# Dealer Manpower Readiness

## Audit Scorecard

A 15-point compliance assessment for role-wise staffing, training completion, productivity, and succession planning

| | |
|---|---|
| **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 Dealer Manpower Readiness 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:** Manpower readiness audits should compare the approved organisation chart against who is actually in seat on the day of the visit, not the HR system record alone. Vacant critical roles being carried informally by other staff is a common gap that doesn't show up in headcount reports.

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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 |
|---|---|---|---|---|---|---|---|
| **STAFFING & RECRUITMENT STATUS** | | | | | | | |
| 1 | Are all sanctioned headcount positions for sales, service, and parts filled as per the approved organisation structure? | ○ | ○ | ○ | ○ | ○ | |
| 2 | Is a current recruitment tracker maintained for open positions, with time-to-fill monitored against target? | ○ | ○ | ○ | ○ | ○ | |
| 3 | Is the staffing ratio (e.g., technicians per bay, advisors per throughput volume) in line with the defined operating model? | ○ | ○ | ○ | ○ | ○ | |
| 4 | Are temporary or outsourced staff contracts current and confirmed with HR, with no expired agreements in active use? | ○ | ○ | ○ | ○ | ○ | |
| **TRAINING COMPLETION & CERTIFICATION** | | | | | | | |
| 5 | Have all staff completed mandatory induction training within the required timeframe of joining? | ○ | ○ | ○ | ○ | ○ | |
| 6 | Are role-specific OEM/brand certifications current for all staff required to hold them? | ○ | ○ | ○ | ○ | ○ | |
| 7 | Is a training completion tracker maintained and reviewed, with overdue or lapsed certifications flagged for action? | ○ | ○ | ○ | ○ | ○ | |
| 8 | Is a skills gap analysis conducted periodically per role, with closure plans tracked to completion? | ○ | ○ | ○ | ○ | ○ | |
| **PRODUCTIVITY & ATTRITION** | | | | | | | |
| 9 | Is staff productivity (e.g., sales per head, jobs completed per technician) tracked and reviewed against defined benchmarks? | ○ | ○ | ○ | ○ | ○ | |
| 10 | Is staff attrition tracked by role and reviewed for trends, with exit interview data used to inform retention actions? | ○ | ○ | ○ | ○ | ○ | |
| 11 | Are underperforming staff identified through a documented performance review process, with improvement plans in place where required? | ○ | ○ | ○ | ○ | ○ | |
| **SUCCESSION PLANNING & GOVERNANCE** | | | | | | | |
| 12 | Is a succession plan documented for key roles (Dealer Principal, Sales Manager, Service Manager), identifying ready-now or developing successors? | ○ | ○ | ○ | ○ | ○ | |
| 13 | Are high-potential staff identified and provided with development opportunities beyond standard role training? | ○ | ○ | ○ | ○ | ○ | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **14** | Is manpower planning reviewed periodically against business growth or seasonal demand forecasts? | ○ | ○ | ○ | ○ | ○ | |
| **15** | Are HR policies (leave, conduct, grievance) communicated to all staff and acknowledged in writing? | ○ | ○ | ○ | ○ | ○ | |
| **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 |
|---|---|---|---|---|
| Staffing & Recruitment Status | /20 | | | |
| Training Completion & Certification | /20 | | | |
| Productivity & Attrition | /15 | | | |
| Succession Planning & Governance | /20 | | | |
| **OVERALL SCORE** | **/75** | | | |

## Sign-Off

| | |
|---|---|
| **Auditor Name** | |
| **Auditor Signature** | |
| **Date** | |
| **HR Manager Name** | |
| **HR Manager Signature** | |
| **Next Audit Date** | |

# Action Plan Tracker

## Dealer Manpower Readiness — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close Dealer Manpower Readiness 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 Dealer Manpower Readiness 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 | Dealer Manpower Readiness / Dealer Team | Begin remediation. Update status. Upload progress evidence as work is completed. | In-progress photos, supporting documents, records. |
| COMPLETED | HR 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 HR 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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