



FIR Programme

Implementation Checklist

A structured evaluation framework for Fix It Right First Time compliance at automotive dealerships

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

How to Use This Checklist

This checklist is designed for use by field auditors, ASMs, and workshop managers to evaluate Fix It Right First Time (FIR) programme compliance at a dealership. Assess each criterion by physical inspection, staff interview, document review, or observation during a live repair.

Scoring Guide

Response	Symbol	Guidance
Yes	○ (Green)	Criterion fully met. Evidence observed and recorded.
No	○ (Red)	Criterion not met. Non-compliance must be recorded with evidence and assigned for corrective action.
Partial	○ (Amber)	Criterion partially met or in progress. Action plan required with close date.

Instructions

1. Complete the dealership header fields on the cover page before starting.
2. Work through each section in order — Write-Up Quality through to Training & Feedback.
3. Mark one response per criterion. Record notes or evidence in the final column.
4. Capture photographic evidence for all No and Partial responses.
5. Complete the Score Summary on the final page and calculate section percentages.
6. Share findings with the Dealer Principal before leaving the site and upload to AutoSmart Audit.

AutoSmart Tip: Use the AutoSmart Audit mobile app to complete this checklist on-site, capture photo evidence per criterion, and generate an instant dealer report — no manual tallying required.

FIR Programme Checklist

Mark Yes / No / Partial for each criterion. Record notes and evidence in the final column.

A. WRITE-UP QUALITY

#	Criterion	Yes	No	Partial	Notes / Evidence
A1	Service advisor captures the customer complaint verbatim, in the customer's own words	☐	☐	☐	
A2	Job card specifies when and under what conditions the fault occurs	☐	☐	☐	
A3	Job card distinguishes between intermittent and constant faults	☐	☐	☐	
A4	Relevant vehicle history is referenced on the job card before work begins	☐	☐	☐	
A5	Vehicle mileage and VIN are recorded on every warranty job card	☐	☐	☐	
A6	Previous work on the same system or component is noted	☐	☐	☐	
A7	Service advisor has completed structured write-up training in the last 12 months	☐	☐	☐	

B. DIAGNOSTIC PROTOCOL

#	Criterion	Yes	No	Partial	Notes / Evidence
B1	A vehicle health scan is performed using OEM-approved diagnostic tools before repair begins	☐	☐	☐	
B2	Technician verifies and replicates the fault before any repair is authorised	☐	☐	☐	
B3	Root cause is documented separately from the symptom on the job card	☐	☐	☐	
B4	Repair authorisation is obtained from a senior technician or workshop controller for complex faults	☐	☐	☐	
B5	Diagnostic tools are calibrated and updated to the current OEM software version	☐	☐	☐	
B6	Technician performing the diagnosis holds the required OEM certification for the vehicle model	☐	☐	☐	
B7	A documented diagnostic protocol (SOP) is posted and accessible in the workshop	☐	☐	☐	

C. POST-REPAIR QUALITY GATE

#	Criterion	Yes	No	Partial	Notes / Evidence
C1	A post-repair vehicle health scan is completed confirming no new fault codes	☐	☐	☐	
C2	Technician who performed the repair completes a test drive to verify fault resolution	☐	☐	☐	

C3	For complex repairs, a second inspection or test drive is completed by the workshop controller	☐	☐	☐	
C4	Quality gate sign-off is documented in the job card with technician ID and timestamp	☐	☐	☐	
C5	'No problem found' vehicles receive a second inspection before customer handover	☐	☐	☐	
C6	Customer handover includes confirmation that the original complaint has been resolved	☐	☐	☐	

D. FIR KPI TRACKING

#	Criterion	Yes	No	Partial	Notes / Evidence
D1	FIR rate is calculated and recorded at least monthly	☐	☐	☐	
D2	FIR rate is tracked at technician level, bay level, and dealership level	☐	☐	☐	
D3	Warranty comeback rate is monitored and reported to workshop management monthly	☐	☐	☐	
D4	FIR rate is reviewed as a standing agenda item in service department meetings	☐	☐	☐	
D5	Repeat repairs on the same vehicle/fault are flagged and analysed as a separate category	☐	☐	☐	
D6	FIR performance data is accessible to the ASM / regional auditor during field visits	☐	☐	☐	

E. TRAINING & FEEDBACK LOOP

#	Criterion	Yes	No	Partial	Notes / Evidence
E1	Every repeat repair triggers a root cause analysis (diagnostic error, parts failure, process gap, or training gap)	☐	☐	☐	
E2	Training actions are tied to specific failure data — not delivered as generic refresher programmes	☐	☐	☐	
E3	Technician training records are current and accessible for audit review	☐	☐	☐	
E4	Annual FIR training refresh is scheduled for all workshop staff	☐	☐	☐	
E5	Technician-level FIR performance is included in performance reviews	☐	☐	☐	

Score Summary

Transfer section totals from the checklist. Calculate the percentage of criteria marked Yes.

Se c.	Section	Criteria	Yes	No	%
A	Write-Up Quality	7			
B	Diagnostic Protocol	7			
C	Post-Repair Quality Gate	6			
D	FIR KPI Tracking	6			
E	Training & Feedback Loop	5			
TOTAL		31			

Priority Corrective Actions

List the top non-compliances requiring immediate attention:

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

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Dealer Principal Name	
Dealer Principal Signature	
Date	