



Parts Department

Audit Scorecard

A 15-point compliance assessment for parts operations, inventory management, and service coordination

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

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How to Use This Scorecard

This scorecard evaluates Parts Department compliance across 15 criteria grouped into five categories. For each criterion, circle a score from 1 (not in place) to 5 (fully embedded and sustained). Where indicated, verify compliance by sampling system records or physical stock. Do not rate where you aspire to be — rate what you observe on the day.

Score Scale

Score	Level	What it means
1	Not in place	Standard does not exist or has never been implemented at this dealership.
2	Attempted	Some effort made but inconsistent — visible gaps remain in most areas.
3	Defined	Standard is documented and partially followed. Some areas compliant, others not.
4	Managed	Standard is followed consistently. Minor exceptions occur.
5	Fully Sustained	Fully embedded. Evidence of ongoing compliance between audits without prompting.

RAG Status Guide

Status	Overall Score	Action
Green	60–75 (80–100%)	Compliant. Maintain current standards.
Amber	38–59 (50–79%)	Improvement required. Structured action plan within 30 days.
Red	0–37 (0–49%)	Non-compliant. Priority intervention. Escalate to regional management.

AutoSmart Tip: Parts audits are most effective when combined with a system spot-check. Cross-reference physical bin locations against the DMS at the time of the visit. Discrepancies between system and physical stock are one of the most common — and most costly — compliance failures in Parts operations.

Scorecard

Circle a score 1–5 for each criterion. Record observations and any system references in the Notes column.

No.	Criterion / Question	1	2	3	4	5	Notes
INVENTORY & STOCK MANAGEMENT							
1	Can the Service Advisor check the center and distributor stock availability whenever necessary?	☐	☐	☐	☐	☐	
2	Are all locations reconciled within one month? Confirm with the inventory controller by reviewing the last month's location sequence report to verify that location maintenance is being done.	☐	☐	☐	☐	☐	
3	Is the Unsold VOR report confirmed and are location assignments in the system verified for parts not sold?	☐	☐	☐	☐	☐	
4	Is a cycle count schedule in place, and are cycle counts conducted at the defined frequency with results documented and discrepancies investigated?	☐	☐	☐	☐	☐	
5	Is a minimum/maximum stock level defined for fast-moving parts, and is the reorder process triggered automatically or reviewed at a defined frequency?	☐	☐	☐	☐	☐	
BACK ORDER & VOR MANAGEMENT							
6	Does the Parts Department share the Back Order Parts Management sheet with the Service Department (Service Advisors, Production, and Service Managers) on a daily basis?	☐	☐	☐	☐	☐	
7	Does the Service Advisor respond to customer ETA inquiries based on the latest ETA information shared by the parts staff, especially when there are irregularities (e.g., no ETA, long ETA)?	☐	☐	☐	☐	☐	
8	Is the VOR order type parts receipt confirmed within 30 minutes of the parts arrival truck, and stock orders within 24 hours? Check the receiving area and randomly pick 5–7 parts to verify proper procedures.	☐	☐	☐	☐	☐	
9	Are emergency (VOR) orders tracked separately from standard stock orders, with escalation procedures in place when supplier ETA is not available?	☐	☐	☐	☐	☐	
PARTS STORAGE & ORGANISATION							
10	Are similar parts grouped together, long and thin parts stored vertically, and heavy parts placed at waist level or lower for easier access?	☐	☐	☐	☐	☐	
11	Are parts clearly labelled with bin/location tags, and does the physical location match the system record at the time of audit?	☐	☐	☐	☐	☐	

12	Is access to the parts store restricted to authorised personnel only, with a clear entry/exit policy enforced?	☐	☐	☐	☐	☐	
RETURNS & OBSOLESCENCE							
13	Are obsolete or slow-moving parts reviewed periodically, with a formal return or write-off process initiated for parts exceeding the defined ageing threshold?	☐	☐	☐	☐	☐	
14	Are parts returned from the workshop (unused or superseded) processed back into stock or flagged for return within the defined timeframe?	☐	☐	☐	☐	☐	
CUSTOMER & SERVICE COORDINATION							
15	Does the parts department always confirm that the service department conducts follow-up with no-show customers and receives information regarding delivery appointments or cancellations?	☐	☐	☐	☐	☐	
OVERALL SCORE → / 75 = %							

Category Summary & RAG Status

Transfer category totals from the scorecard. Assign RAG status and record the priority action for each category.

Category	Score	%	RAG	Priority Action
Inventory & Stock Management	/25			
Back Order & VOR Management	/20			
Parts Storage & Organisation	/15			
Returns & Obsolescence	/10			
Customer & Service Coordination	/5			
OVERALL SCORE	/75			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Parts Manager Name	
Parts Manager Signature	
Next Audit Date	

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Action Plan Tracker

Parts Department — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close Parts non-compliances

Dealer / Center Name	
Dealer Code	
Region / Zone	
Audit Cycle / Period	
Tracker Owner (ASM / ZSM)	
Date Opened	
Target Close Date	

Four-Stage Workflow

1. PENDING Finding assigned. Owner & date set.	2. IN PROGRESS Work underway. Evidence being gathered.	3. COMPLETED Dealer submits evidence for review.	4. APPROVED Auditor verifies and closes the item.
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How to Use This Tracker

This tracker is designed to be completed immediately following a Parts audit. Every non-compliance recorded must be logged here as an action item and progressed through all four stages before it is considered resolved.

Stage Rules

Stage	Actioned by	Required action	Evidence required
PENDING	ASM / Auditor	Assign a named responsible party. Set a close date. Log the non-compliance description.	No evidence required at this stage.
IN PROGRESS	Parts / Dealer Team	Begin remediation. Update status. Upload progress evidence as work is completed.	In-progress photos, purchase orders, system screenshots.
COMPLETED	Parts Manager	Mark item complete and submit for review. Evidence must be attached before submission.	Photo of rectified item, system report, signed procedure.
APPROVED	ASM / ZSM / Auditor	Review evidence. Verify compliance on next site visit if required. Approve and close.	Auditor sign-off. Date of verification recorded.

Tracker Summary

Fill in after completing each audit cycle.

Stage	Description	Count	Notes
PENDING	Not yet started		
IN PROGRESS	Work underway		
COMPLETED	Awaiting approval		
APPROVED	Verified & closed		

AutoSmart Tip: With AutoSmart Audit, every non-compliance is automatically converted into an action item at the point of audit — with owner assignment, close dates, evidence upload, and a four-stage approval workflow built in. No spreadsheets. No manual follow-up.

Action Plan Tracker

Log every non-compliance from the audit below. Progress each item through all four stages before closure.

STAGE — PENDING						
Ref	Non-Compliance / Gap Description	Category	Responsible Party	Target Date	Status	Evidence / Notes
P-01						
P-02						
P-03						
P-04						
P-05						
P-06						
P-07						
P-08						
P-09						
P-10						

STAGE — IN PROGRESS						
Ref	Non-Compliance / Gap Description	Category	Responsible Party	Target Date	Status	Evidence / Notes
I-01						
I-02						
I-03						
I-04						
I-05						
I-06						
I-07						
I-08						

STAGE — COMPLETED						
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Ref	Non-Compliance / Gap Description	Category	Responsible Party	Target Date	Status	Evidence / Notes
C-01						
C-02						
C-03						
C-04						
C-05						
C-06						

STAGE — APPROVED						
Ref	Non-Compliance / Gap Description	Category	Responsible Party	Target Date	Status	Evidence / Notes
A-01						
A-02						
A-03						
A-04						
A-05						
A-06						

Cycle Sign-Off

To be completed once all action items in this cycle are Approved. Both the Parts Manager and the Regional Auditor must sign.

Dealer Principal Name	
Dealer Principal Signature	
Regional Auditor / ASM Name	
Auditor Signature	
Date of Review	
Next Review Date	

Cycle Notes

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