Technical Diagnosis

Audit Scorecard

A 15-point compliance assessment for complaint verification, diagnostic process, root cause identification, and technician documentation

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 Technical Diagnosis 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: Diagnosis quality is best assessed by tracing comebacks — vehicles returning with the same complaint shortly after a previous repair. A rising comeback rate for a specific technician or fault type usually points to symptom-treatment rather than root-cause diagnosis, even when the original paperwork looks complete.

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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
COMPLAINT VERIFICATION							
1	Is the customer's reported complaint physically verified by the technician (e.g., test drive, fault reproduction) before diagnosis begins?	○	○	○	○	○	
2	Is the complaint as understood by the technician confirmed against the original wording recorded on the job card, to avoid drift in interpretation?	○	○	○	○	○	
3	Where a complaint cannot be reproduced, is this clearly documented along with the steps taken to attempt reproduction?	○	○	○	○	○	
4	Is the vehicle's recent service and repair history reviewed as part of complaint verification, to identify related prior work?	○	○	○	○	○	
DIAGNOSTIC PROCESS & DTC REPORTS							
5	Is a diagnostic tool scan performed and a DTC (diagnostic trouble code) report generated for all electronically diagnosable faults?	○	○	○	○	○	
6	Is the DTC report retained on file and referenced in the technician's findings, rather than only used informally during diagnosis?	○	○	○	○	○	
7	Is a structured diagnostic procedure (OEM flowchart or equivalent) followed for complex faults, rather than diagnosis based on technician experience alone?	○	○	○	○	○	
8	Are diagnostic tools kept updated with the latest software version relevant to the vehicle being diagnosed?	○	○	○	○	○	
ROOT CAUSE IDENTIFICATION							
9	Does the technician's documentation identify the actual root cause of the fault, rather than only the symptom initially reported?	○	○	○	○	○	
10	Where multiple potential causes exist, is the elimination process documented, showing how the final root cause was confirmed?	○	○	○	○	○	
11	Are recurring faults on the same vehicle investigated for an underlying root cause not addressed by previous repairs, rather than repeatedly treating the same symptom?	○	○	○	○	○	
REPAIR RECOMMENDATION & TECHNICIAN NOTES							
12	Is the recommended repair directly linked to the identified root cause, with no mismatch between diagnosis and proposed work?	○	○	○	○	○	

13	Are technician notes legible, complete, and sufficient for another technician or auditor to understand the diagnosis without needing further explanation?	○	○	○	○	○	
14	Is the technician's diagnosis reviewed by a second person (team leader or service manager) for complex or high-value repairs before customer communication?	○	○	○	○	○	
15	Is diagnostic accuracy tracked over time (e.g., comeback rate for the same fault) to identify training needs for individual technicians?	○	○	○	○	○	
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
Complaint Verification	/20			
Diagnostic Process & DTC Reports	/20			
Root Cause Identification	/15			
Repair Recommendation & Technician Notes	/20			
OVERALL SCORE	**/75**			

Sign-Off

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

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Action Plan Tracker

Technical Diagnosis — Gap Closure Framework

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