Department Audit Checklist

Audit any store department (merchandising, stock, pricing, cleanliness, service, and safety) on the same standard.

Store: _____ **Date:** _____ **Completed by:** _____

Mark each item **P** (pass), **N** (pass with note — half credit), **F** (fail), or **N/A**. ★ **Critical** items count 3x, and any critical fail means the store needs action this week.

Merchandising & presentation

#	Item	P	N	F	N/A	Notes / owner
1	★ Department set to the current planogram or layout					
2	Shelves faced and fronted; no gaps longer than 18 inches					
3	Endcaps and feature displays stocked and on theme					
4	Department signage clear and current					

Stock & replenishment

#	Item	P	N	F	N/A	Notes / owner
5	★ Top-selling items in stock and faced					
6	Backstock for this department worked to the floor					
7	Out-of-stocks reported or on order					
8	★ No expired, damaged, or out-of-season product on display					

Pricing

#	Item	P	N	F	N/A	Notes / owner
9	★ Spot check: 5 items ring at the shelf price					
10	Every item has a shelf tag or price					
11	Sale signs show the correct price and end date					

Cleanliness & safety

#	Item	P	N	F	N/A	Notes / owner
12	Floors, shelves, and fixtures clean					
13	★ No trip hazards, spills, or blocked aisles					
14	Heavy items stored at a safe height					
15	★ Department-specific safety rules followed (chemicals, blades, ladders, equipment)					

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Staff & service

#	Item	P	N	F	N/A	Notes / owner
16	Department is staffed or covered during peak hours					
17	Staff can answer a product question for this department					
18	Customers are acknowledged in the department					

Department performance

#	Item	P	N	F	N/A	Notes / owner
19	Department sales vs. plan reviewed with the lead					
20	★ Last audit's action items for this department completed					
21	One improvement goal set for the next visit					

Total points earned: _____ **Possible (excl. N/A):** _____ **Score %:** _____ **Critical fails:** _____

Scoring: Pass = weight, Pass with note = half weight, Fail = 0. Score % = points earned ÷ possible. 90%+ good shape · 70–89% watch · below 70% act this week.

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