Collision Repair Process

Audit Scorecard

A 15-point compliance assessment for accident vehicle intake, damage documentation, repair method selection, structural repair, parts, paint process, and delivery readiness

Dealer / Center Name	
Dealer Code	
Region / Zone	
Auditor Name	
Audit Date	
Cycle / Period	

Powered by AutoSmart Audit | www.autosmarts.co | © 2026 AutoSmart. All rights reserved.

AutoSmart Audit

How to Use This Scorecard

This scorecard evaluates Collision Repair Process 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 compliance is non-negotiable from a safety perspective — a vehicle returned to the road with out-of-tolerance structural dimensions, unapproved weld positions, or uncalibrated ADAS systems is a safety liability regardless of how good it looks cosmetically. The repair file is your evidence that the repair was done correctly; if it cannot be produced, the repair cannot be verified. Treat every collision repair file as a legal document from the moment intake photographs are taken.

AutoSmart Audit

Scorecard

Circle a score 1–5 for each criterion. Record observations in the Notes column.

No.	Criterion / Question	1	2	3	4	5	Notes
ACCIDENT INTAKE & DAMAGE DOCUMENTATION							
1	Is a comprehensive photographic record of all damage taken at vehicle intake — covering every affected panel, tyre, wheel, underside, and glass — before any dismantling or cleaning?	○	○	○	○	○	
2	Is the customer's account of the accident (direction of impact, speed, secondary impacts) recorded at intake, as this information may affect repair scope and insurance claim validity?	○	○	○	○	○	
3	Is a structural integrity preliminary assessment performed at intake to determine whether the vehicle is safe to move and whether there is any risk of hidden structural compromise affecting dismantling safety?	○	○	○	○	○	
4	Is a written estimate produced for the repairing insurer or the customer (as appropriate) with the repair scope clearly defined before any work authorisation is sought?	○	○	○	○	○	
REPAIR METHOD & STRUCTURAL REPAIR							
5	Is the OEM's repair information accessed for every structural repair, confirming approved repair sections, prohibited repair zones, and required weld specifications for the specific model and repair area?	○	○	○	○	○	
6	Is structural measurement taken using a dedicated vehicle measuring system before and after structural repair — confirming the vehicle is within OEM dimensional tolerance before proceeding to panel fitting?	○	○	○	○	○	
7	Are cut lines for section replacement placed at OEM-approved positions — not at convenient access points — with deviation from OEM cut positions requiring documented technical justification?	○	○	○	○	○	
8	Are welded joints performed using the weld type specified by the OEM (MIG, resistance spot, MIG plug) with the correct weld parameters for the steel grade involved?	○	○	○	○	○	
PARTS & PAINT PROCESS							
9	Are replacement parts for collision repairs genuine OEM parts (or insurer-approved matching quality alternatives where policy permits), with parts specification confirmed against the vehicle's original configuration?	○	○	○	○	○	
10	Is the paint system applied according to the paint manufacturer's specification — with the correct primer system, application coats, and	○	○	○	○	○	

	bake schedule — not abbreviated under time pressure?						
11	Is corrosion protection applied to all internal cavities and weld flanges exposed during the repair, consistent with the OEM's corrosion protection requirements for the vehicle?	○	○	○	○	○	
FINAL INSPECTION & DELIVERY READINESS							
12	Is a pre-delivery road test conducted for every collision repair to confirm ride, handling, steering, braking, and powertrain behaviour are consistent with the pre-accident condition?	○	○	○	○	○	
13	Is a diagnostic scan performed after collision repair to identify any stored fault codes in chassis, ADAS, airbag, or other electronic systems that should be cleared or investigated before delivery?	○	○	○	○	○	
14	Is ADAS calibration completed for all systems requiring it — forward collision warning, lane keep assist, blind spot detection, parking sensors — before the vehicle is delivered, with calibration reports retained in the repair file?	○	○	○	○	○	
15	Is the complete collision repair file — intake photographs, estimate, OEM repair method reference, structural measurements, weld records, parts invoices, calibration reports — retained and retrievable for warranty, insurance, or legal reference?	○	○	○	○	○	
OVERALL SCORE →	/ 75 = %						

AutoSmart Audit

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
Accident Intake & Damage Documentation	/20			
Repair Method & Structural Repair	/20			
Parts & Paint Process	/15			
Final Inspection & Delivery Readiness	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Bodyshop Manager Name	
Bodyshop Manager Signature	
Next Audit Date	

The leading digital field audit platform for automotive distributor networks.
www.autosmarts.co

Action Plan Tracker

Collision Repair Process — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close Collision Repair Process non-compliances

Dealer / Center Name	
Dealer Code	
Region / Zone	
Audit Cycle / Period	
Tracker Owner (ASM / ZSM)	
Date Opened	
Target Close Date	

Powered by AutoSmart Audit | www.autosmarts.co | © 2026 AutoSmart. All rights reserved.

AutoSmart Audit

How to Use This Tracker

This tracker is designed to be completed immediately following a Collision Repair Process 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 Process / 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.

AutoSmart Audit

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						

AutoSmart Audit

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

The leading digital field audit platform for automotive distributor networks.
www.autosmarts.co