○	○	
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
Customer Greeting & Accident Details	/20			
Vehicle Walkaround & Photos	/20			
Insurance Details & Estimate Explanation	/15			
Approval Process & Job Card Creation	/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 Shop Reception — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close Body Shop Reception 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 Shop Reception 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 Reception / 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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