

Workshop Resource Sheet

Best Practice for Audit Preparation



Positive Practices – The DEKRA team wishes to be as non-intrusive as possible. We understand the more efficient the visit the quicker your team can return to work and produce revenue. The following concepts will assist in making the visit as valuable and efficient as possible:

Prior to Auditor arriving onsite:

- Review resource material sent in the invitation. Documentation includes pictures of required tools and equipment
- Log into AIR\ISTA to validate access is current
- Have a printed recent BMW R.O (within the past year) with itemized consumables and repair procedures
- Ensure Frame Bench/Welders are accessible with model & serial numbers
- Review required tool list prior to visit and note broken/missing items
- Review Users and Training roles so training history is current at time of assessment
- Gather all required small tools into one area for ease of review or audit BMW tool cabinet to validate tools are available
- Identify team member that will assist auditor onsite to identify tools and process related items
- Inform team of auditor walking around the shop, and may be asking them questions directly about Processes, Training, and Tools

Report Timing:

- Audit Report – Typically sent out 2-3 business days from audit completion
- Training Questions – Direct all training related questions to the facing BMW Market Manager
- Action Item follow-up – DEKRA will contact 30-60-90 days following audit
- Action item correction – evidence can be submitted to BMWaudits.na@dekra.com at any time

Questions or requests:
Email: BMWaudits.na@dekra.com

Training Contact:
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Your Facing Dealer

Tools and Equipment
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