



EV-Readiness Audit

A structured field evaluation framework for automotive distributor networks and OEM dealer operations

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

HOW TO USE THIS CHECKLIST

Scoring System

Response	Score	Guidance
☒ YES	Full marks	Standard fully met. Evidence observed and recorded.
☒ NO	0 marks	Standard not met. Non-compliance must be recorded with evidence photo and note.

Audit Instructions

1. Complete the dealership header fields on this page before starting the audit.
2. Assess each criterion by physical inspection, staff interview, or document review.
3. Tick YES (full marks) or NO (0 marks) for each row. Enter your score in the score column.
 4. Capture photographic evidence for all NO responses.
5. Complete the Section Score Summary and calculate the overall score.
6. Determine the EV Maturity Level using the banding table on the final page.
7. Share the completed checklist with the Dealer Principal and upload to AutoSmart Audit.

⚡ AutoSmart Tip: AutoSmart Audit helps you manage all your Audit Management requirements in one-place.

A. EV INFRASTRUCTURE & CHARGING MAX: 20 POINTS				
A1. Dedicated EV parking bays are clearly marked and accessible	☐	☐	2	
A2. AC charging stations (minimum Level 2 / 7kW) installed and operational	☐	☐	3	
A3. DC fast-charger available on-site (or approved installation timeline)	☐	☐	3	
A4. Charging equipment is OEM-approved / certified brand	☐	☐	2	
A5. Electrical infrastructure (load capacity) supports current and planned charger expansion	☐	☐	2	
A6. Charging station signage and customer instructions are clearly displayed	☐	☐	2	
A7. Backup power / UPS provision is in place for charging bay continuity	☐	☐	2	
A8. EV-specific tools and diagnostic equipment are available (OEM-spec)	☐	☐	2	
A9. High-voltage (HV) safety gear (gloves, shields, PPE) is stocked and in-date	☐	☐	2	
B. WORKSHOP & TECHNICAL READINESS MAX: 20 POINTS				
B1. Dedicated EV workshop bay isolated from combustion vehicle bays	☐	☐	3	
B2. OEM-approved EV diagnostic software and hardware (e.g. VCI) available and updated	☐	☐	3	
B3. Battery management / BMS diagnostic tools are present and calibrated	☐	☐	3	
B4. Workshop has signage: HV hazard zones, isolation procedures, emergency protocols	☐	☐	2	
B5. Lockout/Tagout (LOTO) procedure for HV battery systems is documented and practiced	☐	☐	2	
B6. Isolation / de-energisation process is documented and visible in the workshop	☐	☐	2	
B7. EV-compliant insulated flooring / matting installed in HV work areas	☐	☐	2	
B8. Tyre and wheel torque tools calibrated for EV-specific weight profiles	☐	☐	1	
B9. Waste / coolant disposal process for EV batteries and fluids is compliant	☐	☐	2	
C. STAFF COMPETENCY & TRAINING MAX: 20 POINTS				

C1. At least one OEM-certified EV technician on-site (full time)	☐	☐	4	
C2. All workshop staff have completed HV awareness / safety training	☐	☐	3	
C3. Sales consultants trained on EV range, charging, TCO, and incentives	☐	☐	3	
C4. Service advisors capable of explaining EV service intervals vs. ICE	☐	☐	2	
C5. Training records are current and accessible for audit review	☐	☐	2	
C6. Annual refresher training schedule is in place for EV staff	☐	☐	2	
C7. Parts staff trained on EV-specific part numbers and ordering processes	☐	☐	2	
C8. A designated EV Champion or lead is appointed at the dealership	☐	☐	2	
D. CUSTOMER EXPERIENCE & SALES MAX: 20 POINTS				
D1. EV demo vehicles are available for test drives (minimum 1 per model)	☐	☐	3	
D2. EV display or interactive zone present in showroom	☐	☐	2	
D3. Charging cost / range calculators or brochures available at point of sale	☐	☐	2	
D4. Home charging consultation process is offered to all EV buyers	☐	☐	2	
D5. EV-specific after-sales process (service scheduling, battery health check) defined	☐	☐	2	
D6. Customer-facing charging guides, FAQs and QR links are up to date	☐	☐	2	
D7. EV financing and incentive information is current and displayed	☐	☐	2	
D8. EV test-drive experience is standardised (route, talking points, handover kit)	☐	☐	3	
D9. Customer survey / feedback captures EV-specific satisfaction	☐	☐	2	
E. DIGITAL & DATA READINESS MAX: 10 POINTS				
E1. DMS / CRM captures EV ownership and charging data fields	☐	☐	2	
E2. OEM EV fleet / telematics portal is accessible and monitored	☐	☐	2	
E3. EV-specific KPIs are tracked (e.g. EV sales %, battery service jobs)	☐	☐	2	

E4. Remote diagnostic / OTA update capability is enabled and staff are trained	☐	☐	2	
E5. Digital signage or screens display real-time charging bay availability	☐	☐	2	
F. SAFETY & COMPLIANCE MAX: 10 POINTS				
F1. Fire suppression / thermal runaway response protocol is documented and tested	☐	☐	3	
F2. Emergency services liaison plan (EV fire card, rescue sheet) is available	☐	☐	2	
F3. Local regulatory compliance for EV charger installation is confirmed (permits)	☐	☐	2	
F4. EV accident/incident reporting process is in place and staff are briefed	☐	☐	2	
F5. Insurance covers EV-specific risks (HV battery, charger liability)	☐	☐	1	

Section Score Summary

Transfer section totals from the checklist. Calculate percentage. Determine EV Maturity Level below.

Section	Max Score	Score Achieved	%
A. EV Infrastructure & Charging	20	/	
B. Workshop & Technical Readiness	20	/	
C. Staff Competency & Training	20	/	
D. Customer Experience & Sales	20	/	
E. Digital & Data Readiness	10	/	
F. Safety & Compliance	10	/	
TOTAL	100	/	

EV Maturity Banding

Score	Maturity Level	Interpretation
90–100%	EV Pioneer	Full EV operational readiness. Best practice benchmark for the network.
75–89%	EV Ready	Minor gaps only. Action plan to be closed within 30 days.
55–74%	EV Emerging	Moderate readiness. Structured 60–90 day improvement plan required.
35–54%	EV Early Stage	Significant gaps. Priority intervention needed before EV sales launch.
0–34%	Not EV Ready	Critical deficiencies. EV sales not recommended until remediated.

Priority Action Items

List the top 3–5 non-compliances to be actioned immediately:

#	Non-Compliance / Gap	Responsible Party	Target Date
1			
2			
3			
4			
5			

Auditor Sign-Off

Auditor Signature	
Auditor Name	
Date	
Dealer Principal Signature	
Date	