



Dealer Facility Audit

Scoring Template

An 8-zone weighted evaluation framework for OEM field teams, dealer group auditors, and network managers

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

How to Use This Template

This template is used by OEM field representatives, third-party evaluators, and dealer group audit teams to conduct a structured facility inspection across 8 zones. Each criterion is assessed against the finding severity scale and scored accordingly. Photo evidence must be captured for all non-compliant findings.

1. Complete the dealership header fields on the cover page before starting the inspection.
2. Work through each zone in order — Exterior through to Bodyshop (if applicable).
3. For each criterion, mark the appropriate finding severity: C (Compliant), MN (Minor NC), MJ (Major NC), or CR (Critical).
4. Tick the photo column (📷) to confirm photographic evidence has been captured for each non-compliant finding.
5. Record notes, observations, or evidence references in the final column.
6. Transfer zone scores to the Summary Scorecard on the final page.
7. Complete the CAPA Tracker for all non-compliant findings before leaving the site.

Finding Severity Definitions

Finding Type	Symbol	Definition	Required Action & Timeline
Compliant	C	Meets the standard. No action required.	No corrective action required. Maintain standard.
Minor NC	MN	Deviation that does not affect safety or core brand experience.	Corrective action within 30 days. Photo evidence of resolution required.
Major NC	MJ	Significant gap requiring prompt corrective action.	Corrective action within 14 days. Follow-up visit or photo evidence required.
Critical	CR	Immediate risk to safety, brand, or regulatory compliance.	Immediate rectification required. Escalation to regional leadership. Follow-up visit mandatory.

Zone Weights

Each zone carries a percentage weight reflecting its importance to brand compliance and safety. The Workshop & Service Bays carries the highest weight (25%) due to safety and technical risk. Bodyshop & Paint Facility and Restrooms & Welfare carry the lowest (5% each) and are skipped for dealers without a bodyshop.

Zone	Area	Weight	Why This Weight
Zone 1	Exterior & Signage	15%	Exterior impression and brand identity — visible to every arriving customer.
Zone 2	Showroom & Sales Floor	20%	Primary brand environment and customer purchase journey — highest brand risk.
Zone 3	Customer Waiting & Lounge	10%	Direct impact on CSI scores and customer loyalty.
Zone 4	Service Reception & Write-Up	10%	First operational touchpoint in the aftersales journey.

Zone 5	Workshop & Service Bays	25%	Highest safety and technical compliance risk. OEM equipment standards enforced here.
Zone 6	Parts & Accessories Department	10%	Operational continuity and parts availability directly affect service quality.
Zone 7	Restrooms & Welfare Facilities	5%	Hygiene baseline — repeated failures indicate systemic standards maintenance issues.
Zone 8	Bodyshop & Paint Facility	5%	Regulatory and environmental compliance risk. Skip if dealer has no bodyshop.

AutoSmart Tip: Photo evidence is mandatory for every non-compliant finding — without it the audit cannot be formally defended against dealer challenge. Use the AutoSmart Audit mobile app to capture, label, and attach photos against each criterion in real time.

Facility Audit — Scoring Template

Mark C / MN / MJ / CR per criterion. Tick  when photo evidence is captured. Record notes in the final column.

ZONE 1 — EXTERIOR & SIGNAGE Weight: 15%									
#	Criterion	Wt	C	MN	MJ	CR	Score		Notes
A1	Building façade is clean, undamaged, and free of graffiti or weathering	3	☐	☐	☐	☐		☐	
A2	OEM signage meets current brand specification (size, placement, lighting)	3	☐	☐	☐	☐		☐	
A3	Dealership entrance and access routes are clearly marked and unobstructed	2	☐	☐	☐	☐		☐	
A4	Forecourt lighting is functional and meets OEM minimum illumination standard	2	☐	☐	☐	☐		☐	
A5	Vehicle display on forecourt follows OEM planogram (position, quantity, pricing boards)	3	☐	☐	☐	☐		☐	
A6	Flags, banners, and promotional materials are current, undamaged, and OEM-approved	2	☐	☐	☐	☐		☐	
Zone 1 Zone Score →							/	Weight: 15%	
ZONE 2 — SHOWROOM & SALES FLOOR Weight: 20%									
#	Criterion	Wt	C	MN	MJ	CR	Score		Notes
B1	Vehicle display layout follows current OEM retail image programme specification	4	☐	☐	☐	☐		☐	
B2	Showroom lighting meets OEM minimum specification (lux levels, direction)	3	☐	☐	☐	☐		☐	
B3	Flooring is in good condition — no cracks, stains, or loose sections	2	☐	☐	☐	☐		☐	
B4	Wall finishes and fixtures are clean and undamaged	2	☐	☐	☐	☐		☐	
B5	Digital screens are operational and displaying current OEM-approved content	3	☐	☐	☐	☐		☐	
B6	Pricing boards and feature communication materials are current and compliant	3	☐	☐	☐	☐		☐	
B7	Customer greeting zone is clearly defined and appropriately staffed during open hours	3	☐	☐	☐	☐		☐	
Zone 2 Zone Score →							/	Weight: 20%	
ZONE 3 — CUSTOMER WAITING & LOUNGE Weight: 10%									
#	Criterion	Wt	C	MN	MJ	CR	Score		Notes
C1	Customer seating is clean, in good condition, and meets OEM minimum quantity	2	☐	☐	☐	☐		☐	
C2	Refreshments (water, coffee/tea) are available and replenished	2	☐	☐	☐	☐		☐	
C3	Wi-Fi is available and access details are clearly displayed	2	☐	☐	☐	☐		☐	
C4	Entertainment or digital display content is current and appropriate	1	☐	☐	☐	☐		☐	

C5	Cleanliness of lounge area is maintained — no rubbish, dust, or odour	3	☐	☐	☐	☐		☐	
Zone 3 Zone Score →							/	Weight: 10%	
ZONE 4 — SERVICE RECEPTION & WRITE-UP Weight: 10%									
#	Criterion	Wt	C	MN	MJ	CR	Score		Notes
D1	Service advisor's desk/reception is clean and uncluttered	2	☐	☐	☐	☐		☐	
D2	Service menu and pricing are displayed in the write-up area	3	☐	☐	☐	☐		☐	
D3	Write-up bay condition meets OEM service reception standard	2	☐	☐	☐	☐		☐	
D4	Digital check-in point or tablet is available and operational (where required by OEM)	2	☐	☐	☐	☐		☐	
D5	Customer-facing materials (service guides, warranty information) are current	1	☐	☐	☐	☐		☐	
Zone 4 Zone Score →							/	Weight: 10%	
ZONE 5 — WORKSHOP & SERVICE BAYS Weight: 25%									
#	Criterion	Wt	C	MN	MJ	CR	Score		Notes
E1	Bay count meets franchise minimum requirement for this dealer tier	4	☐	☐	☐	☐		☐	
E2	Vehicle lifts are certified, inspected, and records are on file	4	☐	☐	☐	☐		☐	
E3	Diagnostic equipment is calibrated and updated to current OEM software version	4	☐	☐	☐	☐		☐	
E4	Tool storage meets 5S standards — shadow boards, labelling, clean bays	3	☐	☐	☐	☐		☐	
E5	PPE is available, in-date, and accessible at all relevant workstations	3	☐	☐	☐	☐		☐	
E6	Fluid and chemical containment meets local fire safety and environmental standards	4	☐	☐	☐	☐		☐	
E7	Workshop lighting and ventilation are functional and meet minimum specification	2	☐	☐	☐	☐		☐	
E8	Fire suppression equipment is present, certified, and records are on file	4	☐	☐	☐	☐		☐	
E9	HV/EV safety segregation and signage is in place (where applicable)	3	☐	☐	☐	☐		☐	
Zone 5 Zone Score →							/	Weight: 25%	
ZONE 6 — PARTS & ACCESSORIES DEPARTMENT Weight: 10%									
#	Criterion	Wt	C	MN	MJ	CR	Score		Notes
F1	Parts room organisation meets OEM standards — bin labelling accurate and current	2	☐	☐	☐	☐		☐	
F2	Obsolete parts are identified, segregated, and scheduled for return or disposal	2	☐	☐	☐	☐		☐	

F3	Secure access controls are in place for the parts department	2	☐	☐	☐	☐		☐	
F4	Temperature and humidity conditions meet storage requirements for electronic components	2	☐	☐	☐	☐		☐	
F5	Fast-moving parts minimum stocking levels are met per OEM requirements	2	☐	☐	☐	☐		☐	
Zone 6 Zone Score →							/	Weight: 10%	
ZONE 7 — RESTROOMS & WELFARE FACILITIES Weight: 5%									
#	Criterion	Wt	C	MN	MJ	CR	Score		Notes
G1	Customer restrooms are clean, stocked, and in good working order	2	☐	☐	☐	☐		☐	
G2	Staff welfare facilities are separate from customer-facing areas	1	☐	☐	☐	☐		☐	
G3	Hygiene supplies (soap, paper, hand sanitiser) are fully stocked	1	☐	☐	☐	☐		☐	
G4	Facilities meet local municipal hygiene and health & safety standards	1	☐	☐	☐	☐		☐	
Zone 7 Zone Score →							/	Weight: 5%	
ZONE 8 — BODYSHOP & PAINT FACILITY Weight: 5%									
#	Criterion	Wt	C	MN	MJ	CR	Score		Notes
H1	Spray booth certification is current and on file	2	☐	☐	☐	☐		☐	
H2	Air filtration system is operational and inspected on schedule	2	☐	☐	☐	☐		☐	
H3	Paint mixing room meets OEM and local fire safety standards	1	☐	☐	☐	☐		☐	
H4	Solvent storage and disposal practices comply with environmental regulations	2	☐	☐	☐	☐		☐	
H5	Bodyshop OEM certification is current (where programme requires it)	3	☐	☐	☐	☐		☐	
Zone 8 Zone Score →							/	Weight: 5%	

Summary Scorecard

Transfer zone scores from the template. Assign RAG status. Calculate the weighted overall score.

Zone	Area	Weight	Compliant	Minor NC	Major NC	Critical	Zone Score	RAG
Zone 1	Exterior & Signage	15%						
Zone 2	Showroom & Sales Floor	20%						
Zone 3	Customer Waiting & Lounge	10%						
Zone 4	Service Reception & Write-Up	10%						
Zone 5	Workshop & Service Bays	25%						
Zone 6	Parts & Accessories Department	10%						
Zone 7	Restrooms & Welfare Facilities	5%						
Zone 8	Bodyshop & Paint Facility	5%						
OVERALL SCORE		100%					%	

CAPA Tracker

Record all non-compliant findings. Assign a named owner and close date before leaving the site.

#	Zone	Finding Description	Severity	Corrective Action	Owner	Due Date / Status
1						☐ Open ☐ In Progress ☐ Closed
2						☐ Open ☐ In Progress ☐ Closed
3						☐ Open ☐ In Progress ☐ Closed
4						☐ Open ☐ In Progress ☐ Closed
5						☐ Open ☐ In Progress ☐ Closed
6						☐ Open ☐ In Progress ☐ Closed

7						☐ Open ☐ In Progress ☐ Closed
8						☐ Open ☐ In Progress ☐ Closed
9						☐ Open ☐ In Progress ☐ Closed
10						☐ Open ☐ In Progress ☐ Closed

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Dealer Principal Name	
Dealer Principal Signature	
Date	
Next Scheduled Audit	



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