Paint Process Quality

Audit Scorecard

A 15-point compliance assessment for surface preparation, masking, primer, colour matching, paint booth readiness, curing, polishing, and final finish inspection

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 Paint Process Quality 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: Paint process quality audits should check the bake record, not just the visual finish. A finish that looks correct but was under-baked (shorter duration or lower temperature than the paint manufacturer's specification) may have adequate initial appearance but will be soft, prone to marring, and will yellow or crack prematurely. Confirm the bake cycle was completed correctly as a non-negotiable step in every final paint quality inspection.

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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
SURFACE PREPARATION & MASKING							
1	Is all bare metal, filler, and feathered edges primed using the correct primer system before top coat application — with no shortcuts that skip isolating primer over bare substrate?	○	○	○	○	○	
2	Is surface preparation for blend panels completed to the paint manufacturer's specification — including sanding grit sequence, tack cloth wipe, and cleaning solvent — before any paint is applied?	○	○	○	○	○	
3	Is masking applied cleanly, covering all glass, trim, rubber seals, and adjacent panels — with no paint mist contamination on unmasked surfaces confirmed in the post-paint inspection?	○	○	○	○	○	
4	Are masking materials suitable for the bake temperature used — with no masking tape or plastic film remaining that could leave adhesive residue or melt during the cure cycle?	○	○	○	○	○	
PRIMER & COLOUR MATCHING							
5	Is the primer coat applied at the thickness and number of coats specified by the paint manufacturer, with flash-off time between coats observed?	○	○	○	○	○	
6	Is colour matching performed using the paint manufacturer's mixing system and the vehicle's colour code — verified by comparing a sprayed test panel against the vehicle's existing finish in natural and artificial light before the colour coat is applied?	○	○	○	○	○	
7	Are effect pigments (metallic, pearlescent, mica) applied at the correct spray distance, pattern, and number of coats to reproduce the OEM effect — not approximated from experience?	○	○	○	○	○	
8	Is a blend coat applied to adjacent panels where required for colour and effect continuity — with the blend boundary positioned within the panel at a location that minimises blend visibility?	○	○	○	○	○	
CURING PROCESS & POLISHING							
9	Is the bake cycle completed at the temperature and duration specified by the paint manufacturer — with the booth thermometer and control system calibrated and the bake record logged?	○	○	○	○	○	
10	Is the vehicle allowed to cool to the ambient temperature range required before any masking is removed or polishing begins — preventing surface damage from premature handling?	○	○	○	○	○	

11	Is polishing completed using the correct compounds and machine speeds for the specific paint system — not applied uniformly regardless of paint type, which risks cutting through clear coat on softer systems?	○	○	○	○	○	
FINAL FINISH INSPECTION & GOVERNANCE							
12	Is a final paint quality inspection conducted under colour-correct lighting — covering orange peel, solvent pop, runs, sags, contamination, edge painting, and polish holograms — before the vehicle leaves the paint department?	○	○	○	○	○	
13	Is the final inspection conducted by a quality controller separate from the painter who applied the finish, ensuring independence?	○	○	○	○	○	
14	Are paint re-work items (vehicles that fail the final inspection) tracked by defect type, painter, and paint product — using the data to identify recurring quality gaps rather than treating re-work as a normal operational cost?	○	○	○	○	○	
15	Is paint quality performance — re-work rate, customer paint complaints, insurance return rate for paint issues — reviewed in the bodyshop management meeting as a production quality KPI?	○	○	○	○	○	
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
Surface Preparation & Masking	/20			
Primer & Colour Matching	/20			
Curing Process & Polishing	/15			
Final Finish Inspection & Governance	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Bodyshop Manager Name	
Bodyshop Manager Signature	
Next Audit Date	

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Action Plan Tracker

Paint Process Quality — Gap Closure Framework

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