Warranty Rejection Analysis

Audit Scorecard

A 15-point compliance assessment for rejected claim review, repeat error identification, and corrective action tracking

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 Warranty Rejection Analysis 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: Rejection analysis only adds value if it changes future behaviour. When reviewing the rejected claims register, check whether the same rejection reason recurs month after month for the same individual or process step — a flat or rising repeat-rejection rate despite 'corrective action' being logged indicates the action taken wasn't actually effective.

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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
REJECTION REASON CAPTURE							
1	Is the specific reason for rejection recorded against every rejected claim, rather than a generic 'rejected' status?	○	○	○	○	○	
2	Are rejection reasons categorised consistently (e.g., documentation, coding error, policy exclusion) to allow meaningful analysis?	○	○	○	○	○	
3	Is the rejection reason communicated back to the claim submitter promptly, rather than discovered only during periodic review?	○	○	○	○	○	
4	Is a rejected claims register maintained, separate from the general claim tracker, to support focused review?	○	○	○	○	○	
REPEAT ERRORS & MISSING DOCUMENTS							
5	Are claims rejected for missing documentation reviewed to identify which specific document type is most frequently missing?	○	○	○	○	○	
6	Is repeat rejection of the same technician's claims for the same error type identified and addressed through targeted retraining?	○	○	○	○	○	
7	Are coding errors (incorrect fault code, labour operation) tracked separately from documentation gaps to distinguish process issues from knowledge gaps?	○	○	○	○	○	
8	Is a defined threshold in place for escalating a technician or advisor with a high rejection rate for individual coaching?	○	○	○	○	○	
DEALER-WISE TREND ANALYSIS							
9	Is rejection rate (rejected claims as a percentage of total submitted) tracked and benchmarked over time?	○	○	○	○	○	
10	Is the dealership's rejection rate compared against regional or network benchmarks to identify whether performance is an outlier?	○	○	○	○	○	
11	Are rejection trends reviewed by management on a regular cycle, with findings discussed in service department meetings?	○	○	○	○	○	
CORRECTIVE ACTION & RESUBMISSION							
12	Is a defined process followed for resubmitting rejected claims once the identified gap has been corrected?	○	○	○	○	○	
13	Is a resubmission success rate tracked, to confirm that corrective actions are actually resolving the original rejection reason?	○	○	○	○	○	

14	Are claims that cannot be successfully resubmitted written off through a documented process, with reasons recorded?	○	○	○	○	○	
15	Is there evidence that corrective actions from previous rejection analysis cycles have reduced repeat rejections for the same root cause?	○	○	○	○	○	
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
Rejection Reason Capture	/20			
Repeat Errors & Missing Documents	/20			
Dealer-Wise Trend Analysis	/15			
Corrective Action & Resubmission	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Warranty Administrator Name	
Warranty Administrator Signature	
Next Audit Date	

Action Plan Tracker

Warranty Rejection Analysis — Gap Closure Framework

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