EV Service Workshop

Audit Scorecard

A 15-point compliance assessment for EV service bays, high-voltage work areas, insulated tools, safety equipment, repair workflow, and quality control

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 Service Workshop 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 workshop safety cannot be treated as a standard workshop safety extension — the consequences of an HV isolation failure are fundamentally different from those of a conventional workshop accident. The minimum non-negotiable for every EV HV job is: certified technician, verified isolation documented on the job card, correct PPE worn and inspected. Auditors should verify all three against actual job cards, not only against posted procedures.

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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 SERVICE BAYS & HV WORK AREA							
1	Is a designated EV service bay clearly marked, with HV warning signage, restricted access during live HV work, and no non-HV-certified staff permitted to enter while HV work is in progress?	○	○	○	○	○	
2	Is the EV bay flooring non-conductive or insulated where required by the OEM's workshop safety specification for high-voltage work?	○	○	○	○	○	
3	Is the HV isolation point for the EV service bay clearly labelled and accessible without obstruction, allowing emergency de-energisation without delay?	○	○	○	○	○	
4	Are EV vehicles awaiting HV work clearly labelled with HV caution markers to prevent non-certified technicians from inadvertently accessing the high-voltage system?	○	○	○	○	○	
INSULATED TOOLS & SAFETY EQUIPMENT							
5	Are all tools used in HV work rated for the voltage levels involved, with insulation class marked on each tool and tools inspected for insulation damage before each use?	○	○	○	○	○	
6	Are Class 0 (or higher, as required by the OEM) insulating gloves available in the HV work area, within their test validity period, stored in a protective case?	○	○	○	○	○	
7	Is a HV safety kit (insulating mat, HV barriers, warning signs, lockout/tagout equipment) available in the EV service area and confirmed as complete?	○	○	○	○	○	
8	Is HV PPE inspected before each use for signs of damage, puncture, or degradation — with damaged items removed from service immediately regardless of test validity date?	○	○	○	○	○	
REPAIR WORKFLOW & TECHNICIAN ALLOCATION							
9	Are EV and HV jobs allocated exclusively to certified HV technicians, with the DMS or job allocation system preventing assignment to non-certified staff?	○	○	○	○	○	
10	Is the HV isolation procedure completed and documented before any work that requires accessing the high-voltage system, with isolation confirmation recorded on the job card?	○	○	○	○	○	
11	Is a second-person awareness protocol followed for live HV work — where a second trained person is aware of the work in progress	○	○	○	○	○	

	and can act in an emergency?						
QUALITY CONTROL & DOCUMENTATION							
12	Is a post-repair quality check completed after every EV HV system intervention, confirming the system has been correctly re-energised, all interlocks are restored, and no warning lights remain?	○	○	○	○	○	
13	Is HV work documented on the job card with specific reference to the isolation procedure followed, the system(s) accessed, and the re-energisation check completed?	○	○	○	○	○	
14	Is EV battery state-of-health (SoH) or equivalent diagnostic data recorded on the job card where a battery-related diagnosis or repair is performed?	○	○	○	○	○	
15	Are EV service quality incidents (HV near-miss, incorrect isolation, diagnostic error) logged and reviewed in a separate safety incident process — not absorbed into the standard comeback or complaint management process?	○	○	○	○	○	
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 Service Bays & HV Work Area	/20			
Insulated Tools & Safety Equipment	/20			
Repair Workflow & Technician Allocation	/15			
Quality Control & Documentation	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Workshop Controller Name	
Workshop Controller Signature	
Next Audit Date	

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Action Plan Tracker

EV Service Workshop — Gap Closure Framework

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