Quick Service

Audit Scorecard

A 15-point compliance assessment for quick service bay equipment, waste management, safety, and customer throughput

Dealer / Center Name	
Dealer Code	
Region / Zone	
Auditor Name	
Audit Date	
Cycle / Period	

Powered by AutoSmart Audit | www.autosmarts.co | © 2026 AutoSmart. All rights reserved.

AutoSmart Audit

How to Use This Scorecard

This scorecard evaluates Quick Service compliance across 15 criteria grouped into five categories. For each criterion, circle a score from 1 (not in place) to 5 (fully embedded and sustained). All equipment criteria must be verified by physical inspection and, where possible, a functional check. 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: Quick service audits should include a live equipment check — ask the technician to operate the compressor, grease dispenser, and waste oil extractor during the visit. Equipment that appears present but is non-functional is a common compliance gap. Also verify that waste oil disposal records exist and the contractor is licensed.

AutoSmart Audit

Scorecard

Circle a score 1–5 for each criterion. Record equipment condition notes, last service dates, and observations in the Notes column.

No.	Criterion / Question	1	2	3	4	5	Notes
AIR & FLUID SYSTEMS							
1	Is the air-operated bulk grease dispenser with a 14 kg reservoir functioning properly and maintained in good working condition?	○	○	○	○	○	
2	Is the 7.5-HP / 500-litre air compressor functioning efficiently and maintained in good working condition?	○	○	○	○	○	
3	Is the air hose reel with bracket, closed hose reel, or spiral hose properly installed, functional, and in good condition?	○	○	○	○	○	
4	Is the 15M closed hose reel or spiral hose properly mounted, functional, and in good condition for safe and efficient use?	○	○	○	○	○	
5	Are the filter, regulator, and lubricator available, properly installed, and functioning correctly?	○	○	○	○	○	
6	Are the air and oil hoses for the pump inlet/outlet, as well as the drain pan with fittings, available, properly installed, and in good working condition?	○	○	○	○	○	
WASTE OIL & ENVIRONMENTAL EQUIPMENT							
7	Is the 250-litre rolling waste oil drainer available, functional, and maintained in good working condition for proper waste disposal?	○	○	○	○	○	
8	Is the electric motor for suction oil, wheel-mounted waste oil suction drain, and extractor with an 80L tank (complete with a transparent bowl) available, functional, and in good working condition?	○	○	○	○	○	
9	Is waste oil stored in clearly labelled, sealed containers in a designated area, and is it collected by a licensed waste disposal contractor with records maintained?	○	○	○	○	○	
GENERAL EQUIPMENT & CONSUMABLES							
10	Is the bung adapter available and in good condition for use with required equipment?	○	○	○	○	○	
11	Is a vacuum cleaner available and in good working condition for use as needed?	○	○	○	○	○	
SAFETY & BAY ORGANISATION							
12	Is a spill containment kit available in the quick service bay, and are staff trained on its use?	○	○	○	○	○	
13	Is the quick service bay maintained to 5S standards — tools in designated locations, bay	○	○	○	○	○	

	floor clean and free from oil spills, and no unnecessary items present?						
WORKFLOW & CUSTOMER THROUGHPUT							
14	Is a bay status board or digital workflow tool in use to track vehicle progress through the quick service process in real time?	○	○	○	○	○	
15	Is an estimated completion time communicated to the customer at drop-off, and is actual vs. promised completion time tracked to measure on-time delivery performance?	○	○	○	○	○	
OVERALL SCORE →	/ 75 = %						

AutoSmart Audit

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
Air & Fluid Systems	/30			
Waste Oil & Environmental Equipment	/15			
General Equipment & Consumables	/10			
Safety & Bay Organisation	/10			
Workflow & Customer Throughput	/10			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Service Manager Name	
Service Manager Signature	
Next Audit Date	

The leading digital field audit platform for automotive distributor networks.
www.autosmarts.co

Action Plan Tracker

Quick Service — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close Quick Service non-compliances

Dealer / Center Name	
Dealer Code	
Region / Zone	
Audit Cycle / Period	
Tracker Owner (ASM / ZSM)	
Date Opened	
Target Close Date	

Powered by AutoSmart Audit | www.autosmarts.co | © 2026 AutoSmart. All rights reserved.

AutoSmart Audit

How to Use This Tracker

This tracker is designed to be completed immediately following a Quick Service 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	Quick Service / Dealer	Begin remediation. Update status. Upload progress evidence as work is completed.	In-progress photos, service records, equipment maintenance sheets.
COMPLETED	Service Manager	Mark item complete and submit for review. Evidence must be attached before submission.	Photo of rectified equipment, updated maintenance log, signed checklist.
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.

AutoSmart Audit

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

AutoSmart Audit

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						

AutoSmart Audit

Cycle Sign-Off

To be completed once all action items in this cycle are Approved. Both the Service 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

The leading digital field audit platform for automotive distributor networks.
www.autosmarts.co