



Dealer Facility Audit

Programme Healthcheck

A four-pillar self-assessment for OEMs and distributors to evaluate the standardisation maturity of their dealer facility audit programme

Organisation / Network

OEM Brand(s) in Scope

Completed by

Role / Title

Date

Number of Dealers in Network

Pillar A

Checklist Standardisation

Pillar B

Scoring Standardisation

Pillar C

Evidence Standardisation

Pillar D

Action Closure Standardisation

How to Complete This Healthcheck

This healthcheck is designed for OEM network development managers, distributor heads of aftersales, and field operations leads responsible for managing dealer facility audit programmes. It evaluates how standardised your current programme is across four pillars — Checklist, Scoring, Evidence, and Action Closure.

Rate each statement honestly using the 1–5 scale below. Rate your current reality across the full network — not your best-performing region.

Rating Scale

Score	Level	Guidance
1	Not in place	This standard does not exist or has never been implemented.
2	Ad hoc	Some effort made but inconsistent — significant gaps remain.
3	Defined	Documented and partially followed. Some areas compliant, others not.
4	Managed	Followed consistently across the network. Minor exceptions occur.
5	Optimised	Fully embedded, measured, and continuously improved. Best-in-class.

The Three Most Common Programme Mistakes

Before completing the assessment, review these three common failure modes. They represent the most frequent gaps in facility audit programmes at scale:

#	Common Mistake	Corrective Approach
1	Treating checklist design as a one-time exercise	Facility standards change — new models, EV infrastructure, environmental rules. Assign a defined review cycle. Audit the checklist itself at least once per year.
2	Measuring audit completion rate instead of finding resolution rate	'95% of audits completed' measures auditor activity. The correct metric is: what percentage of major non-conformances from the last cycle were resolved before the next cycle started?
3	Underinvesting in auditor calibration	Even with a digital checklist, auditors drift in interpretation over time. Calibration sessions — ideally once per cycle — are a maintenance requirement for any consistent programme, not a one-time exercise.

AutoSmart Tip: Be conservative in your ratings. A score of 3 means the standard exists and is documented — but is not consistently followed across your full network. If you hesitate between two scores, take the lower one.

Standardisation Assessment

Rate each statement 1–5 based on your current programme across the full network. Record notes in the final column.

PILLAR A — CHECKLIST STANDARDISATION Max: 35 points							
#	Statement	1	2	3	4	5	Notes
A1	The facility audit checklist is a single, centrally managed document — no local or regional versions exist	☐	☐	☐	☐	☐	
A2	Every criterion has an unambiguous pass condition — auditors cannot apply personal interpretation	☐	☐	☐	☐	☐	
A3	Reference photos (compliant vs non-compliant examples) are embedded in the checklist for subjective criteria	☐	☐	☐	☐	☐	
A4	Checklist updates are applied centrally and take effect simultaneously across the entire field team	☐	☐	☐	☐	☐	
A5	The checklist has a documented review cycle — it is updated when OEM facility standards change	☐	☐	☐	☐	☐	
A6	All auditors confirm receipt and acknowledgement of each checklist version before use	☐	☐	☐	☐	☐	
A7	Checklist version is recorded on every completed audit for traceability	☐	☐	☐	☐	☐	
Pillar A Score →		/ 35 = %					
PILLAR B — SCORING STANDARDISATION Max: 30 points							
#	Statement	1	2	3	4	5	Notes
B1	The scoring model (zone weights, point values, NC tier classification) is built into the audit system — not calculated manually	☐	☐	☐	☐	☐	
B2	A major non-conformance in any given zone produces the same point deduction regardless of which auditor conducts the visit	☐	☐	☐	☐	☐	
B3	Scoring is automated — field representatives cannot override or adjust scores post-submission	☐	☐	☐	☐	☐	
B4	Zone weightings are documented and available to both auditors and dealer principals	☐	☐	☐	☐	☐	
B5	The non-conformance tier classification (Compliant / Minor / Major / Critical) is defined clearly with examples	☐	☐	☐	☐	☐	
B6	Auditor scores are monitored for outliers — systematic over- or under-scoring is flagged for calibration	☐	☐	☐	☐	☐	
Pillar B Score →		/ 30 = %					
PILLAR C — EVIDENCE STANDARDISATION Max: 30 points							
#	Statement	1	2	3	4	5	Notes
C1	Photo evidence is mandatory for every non-conformance finding — unphoto'd findings cannot be submitted	☐	☐	☐	☐	☐	

C2	Photos are captured during the audit visit and timestamped automatically	☐	☐	☐	☐	☐	
C3	Each photo is linked to the specific criterion it supports — not stored as a general file	☐	☐	☐	☐	☐	
C4	Evidence is stored centrally and accessible to regional and network leadership without requiring auditor involvement	☐	☐	☐	☐	☐	
C5	When a dealer disputes a finding, the OEM or distributor has a defensible photographic record to reference	☐	☐	☐	☐	☐	
C6	Evidence standards (photo quality, content requirements) are documented and included in auditor training	☐	☐	☐	☐	☐	
Pillar C Score →		/ 30 = %					
PILLAR D — ACTION CLOSURE STANDARDISATION Max: 35 points							
#	Statement	1	2	3	4	5	Notes
D1	Every non-conformance finding generates a corrective action with a named owner at the dealership (not just a role)	☐	☐	☐	☐	☐	
D2	Every corrective action has a specific close date set at the time of audit	☐	☐	☐	☐	☐	
D3	The closure condition (photo evidence or follow-up visit) is defined and attached to the action at the time of assignment	☐	☐	☐	☐	☐	
D4	Closure status is tracked in the same system as the audit finding — not managed by email or spreadsheet	☐	☐	☐	☐	☐	
D5	Regional managers have live visibility of open action items across their dealers without requesting a report	☐	☐	☐	☐	☐	
D6	Actions not closed by their target date trigger an escalation to the regional or network manager automatically	☐	☐	☐	☐	☐	
D7	Resolved actions are verified — dealers cannot self-close without evidence submission or auditor sign-off	☐	☐	☐	☐	☐	
Pillar D Score →		/ 35 = %					

Programme Score Summary

Transfer pillar scores from the assessment. Calculate your total score and identify your programme maturity level.

Pillar	Standardisation Pillar	Max Score	Score Achieved	%	Priority Action
A	Checklist Standardisation	35			
B	Scoring Standardisation	30			
C	Evidence Standardisation	30			
D	Action Closure Standardisation	35			
TOTAL SCORE		130			

Programme Maturity Banding

Score	Maturity Level	What it means for your programme
0–25%	Ad Hoc	No consistent programme. Audit data is unreliable for network decisions.
26–50%	Developing	Basic process exists but inconsistent. Standardisation gaps are significant.
51–75%	Defined	Process documented and partially followed. Some pillars strong, others weak.
76–90%	Managed	Consistent programme with measurable outputs. Minor calibration gaps remain.
91–100%	Optimised	Best-in-class. Data is reliable, comparable, and driving network decisions.

Priority Improvement Areas

Based on your pillar scores, identify the 2–3 areas requiring the most urgent attention:

#	Pillar	Specific Improvement Action
1		
2		
3		

Sign-Off

Completed by	
Role / Title	
Date	
Reviewed by	
Next Review Date	



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