

Objective:

To ensure that all Repair Orders conform to standard procedures and maintain consistency in service quality and documentation.

Audit Method:

Each item on the checklist will be evaluated as either "Pass" or "Fail." The RO must pass all items to meet the standard.

Audit Checklist:

1. Customer and Vehicle Information

- Did we get the complete customer and vehicle information?
- Pass ☐ | Fail ☐

2. Mileage Documentation

- Is the mileage documented for both pre and post service?
- Pass ☐ | Fail ☐

3. 4 C's Documentation

- Are the 4 C's (Complaint, Cause, Correction, and Confirmation) documented on the invoice?
- Pass ☐ | Fail ☐

4. Estimation of Technician Findings

- Did we estimate all of the technician's findings?
- Pass ☐ | Fail ☐

5. Preventative Maintenance Service Documentation

- Did we document the preventative maintenance service intervals and what services have been completed?
- Pass ☐ | Fail ☐

Audit Checklist Continued:

6. Quality Control (QC) Checklist

- Did we complete the QC checklist?
- Pass ☐ | Fail ☐

7. Customer Signature

- Did we get a customer signature on the invoice?
- Pass ☐ | Fail ☐

8. Payment Collection Accuracy

- Did the collected amount match the invoice total?
- Pass ☐ | Fail ☐

9. Next Appointment Scheduling

- Did we schedule the next service or follow-up call?
 - Pass ☐ | Fail ☐
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Audit Outcome:

Pass: *The RO passes the audit if all items receive a "Pass" mark.*

Fail: *The RO fails the audit if any item receives a "Fail" mark.*

Action for Failed Audits:

- *Identify the areas that did not meet the standard.*
- *Provide feedback to the responsible team members.*
- *Implement corrective actions & review procedures to prevent reoccurrence.*

Additional Comments:

Auditor's Name: _____. Date: _____