EV Vehicle Delivery

Audit Scorecard

A 15-point compliance assessment for pre-delivery inspection, state of charge, charging cable, app pairing, feature explanation, and customer acknowledgement

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 Vehicle Delivery 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 delivery requires significantly more time than a conventional vehicle delivery — app pairing, charging demonstration, and education content cannot be rushed without leaving the customer without the knowledge they need to enjoy the vehicle from day one. Allocate at least 30 minutes more for an EV delivery than for a standard vehicle, and brief the customer on this at appointment booking so they are not surprised by the duration.

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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
PRE-DELIVERY INSPECTION & STATE OF CHARGE							
1	Is an EV-specific pre-delivery inspection (PDI) completed for every EV, including a battery health check, charging system test, software version verification, and all standard vehicle checks?	○	○	○	○	○	
2	Is the battery state of charge set to the recommended delivery level for the specific model — neither fully depleted nor held at 100% for an extended period before collection?	○	○	○	○	○	
3	Are any EV-specific warning lights, fault codes, or charging system alerts confirmed as cleared before the vehicle is presented to the customer?	○	○	○	○	○	
4	Is the EV software updated to the latest available version before delivery, unless the OEM specifies the update should be triggered by the customer through the app?	○	○	○	○	○	
CHARGING CABLE & DOCUMENTATION							
5	Is the correct charging cable set (including the appropriate cable for the customer's home charge point type, if known) confirmed as supplied, present, and undamaged before delivery?	○	○	○	○	○	
6	Are all EV-specific documents included in the delivery pack — battery warranty card, charging guide, network membership card (if applicable), and home charger installation voucher or guidance?	○	○	○	○	○	
7	Is the customer's home charging solution confirmed or planned at the point of delivery, with installation referral made where required?	○	○	○	○	○	
8	Is the complete documentation set — vehicle registration, invoice, warranty documents, EV-specific guides — verified as present before the delivery appointment begins?	○	○	○	○	○	
APP PAIRING & FEATURE EXPLANATION							
9	Is the connected vehicle app downloaded to the customer's phone, the vehicle linked to the customer's account, and basic functionality confirmed as working before the customer leaves?	○	○	○	○	○	
10	Is the customer shown live demonstrations of at least three key app functions — charge status, remote pre-conditioning, and charge scheduling — during the delivery appointment?	○	○	○	○	○	
11	Is the regenerative braking system explained and demonstrated during the vehicle walk-	○	○	○	○	○	

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	around, including how to adjust the regen level where the model supports it?						
CUSTOMER ACKNOWLEDGEMENT & FOLLOW-UP							
12	Is the EV delivery checklist signed by both the delivering advisor and the customer, confirming all EV-specific items were covered and the customer acknowledged receipt of all items?	○	○	○	○	○	
13	Is the customer given a named point of contact for any EV-specific questions that arise in the days following delivery — not directed only to a general customer service line?	○	○	○	○	○	
14	Is a dedicated EV follow-up call made 3–7 days after delivery, specifically addressing charging experience, range, and app questions — distinct from the standard post-delivery satisfaction call?	○	○	○	○	○	
15	Are EV delivery quality issues (incorrect cable, missing document, app pairing failure) tracked as a distinct delivery defect category and reviewed to identify patterns?	○	○	○	○	○	
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
Pre-Delivery Inspection & State of Charge	/20			
Charging Cable & Documentation	/20			
App Pairing & Feature Explanation	/15			
Customer Acknowledgement & Follow-Up	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Sales Manager Name	
Sales Manager Signature	
Next Audit Date	

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Action Plan Tracker

EV Vehicle Delivery — Gap Closure Framework

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