Technician Productivity

Audit Scorecard

A 15-point compliance assessment for clocking discipline, job allocation, efficiency, skill levels, and productivity reporting

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 Technician Productivity 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: Technician productivity audits should verify clocking accuracy before analysing efficiency numbers — if technicians are not clocking on and off jobs consistently, the underlying data is unreliable and any efficiency metric derived from it is meaningless. Spot-check three technicians' clocking records against the actual job cards for the same day to validate data integrity first.

AutoSmart Audit

Scorecard

Circle a score 1–5 for each criterion. Record observations in the Notes column.

No.	Criterion / Question	1	2	3	4	5	Notes
CLOCKING DISCIPLINE & JOB ALLOCATION							
1	Is every technician clocking on and off each job using the DMS or time-tracking system, with no manual time entries as a substitute?	○	○	○	○	○	
2	Are jobs allocated to technicians by the workshop controller based on skill level and certification, not simply whoever is available?	○	○	○	○	○	
3	Is the job allocation board or digital tool updated in real time, reflecting each technician's current workload at any point in the day?	○	○	○	○	○	
4	Is technician idle time (time not clocked on a job) tracked and investigated for cause when it exceeds the defined threshold?	○	○	○	○	○	
EFFICIENCY & IDLE TIME							
5	Is individual technician efficiency (standard hours produced versus hours attended) tracked and reviewed on a weekly basis?	○	○	○	○	○	
6	Are technicians consistently below the efficiency target reviewed to determine whether the cause is skill gap, parts delays, or job allocation issues?	○	○	○	○	○	
7	Is overall workshop efficiency reviewed daily, with underperformance addressed on the same day rather than deferred to the weekly review?	○	○	○	○	○	
8	Are excessive time-on-job deviations from standard time investigated, distinguishing between legitimate complexity and inefficiency?	○	○	○	○	○	
TRAINING & SKILL LEVEL							
9	Is each technician's current certification level recorded and factored into job allocation, with no technician assigned work beyond their qualified scope?	○	○	○	○	○	
10	Are skill gaps identified through productivity and comeback data translated into targeted training plans, rather than relying on scheduled generic training alone?	○	○	○	○	○	
11	Is new model or new technology training completed before technicians are allocated to those vehicle types independently?	○	○	○	○	○	
COMEBACK RATE & PRODUCTIVITY REPORTING							
12	Is comeback rate tracked per technician and reviewed as a quality measure alongside productivity, not treated as a separate unrelated metric?	○	○	○	○	○	

13	Is a productivity report reviewed in the daily or weekly management meeting, covering efficiency, utilisation, and comeback rate together?	○	○	○	○	○	
14	Are top and bottom performing technicians identified from productivity data, with recognition for high performers and support plans for underperformers?	○	○	○	○	○	
15	Is technician productivity data shared with the individual technician, not held only at management level?	○	○	○	○	○	
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
Clocking Discipline & Job Allocation	/20			
Efficiency & Idle Time	/20			
Training & Skill Level	/15			
Comeback Rate & Productivity Reporting	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Workshop Controller Name	
Workshop Controller Signature	
Next Audit Date	

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

Action Plan Tracker

Technician Productivity — Gap Closure Framework

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

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						
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 Workshop Controller 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