

SERVICE QUALITY STANDARDS - SQS Audit Score								
Distributor name		ANGOLAUTO	Audit date:		8/26/2019			
Distributor code		8167	Audit done by:		Nutan			
Location		NULL	Last date of Audit:		27/07/2020 12:00:00 AM			
Distributor representatives			Last Audit by:		Amit Goyal			
			Last Audit Score:		0%			
			SQS Audit Score		3%			
Sr	SQS Process name	Enablers(%)			Results(%)			Total
		Max Marks	Score	% Score	Max Marks	Score	% Score	
1	Service Reminder	97	10	10	40	10	25	20%
1	Service Initiation	66	0	0	51	0	0	0%
1	Work In progress (WIP)	64	15	23	77	0	0	15%
1	Quality Inspection	40	0	0	48	0	0	0%
1	Vehicle Delivery	55	0	0	66	0	0	0%
1	Post Service Follow-up (PSF)	53	0	0	65	0	0	0%
1	Customer Connect Programme	47	0	0	50	0	0	0%
1	Manpower Roles & Responsibilities	45	0	0	61	0	0	0%
1	Equipment Maintenance	30	0	0	40	0	0	0%
SQS Adherence level		497	25	0%	498	10	2%	82%