Collision Damage Estimation

Audit Scorecard

A 15-point compliance assessment for damage assessment, labour estimation, parts identification, paint materials, hidden damage review, and customer communication

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 Collision Damage Estimation 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: Collision damage estimation is both a technical and a commercial process. The most common audit finding is parts identification gaps — items that are on the vehicle and clearly need replacing but were not captured in the initial estimate, leading to supplementary claims that delay the repair and frustrate the insurer. A thorough dismantling-stage review before submitting the estimate (where timescale allows) prevents most supplementary claim submissions.

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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
DAMAGE ASSESSMENT & LABOUR ESTIMATION							
1	Is the damage assessment conducted by a trained estimator using the correct assessment methodology — covering all affected panels, glass, lights, structure, and mechanical systems — not limited to visible external damage only?	○	○	○	○	○	
2	Is labour time estimated using an industry-standard labour time guide (e.g., Audatex, GT Motive, Solera), not based on estimator recollection or workshop preference?	○	○	○	○	○	
3	Is the labour time estimate appropriate for the specific repair method required — distinguishing between replace, repair, and blend operations — with each operation coded and timed separately?	○	○	○	○	○	
4	Is the estimate reviewed by the Bodyshop Manager or senior estimator before submission to the insurer, confirming accuracy and completeness?	○	○	○	○	○	
PARTS IDENTIFICATION & PAINT MATERIALS							
5	Are all required parts identified and listed in the estimate with correct part numbers, supplier source, and unit pricing — with no generic part descriptions or approximate costs?	○	○	○	○	○	
6	Are paint materials estimated using a recognised paint material calculation system (paint system supplier calculator, insurer-approved method), not estimated as a fixed percentage of labour?	○	○	○	○	○	
7	Is the parts source identified in the estimate — distinguishing between OEM, OEM-equivalent, aftermarket, and reconditioned parts — with insurer approval obtained for any non-OEM parts before ordering?	○	○	○	○	○	
8	Are salvage values for significantly damaged parts (total losses, write-offs on major assemblies) applied correctly in the estimate where the insurer's assessment framework requires it?	○	○	○	○	○	
HIDDEN DAMAGE REVIEW							
9	Is the estimate explicitly noted as a visible damage estimate only, with a supplementary process in place for additional damage discovered during dismantling?	○	○	○	○	○	
10	Are areas of high hidden damage probability (impact-side suspension, steering, fuel tank proximity, ADAS sensor mounting) flagged in the estimate for inspection once dismantling	○	○	○	○	○	

	begins?						
11	Is the insurer notified immediately when supplementary damage is identified during dismantling — with a revised estimate submitted and approval obtained before additional repair work begins?	○	○	○	○	○	
INSURANCE APPROVAL & CUSTOMER COMMUNICATION							
12	Is the estimate submitted to the insurer within the timeframe required by the approved repairer agreement or the customer's policy terms?	○	○	○	○	○	
13	Is the customer kept informed of estimate submission, insurer response, and any approved or disputed amounts — not left to contact the bodyshop for a status update?	○	○	○	○	○	
14	Are insurer-required amendments to the estimate reviewed for technical acceptability before acceptance — with the Bodyshop Manager escalating any amendment that would result in a substandard repair?	○	○	○	○	○	
15	Is estimate accuracy tracked retrospectively — comparing submitted estimates against final invoices — to identify systematic over- or under-estimation and improve future estimate quality?	○	○	○	○	○	
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
Damage Assessment & Labour Estimation	/20			
Parts Identification & Paint Materials	/20			
Hidden Damage Review	/15			
Insurance Approval & Customer Communication	/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

Collision Damage Estimation — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close Collision Damage Estimation 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 Collision Damage Estimation 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	Collision Damage Estimation / 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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