Collision Repair Delivery

Audit Scorecard

A 15-point compliance assessment for final quality inspection, vehicle cleaning, invoice explanation, replaced parts explanation, insurance closure, and customer sign-off

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 Repair Delivery 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 repair delivery is the moment that converts a technically correct repair into a customer-perceived quality repair. Customers who cannot see the care taken in the inspection, cannot understand the invoice, and are not shown what was replaced will undervalue even an exceptional repair. The delivery conversation is where the bodyshop earns the customer's recognition for the work done — invest the time to do it properly.

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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
FINAL QUALITY INSPECTION & CLEANING							
1	Is a final quality inspection conducted by the Bodyshop Manager or quality controller immediately before the vehicle is presented to the customer — not the day before, when overnight contamination or movement damage may have occurred?	○	○	○	○	○	
2	Does the final inspection cover paint finish quality (contamination, colour match, blend boundaries, orange peel, polish marks), panel alignment (gaps, flush fit), glass and trim condition, and functional checks (door operation, lights, ADAS)?	○	○	○	○	○	
3	Is the vehicle cleaned inside and out before customer collection — with no workshop marks, dust, or masking residue remaining — and presented as a representation of the bodyshop's quality standard?	○	○	○	○	○	
4	Is the fuel level returned to the level noted at intake, with no vehicle delivered with significantly less fuel than received unless the customer was informed and agreed?	○	○	○	○	○	
INVOICE & REPLACED PARTS EXPLANATION							
5	Is the repair invoice explained to the customer by the estimator or bodyshop advisor — covering the repairs completed, parts replaced, and any insurer-funded versus customer-funded elements — not simply handed over for signature?	○	○	○	○	○	
6	Are replaced panels or structural components shown to the customer where retained, or at minimum described with before photographs, so the customer understands the extent of the repair and can appreciate its value?	○	○	○	○	○	
7	Is the customer shown any ADAS calibration documentation — confirming which systems were calibrated, on what equipment, and to what standard — given the safety significance of these systems?	○	○	○	○	○	
8	Are any ongoing conditions of repair explained to the customer — e.g., avoiding automated car washes for a defined period after a fresh paint repair, or returning for a wheel alignment check after a specified mileage following suspension work?	○	○	○	○	○	
INSURANCE CLOSURE & CUSTOMER SIGN-OFF							
9	Where the repair was insurance-funded, is the insurance claim closure process explained to	○	○	○	○	○	

	the customer — confirming how the excess payment works, who pays the bodyshop for the approved amount, and what happens if there is a disputed balance?						
10	Is the customer's signature obtained on a delivery record confirming they have inspected the vehicle, are satisfied with the repair quality, and have received all documents and keys?	○	○	○	○	○	
11	Is the courtesy vehicle (if one was provided) returned and inspected at the same time as the customer's vehicle is collected — preventing a situation where a vehicle is collected before the courtesy car is returned and inspected?	○	○	○	○	○	
FOLLOW-UP & GOVERNANCE							
12	Is a post-delivery follow-up contact made 5–7 days after collection — asking specifically about paint finish, panel gaps, and any noises or handling changes noticed since collection?	○	○	○	○	○	
13	Is any concern raised in the post-delivery follow-up treated as a potential comeback — with the vehicle invited back promptly for assessment rather than the customer being given advice over the phone?	○	○	○	○	○	
14	Is delivery satisfaction data (follow-up call results, online reviews, insurer satisfaction scores) reviewed in the bodyshop management meeting and used to assess whether delivery process quality is improving or declining?	○	○	○	○	○	
15	Is a complete repair file retained for every collision repair — covering intake photos, estimate, authorisations, repair method references, weld records, calibration reports, final inspection sign-off, and delivery record — with the file retrievable for warranty, insurance, or legal reference?	○	○	○	○	○	
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
Final Quality Inspection & Cleaning	/20			
Invoice & Replaced Parts Explanation	/20			
Insurance Closure & Customer Sign-Off	/15			
Follow-Up & 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

Collision Repair Delivery — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close Collision Repair Delivery 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 Repair Delivery 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 Repair Delivery / 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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