Body Shop Work-In-Progress

Audit Scorecard

A 15-point compliance assessment for job status, pending approvals, parts delays, repair progress, paint queue, delivery commitments, and daily production review

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 Work-In-Progress 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: WIP management is the bodyshop equivalent of workshop controller discipline in the service department — without daily active management of job status, approvals, parts, and paint queue, cycle time extends and customer commitments are missed. The daily production meeting is not a reporting exercise; it is a decision-making session where every overdue job should leave the meeting with a named action and a revised completion date.

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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
JOB STATUS & PENDING APPROVALS							
1	Is every vehicle currently in the bodyshop assigned a clear job status — assessment, awaiting approval, parts ordered, in repair, paint, reassembly, quality check, or ready for collection — visible to the production team without needing to physically check the vehicle?	○	○	○	○	○	
2	Are jobs awaiting insurer approval tracked separately, with the date the estimate was submitted and the SLA for approval response visible — allowing escalation before the SLA is breached?	○	○	○	○	○	
3	Is customer authorisation for private pay work or excess amounts tracked separately from insurer authorisation, with no repair commencing until both customer and insurer (where applicable) have authorised in writing?	○	○	○	○	○	
4	Are jobs pending supplementary approval tracked with the date the supplementary was submitted, flagged for escalation if the insurer has not responded within the agreed turnaround time?	○	○	○	○	○	
PARTS DELAYS & REPAIR PROGRESS							
5	Are jobs on hold due to parts availability identified in the daily production review, with the expected parts arrival date and planned restart date confirmed?	○	○	○	○	○	
6	Is the customer proactively informed when a parts delay will push the collection date beyond the originally committed date — before the original date passes, not after the customer calls to enquire?	○	○	○	○	○	
7	Is repair progress for each active job tracked against the planned completion date for that repair stage — with jobs falling behind their plan flagged for production planning intervention?	○	○	○	○	○	
8	Are jobs that have been stationary (no recorded progress) for more than one day investigated in the production review, to identify whether they are genuinely paused for a legitimate reason or have been overlooked?	○	○	○	○	○	
PAINT QUEUE & DELIVERY COMMITMENT							
9	Is a paint queue plan maintained — sequencing vehicles for booth entry based on repair completion stage, colour complexity, and booth cycle time — to ensure the paint booth is continuously utilised without creating a bottleneck?	○	○	○	○	○	

10	Is the committed collection date for each job reviewed daily against actual production progress, with the collection date revised and the customer notified immediately if it cannot be met?	○	○	○	○	○	
11	Are vehicles confirmed as ready for collection but uncollected tracked separately, with courtesy car returns or storage cost implications reviewed where collection is delayed by the customer?	○	○	○	○	○	
DAILY PRODUCTION REVIEW & GOVERNANCE							
12	Is a daily production meeting held — covering all active WIP, jobs entering the bodyshop that day, paint queue, expected completions, and customer communication — attended by the Bodyshop Manager, estimator, and production lead?	○	○	○	○	○	
13	Does the daily production meeting result in documented actions for that day — specific jobs to be expedited, customers to be called, approvals to be chased — not only a status review with no recorded outputs?	○	○	○	○	○	
14	Is WIP data accurate and current at the time of the daily production review — reflecting actual vehicle status, not carried over from the previous day's plan without updating?	○	○	○	○	○	
15	Is WIP performance reviewed weekly at management level — with cycle time trend, jobs overdue against commitment, and approval delay rate all presented alongside revenue and volume metrics?	○	○	○	○	○	
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
Job Status & Pending Approvals	/20			
Parts Delays & Repair Progress	/20			
Paint Queue & Delivery Commitment	/15			
Daily Production Review & Governance	/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 Work-In-Progress — Gap Closure Framework

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