EV Readiness Audit

Audit Scorecard

A 15-point overall readiness assessment for EV facility, manpower, tools, charging setup, safety, customer handling, and documentation

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 Readiness Audit 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 readiness is a single-point-of-failure risk for dealerships selling electric vehicles — a customer whose EV cannot be serviced correctly, diagnosed accurately, or charged safely loses confidence in both the brand and the dealer. The minimum viable EV readiness standard is not a waiting list for a training course; it is at least one certified HV technician on shift, correct tools available, and a safe work area in place, before the first EV is delivered.

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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
FACILITY & CHARGING SETUP							
1	Is at least one dedicated EV service bay available, equipped with the OEM-specified high-voltage safe work area requirements (insulated flooring, HV warning signage, isolation point access)?	○	○	○	○	○	
2	Is a customer-facing EV charging point available at the dealership, certified by a licensed electrical contractor and compliant with local electrical safety standards?	○	○	○	○	○	
3	Are charging cables and charging equipment at the dealership certified for the EV models sold, covering the correct connector type, charging standard, and power rating?	○	○	○	○	○	
4	Is the facility's electrical infrastructure (supply capacity, earthing, RCD protection) assessed as adequate for EV charging loads without risk of overloading?	○	○	○	○	○	
MANPOWER & TOOLS							
5	Is at least one technician per shift trained and certified for high-voltage EV/HV work, with valid certification on file and refresher training tracked?	○	○	○	○	○	
6	Are OEM-specified EV diagnostic tools available, updated to the current software version, and capable of communicating with all EV models sold or serviced?	○	○	○	○	○	
7	Is HV personal protective equipment (Class 0 or higher insulating gloves, HV-rated tools, face shield) available, inspected, and within its test validity period?	○	○	○	○	○	
8	Is EV battery health assessment equipment available, allowing a state-of-health (SoH) check to be offered to customers as a service item?	○	○	○	○	○	
SAFETY & CUSTOMER HANDLING							
9	Is a documented EV/HV safe-work procedure in place, covering system isolation, interlock verification, and re-energisation — and are certified technicians able to describe the steps without referring to documentation?	○	○	○	○	○	
10	Are sales staff trained on EV range, charging, and ownership basics, sufficient to answer first-level customer questions without referral to a technician?	○	○	○	○	○	
11	Is a process in place for handling EV thermal events (battery fire or smoke) — with all staff	○	○	○	○	○	

	aware of the correct response, appropriate fire suppression equipment available, and emergency services contact information posted?						
DOCUMENTATION & GOVERNANCE							
12	Are EV-specific warranty terms (battery warranty, capacity guarantee, charging system warranty) documented and understood by service advisors, who can communicate them accurately to customers?	○	○	○	○	○	
13	Are EV service records maintained separately or clearly tagged in the DMS, allowing EV-specific service history to be retrieved for warranty or resale purposes?	○	○	○	○	○	
14	Is EV readiness reviewed as part of the regular management operational review, with gaps in certification, tools, or facility tracked to resolution rather than accepted as background risk?	○	○	○	○	○	
15	Is there a named EV champion or lead technician at the dealership, responsible for maintaining EV technical competence and serving as the first escalation point for EV service queries?	○	○	○	○	○	
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
Facility & Charging Setup	/20			
Manpower & Tools	/20			
Safety & Customer Handling	/15			
Documentation & 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 Readiness Audit — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close EV Readiness Audit 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 Readiness Audit 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 Readiness Audit / 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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