



OEM Audit

Readiness Tracker

A network-level pre-audit gap register for OEM network managers and ASMs

Network / Organisation

OEM Programme

Audit Cycle

Network Manager

Pre-Audit Date

Target OEM Audit Date

How to Use This Tracker

This tracker is designed for use by OEM network managers, ZSMs, and ASMs preparing a dealer network for an upcoming OEM audit. Complete the Dealer Readiness Grid first, then the Programme Area Analysis, and finally verify the Evidence Pack for each dealer.

1. Conduct an internal pre-audit at each dealer using OEM-aligned criteria — a minimum of 4 weeks before the OEM visit.
2. Record each dealer's pre-audit score and readiness status in the Dealer Readiness Grid (Pages 3–4).
3. Identify key gaps per dealer. Assign a named gap owner and a close date.
4. Use the Programme Area Analysis (Page 5) to identify systemic failures across multiple dealers.
5. Verify the Evidence Pack checklist (Page 6) for every dealer before the OEM arrives.
6. Debrief formally after the OEM audit cycle and update this tracker with actual outcomes.

Readiness Status Definitions

Status	Pre-Audit Score	Action Required
READY	85%+	No action required. Maintain current standards and verify evidence pack.
PARTIAL	65–84%	Minor gaps only. Action plan to close all findings within 2 weeks.
AT RISK	45–64%	Significant gaps. Structured action plan with weekly ASM check-in.
CRITICAL	<45%	Critical deficiencies. Senior leadership escalation. Consider audit deferral.

AutoSmart Tip: The pre-audit is only as useful as the criteria it uses. Ensure your internal pre-audit checklist matches the OEM's current audit version — not last year's. Request an updated criteria pack from your OEM contact before each cycle.

Programme Area Analysis

Identify which programme areas are failing across multiple dealers — these require network-level action, not individual dealer fixes.

Programme Area	Criteria	Dealers Passing	Dealers At Risk	Systemic ?	Network-Level Action Required
Facility & Brand Identity				☐ Yes ☐ No	
Sales Process Compliance				☐ Yes ☐ No	
Aftersales / Service Quality				☐ Yes ☐ No	
Parts Operations				☐ Yes ☐ No	
Staff Certification				☐ Yes ☐ No	
Customer Satisfaction (CSI)				☐ Yes ☐ No	
Warranty Compliance				☐ Yes ☐ No	
Health & Safety / Environment				☐ Yes ☐ No	

Evidence Pack Checklist

Verify that each dealer has the following documentation organised and accessible before the OEM auditor arrives.

✓	Document / Evidence Required	Owner at Dealer	Ready?
☐	Staff certification records — all OEM-required programmes, current	HR / Training	☐ Yes ☐ No
☐	Facility maintenance log — last 3 months	Facilities Manager	☐ Yes ☐ No
☐	Health & Safety inspection records — current year	H&S Lead	☐ Yes ☐ No
☐	Customer satisfaction / CSI data — last two cycles	Service Manager	☐ Yes ☐ No
☐	Mystery audit results — last cycle	Dealer Principal	☐ Yes ☐ No
☐	Warranty complaint and comeback log — last 6 months	Warranty Administrator	☐ Yes ☐ No
☐	5S audit records — last two cycles	Workshop Manager	☐ Yes ☐ No
☐	Environmental compliance certificates / permits	Facilities Manager	☐ Yes ☐ No
☐	Sales process training completion records	Sales Manager	☐ Yes ☐ No

☐	Parts inventory accuracy report — last cycle	Parts Manager	☐ Yes ☐ No
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Network Manager Sign-Off

Network Manager Name	
Signature	
Date Completed	
OEM Audit Date (Confirmed)	
Post-Audit Review Date	



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