EV Corrective Action Plan

Audit Scorecard

A 15-point compliance assessment for EV readiness gaps, responsible person, root cause, action plan, timeline, evidence, escalation, and closure effectiveness

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 EV Corrective Action Plan 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: EV corrective action plans carry a higher-than-usual mix of safety-critical and non-safety items. Never allow a safety-critical gap (absent HV gloves, lapsed HV certification, non-functional emergency stop) to sit in the same queue as a non-safety administrative item. Flag safety items immediately, restrict EV HV work until the safety gap is resolved, and only then manage the resolution through the formal corrective action process.

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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
EV GAP IDENTIFICATION & RESPONSIBLE PERSON							
1	Is each EV corrective action item linked to a specific finding from an EV audit (readiness, safety, training, tools, charging, campaign) rather than described in vague operational terms?	○	○	○	○	○	
2	Is a named individual — not a department — assigned as responsible for each EV action item, with the assignment confirmed and acknowledged before the due date is set?	○	○	○	○	○	
3	Are safety-critical EV gaps (missing HV certification, absent HV PPE, non-functional emergency stop) classified as urgent, triggering immediate escalation rather than entering the standard corrective action cycle?	○	○	○	○	○	
4	Are recurring EV gaps (same finding appearing across multiple audit cycles) flagged as systemic, requiring a structural solution rather than repeated individual correction?	○	○	○	○	○	
ROOT CAUSE & ACTION PLAN							
5	Is a root cause documented for each EV action item — distinguishing between a procurement gap (tool not ordered), a process gap (procedure not followed), a training gap (person not certified), or a facility gap (infrastructure not installed)?	○	○	○	○	○	
6	Does the corrective action address the root cause directly — e.g., scheduling HV certification training rather than issuing a reminder about HV safety — with a specific, measurable deliverable?	○	○	○	○	○	
7	Where an EV readiness gap requires a capital or resource decision (charger installation, lift upgrade, diagnostic tool purchase), is the action plan escalated to a level with authority to approve the expenditure?	○	○	○	○	○	
8	Are EV safety-related action items treated with a shorter resolution window than non-safety items — with no EV safety gap remaining open beyond the defined maximum period?	○	○	○	○	○	
TIMELINE, EVIDENCE & ESCALATION							
9	Is a realistic and proportionate due date set for each EV action item, with safety items given shorter deadlines and structural changes given appropriate planning lead time?	○	○	○	○	○	
10	Is the type of evidence required to close each EV action defined upfront — e.g., training certificate, tool inventory record, installation	○	○	○	○	○	

	completion certificate, OEM confirmation?						
11	Are overdue EV action items escalated to the Dealer Principal and regional management on a defined cycle — not silently rolled forward — with the escalation documented?	○	○	○	○	○	
CLOSURE EFFECTIVENESS & GOVERNANCE							
12	Is closure evidence reviewed by the audit team or regional management before an EV action item is accepted as closed — not self-certified by the responsible person?	○	○	○	○	○	
13	Is the effectiveness of closed EV actions verified at the next audit cycle, confirming the corrected item is still compliant — not merely that the action was completed at the time of closure?	○	○	○	○	○	
14	Is the EV corrective action plan reviewed in the management meeting as a standing agenda item, not deferred to a separate EV review meeting that may be lower priority?	○	○	○	○	○	
15	Is there evidence across the full EV action register that corrective actions are producing sustained improvement in EV audit scores — not only reducing the open item count through administrative closure?	○	○	○	○	○	
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
EV Gap Identification & Responsible Person	/20			
Root Cause & Action Plan	/20			
Timeline, Evidence & Escalation	/15			
Closure Effectiveness & Governance	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Service Manager Name	
Service Manager Signature	
Next Audit Date	

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Action Plan Tracker

EV Corrective Action Plan — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close EV Corrective Action Plan 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 EV Corrective Action Plan 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	EV Corrective Action Plan / Dealer Team	Begin remediation. Update status. Upload progress evidence as work is completed.	In-progress photos, supporting documents, records.
COMPLETED	Service 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 Service 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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