BS 10125 Vehicle Damage Repair

Audit Scorecard

A 15-point compliance assessment for bodyshop repair process, methods, staff competence, equipment, materials, and quality control per BS 10125

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 BS 10125 Vehicle Damage Repair 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: BS 10125 compliance begins with accessing the correct vehicle manufacturer repair method before the repair starts — not after. OEM repair information systems (I-CAR, ALLDATA, or manufacturer-specific portals) are the authoritative source for section replacement positions, weld specifications, and ADAS calibration triggers. A repair that looks correct but was not carried out using the OEM method may not meet BS 10125 requirements even if the end result appears satisfactory.

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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
REPAIR PROCESS & METHODS							
1	Are vehicle damage repairs carried out in accordance with BS 10125, which specifies requirements for repair processes at both fixed facilities and mobile services?	○	○	○	○	○	
2	Is the vehicle manufacturer's repair method — accessed through the OEM's repair information system (ADAS calibration requirements, approved section welding positions, structural adhesive specifications) — followed for each repair?	○	○	○	○	○	
3	Is a damage assessment completed and documented before repair work begins, identifying structural, mechanical, and cosmetic damage to be addressed?	○	○	○	○	○	
4	Are repairs involving safety-critical structural elements (pillars, sill sections, chassis rails, seatbelt anchor zones) reviewed and signed off by a technically competent person before the vehicle is returned?	○	○	○	○	○	
STAFF COMPETENCE & EQUIPMENT							
5	Are all technicians performing vehicle damage repairs qualified to the level required by BS 10125, with competence evidence (ATA, VCQ, or equivalent qualification) on file?	○	○	○	○	○	
6	Is welding equipment used for structural repairs approved and maintained to the standard required, with technicians holding current welding qualification for the joint types and materials used?	○	○	○	○	○	
7	Is ADAS calibration equipment available or subcontracted, and is calibration performed after any repair that requires it per the vehicle manufacturer's instructions?	○	○	○	○	○	
8	Is equipment (frame alignment, measuring systems, paint mixing) maintained and calibrated at the intervals required, with records on file?	○	○	○	○	○	
MATERIALS & QUALITY CONTROL							
9	Are repair materials (panel adhesive, filler, primer, paint) approved by the vehicle manufacturer or paint system supplier for use on the vehicle types being repaired?	○	○	○	○	○	
10	Are paint finish repairs colour-matched to the vehicle manufacturer's specification, with colour verification recorded and panel matching confirmed before vehicle release?	○	○	○	○	○	

11	Is a final quality inspection conducted before vehicle release, covering structural integrity, panel fit and finish, paint quality, ADAS calibration, and mechanical function?	○	○	○	○	○	
SAFE REPAIR EVIDENCE & DOCUMENTATION							
12	Is a repair file maintained for every vehicle repaired, containing the damage assessment, repair method used, materials applied, and quality inspection sign-off?	○	○	○	○	○	
13	Is evidence of compliance with the OEM's repair method retained in the file — including screenshots or printouts from the OEM repair information system confirming the method accessed?	○	○	○	○	○	
14	Are ADAS calibration records retained for every repair where calibration was required, showing the system calibrated, the result, and the equipment used?	○	○	○	○	○	
15	Are repair files retained for the period required and retrievable if requested by an insurer, customer, or BS 10125 certification body for audit purposes?	○	○	○	○	○	
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
Repair Process & Methods	/20			
Staff Competence & Equipment	/20			
Materials & Quality Control	/15			
Safe Repair Evidence & Documentation	/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

BS 10125 Vehicle Damage Repair — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close BS 10125 Vehicle Damage Repair 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 BS 10125 Vehicle Damage Repair 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	BS 10125 Vehicle Damage Repair / 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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