Genuine Accessories Compliance

Audit Scorecard

A 15-point compliance assessment for OEM-approved accessories, part numbers, supplier source, warranty validity, counterfeit prevention, and brand standard compliance

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 Genuine Accessories Compliance 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: Genuine accessories compliance is a brand and legal obligation, not only a commercial preference. Fitting a non-genuine accessory sold as genuine, or fitting a counterfeit item that causes a fault or injury, exposes the dealership to warranty liability, product liability claims, and OEM sanctions. Treat supplier source verification at receiving as the equivalent of parts conformity checking — it is the same obligation in a different product category.

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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
OEM APPROVAL & PART NUMBERS							
1	Are all accessories sold and fitted by the dealership confirmed as OEM-approved genuine accessories, sourced through the authorised distributor supply chain?	○	○	○	○	○	
2	Is every accessory part number verified against the OEM's current accessory catalogue before sale — confirming it is a current, approved part number and not a superseded or recalled item?	○	○	○	○	○	
3	Are accessories sold as 'genuine' carrying the OEM's brand marking, part number labelling, and packaging — with no unmarked or repackaged items presented as genuine?	○	○	○	○	○	
4	Is the dealership's accessory inventory compared against the OEM's current approved accessory list periodically, to identify and remove any discontinued or delisted items from active stock?	○	○	○	○	○	
SUPPLIER SOURCE & WARRANTY VALIDITY							
5	Are all accessories sourced exclusively through the OEM's authorised distribution network, with no accessories purchased from third-party distributors, online marketplaces, or informal suppliers?	○	○	○	○	○	
6	Is a supplier record maintained for every accessory line, confirming it was sourced from the authorised channel with purchase invoices available as evidence?	○	○	○	○	○	
7	Is the warranty applicable to genuine accessories clearly distinguished from aftermarket alternatives, with customers correctly informed that genuine accessory warranty differs from non-genuine product coverage?	○	○	○	○	○	
8	Are warranty claims on accessories submitted through the OEM's genuine accessory warranty channel — not through general parts warranty — with correct claim coding used?	○	○	○	○	○	
COUNTERFEIT PREVENTION							
9	Is a documented receiving check in place for accessories, including visual verification of OEM branding, holographic or security marks (where applicable), and consistency with known genuine packaging?	○	○	○	○	○	
10	Are staff responsible for receiving accessories trained to identify counterfeit indicators — inconsistent branding, poor-quality packaging, missing security features, suspiciously low	○	○	○	○	○	

	supplier pricing?						
11	Are suspected counterfeit accessories quarantined immediately, reported to the OEM, and not fitted or sold under any circumstances while under investigation?	○	○	○	○	○	
BRAND STANDARD COMPLIANCE & GOVERNANCE							
12	Are accessories displayed and sold consistent with the OEM's brand guidelines — using correct product names, approved imagery, and accurate feature descriptions?	○	○	○	○	○	
13	Is the dealership's genuine accessory compliance reviewed as part of the OEM standards audit cycle, not only during standalone accessory or parts audits?	○	○	○	○	○	
14	Are staff who sell accessories trained on the distinction between genuine and aftermarket accessories, and the specific risks of fitting non-genuine accessories (warranty implications, safety concerns, regulatory compliance)?	○	○	○	○	○	
15	Is genuine accessory compliance treated as a brand obligation — with the same seriousness as vehicle sales and service compliance — rather than as an administrative detail managed only by the parts department?	○	○	○	○	○	
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
OEM Approval & Part Numbers	/20			
Supplier Source & Warranty Validity	/20			
Counterfeit Prevention	/15			
Brand Standard Compliance & Governance	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Parts Manager Name	
Parts Manager Signature	
Next Audit Date	

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Action Plan Tracker

Genuine Accessories Compliance — Gap Closure Framework

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