MOT Quality Control

Audit Scorecard

A 15-point compliance assessment for MOT test accuracy, tester observation, QC checks, documentation, advisory notes, and fraud prevention

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 MOT Quality Control 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: MOT quality control is a DVSA contractual obligation, not an optional best practice. The DVSA's quality information data provides pass rate and test duration benchmarks by vehicle class — compare your site's data against the national benchmark regularly. A tester whose pass rate or test duration is significantly outside the benchmark range is the most common starting point for a DVSA targeted investigation.

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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
TEST ACCURACY & TESTER OBSERVATION							
1	Are QC observation checks conducted on tester performance at the required frequency, covering the full test sequence and defect classification accuracy?	○	○	○	○	○	
2	Is tester accuracy reviewed across a sample of tests using the DVSA's quality information data, with persistent outliers investigated and coached?	○	○	○	○	○	
3	Are borderline defect decisions reviewed during QC observations, confirming that testers are applying the current DVSA inspection manual definitions consistently?	○	○	○	○	○	
4	Are QC observation records maintained for every observed test, with findings and any coaching actions documented?	○	○	○	○	○	
QC CHECKS & EQUIPMENT CHECKS							
5	Are daily equipment function checks performed before testing begins, with results logged and equipment failures preventing testing until resolved?	○	○	○	○	○	
6	Is a QC vehicle check conducted at the required frequency, using a designated QC vehicle to verify test lane equipment is producing consistent and accurate results?	○	○	○	○	○	
7	Are QC check results compared against expected values, with any out-of-tolerance readings triggering equipment service or recalibration before further testing?	○	○	○	○	○	
8	Are QC check records retained for the period required by DVSA, available for inspection during a monitoring visit?	○	○	○	○	○	
DOCUMENTATION & ADVISORY NOTES							
9	Are advisory notes used correctly — recorded for items that are not yet a failure but should be monitored — and worded clearly enough for the customer to act on?	○	○	○	○	○	
10	Is test documentation completed fully and accurately in the DVSA MOTH system, with no blank fields, generic descriptions, or copy-pasted entries across different vehicles?	○	○	○	○	○	
11	Are VIN and registration number entries verified against the physical vehicle before the test is recorded, to prevent tests being recorded against incorrect vehicle records?	○	○	○	○	○	
DISCIPLINARY RISK & FRAUD PREVENTION							

12	Is tester activity monitored for patterns that indicate potential fraud — unusually high pass rates, low defect rates, or tests completed in implausibly short times?	○	○	○	○	○	
13	Is the AE and TM aware of the DVSA's list of behaviours that constitute MOT fraud, with all testers briefed on the consequences including criminal prosecution?	○	○	○	○	○	
14	Is there a documented process for reporting suspected MOT fraud or tester malpractice to DVSA, and are all staff aware of it?	○	○	○	○	○	
15	Are any DVSA intelligence flags or previous disciplinary notices on file addressed, with evidence that the underlying cause has been resolved?	○	○	○	○	○	
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
Test Accuracy & Tester Observation	/20			
QC Checks & Equipment Checks	/20			
Documentation & Advisory Notes	/15			
Disciplinary Risk & Fraud Prevention	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Authorised Examiner Name	
Authorised Examiner Signature	
Next Audit Date	

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Action Plan Tracker

MOT Quality Control — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close MOT Quality Control 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 MOT Quality Control 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	MOT Quality Control / Dealer Team	Begin remediation. Update status. Upload progress evidence as work is completed.	In-progress photos, supporting documents, records.
COMPLETED	Authorised Examiner	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 Authorised Examiner 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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