SUPERMARKET OPERATIONS AUDIT TEMPLATE

Supermarket Audit Checklist

Audit food safety, fresh departments, shelf availability, pricing, inventory, checkout, service, security, facilities, and corrective actions across every supermarket.

STORE / LOCATION	AUDIT DATE	AUDITOR	APPROVER

1. Audit setup, scope, and trading context

1 Confirm the supermarket, audit date, operating status, auditor, store manager, and escalation owner. CRITICAL METADATA + SIGN-OFF

NAME | Enter TIME | __:__ SIGNATURE | Sign

Execution tip: Start with verified ownership so every finding has a clear accountable person.

2 Define the departments and zones included, including exterior, fresh food, grocery, checkout, stockroom, receiving, and restricted areas. DEPARTMENT CHECKLIST

Compliant Partially compliant Non-compliant N/A

Execution tip: Use the current floor plan and record any department that could not be inspected.

3 Review previous audit scores, overdue actions, complaints, incidents, recalls, and repeat non-compliance. CRITICAL RECORD REVIEW

Current Incomplete Missing / expired Attach record

Execution tip: Inspect repeat and overdue findings first because they often indicate weak control effectiveness.

4 Verify current SOPs, food safety records, licenses, certificates, emergency contacts, and required notices are available. CRITICAL DOCUMENT VERIFICATION

Current Incomplete Missing / expired Attach record

Execution tip: Record document versions and expiry dates rather than accepting undated copies.

5 Record current footfall, staffing, deliveries, promotions, maintenance work, and unusual trading conditions. TRADING CONTEXT

Compliant Partially compliant Non-compliant N/A

Execution tip: Capture conditions that may affect service, stock availability, hygiene, or safety during the audit.

6 Capture the audit start time, geo-location, and an approved exterior reference photo. GEO-LOCATION + TIMESTAMP + PHOTO

Compliant Issue found Critical gap Add live photo

Execution tip: Use live capture so the audit can be verified against the correct location and visit window.

2. Exterior, entrance, parking, and first impression

7 **Inspect parking, pedestrian routes, kerbs, ramps, lighting, drainage, and external signs for safe customer access.**

CRITICAL | CONDITION + SAFETY CHECK

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Inspect the customer approach from the parking boundary to the entrance, not only the storefront.

8 **Verify entrance doors, mats, trolley bays, baskets, and accessibility routes are clean, secure, and usable.**

CRITICAL | ENTRANCE READINESS

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Check doors and mats during normal customer movement to identify slipping, trapping, or obstruction risks.

9 **Confirm trading hours, branding, promotional messages, and customer notices are current and readable.**

VISUAL VERIFICATION

Compliant | Issue found | Critical gap | Add live photo

Execution tip: Photograph any outdated or contradictory message with enough context to identify its location.

10 **Check loading areas, external waste zones, cages, pallets, and delivery routes are separated from customers.**

CRITICAL | SEGREGATION CHECK

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Verify temporary deliveries do not block fire access, pedestrian routes, or emergency exits.

11 **Confirm emergency vehicle access, hydrants, fire exits, and evacuation assembly routes remain clear.**

CRITICAL | CRITICAL ACCESS CHECK

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Escalate any obstruction immediately because it can delay emergency response.

12 **Rate the overall exterior and entrance first impression and capture evidence of material gaps.**

RATING + PHOTO

Strong | Needs attention | Critical gap | Create action

Execution tip: Use the same rating definitions across locations so first-impression scores remain comparable.

3. Customer areas, cleanliness, safety, and accessibility

13 Verify aisles, queue lanes, service counters, and emergency routes are clear and meet approved width requirements.

CRITICAL · AISLE AND ROUTE CHECK

Compliant · Partially compliant · Non-compliant · N/A

Execution tip: Measure or reference the approved width where temporary displays reduce customer movement.

14 Inspect floors for spills, moisture, damaged tiles, loose mats, trip hazards, and incomplete warning controls.

CRITICAL · HAZARD OBSERVATION + PHOTO

Compliant · Issue found · Critical gap · Add live photo

Execution tip: Record both the hazard and the immediate containment used before leaving the area.

15 Check shelves, gondolas, displays, refrigeration units, and customer fixtures are stable and free from unsafe damage.

CRITICAL · FIXTURE CONDITION

Compliant · Partially compliant · Non-compliant · N/A

Execution tip: Look for loose components, sharp edges, overloaded shelves, and unstable promotional displays.

16 Verify lighting, ventilation, temperature, odor, noise, and general customer comfort meet store standards.

ENVIRONMENT RATING

Strong · Needs attention · Critical gap · Create action

Execution tip: Record a measurement or exact location when comfort conditions fall outside the store standard.

17 Confirm trolleys, baskets, customer scales, price checkers, seating, and other shared equipment are clean and functional.

EQUIPMENT SAMPLE CHECK

Sample	Expected	Actual	Result	Evidence

Execution tip: Sample equipment from different parts of the store instead of checking only the nearest unit.

18 Verify accessible routes, help points, checkouts, toilets, and customer facilities are available and unobstructed.

CRITICAL · ACCESSIBILITY VERIFICATION

Compliant · Partially compliant · Non-compliant · N/A

Execution tip: Test the complete route a customer would use, including turning space and counter access.

4. Fresh food departments and product quality

19 Inspect produce for freshness, maturity, damage, contamination, correct rotation, and acceptable display condition.

CRITICAL | FRESHNESS RATING + PHOTO

Strong | Needs attention | Critical gap | Create action

Execution tip: Sample products from the front, middle, and back of displays to check rotation and hidden damage.

20 Verify meat, seafood, deli, and raw-product areas maintain segregation, hygiene, labeling, and product integrity.

CRITICAL | DEPARTMENT COMPLIANCE

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Check tools, surfaces, storage, and display boundaries for cross-contamination risk.

21 Confirm bakery products are handled hygienically and display allergen, date, price, and product information correctly.

CRITICAL | BAKERY COMPLIANCE

Current | Incomplete | Missing / expired | Attach record

Execution tip: Compare a sample of labels with the recipe or approved product information.

22 Inspect dairy, chilled, and frozen products for package integrity, temperature condition, leakage, and correct placement.

CRITICAL | COLD-CHAIN CONDITION

READING | ___ °C | LIMIT | Enter | Add photo | Create action

Execution tip: Check products from multiple cabinets and include items near doors or airflow gaps.

23 Verify prepared food, hot food, salad, and service counters use clean utensils, protected displays, and safe holding practices.

CRITICAL | SERVICE COUNTER CHECK

READING | ___ °C | LIMIT | Enter | Add photo | Create action

Execution tip: Observe live service where possible, including utensil changes and contamination controls.

24 Confirm food preparation, sampling, cutting, and weighing areas follow cleaning, sanitizing, and equipment-control schedules.

CRITICAL | CLEANING RECORD + OBSERVATION

Current | Incomplete | Missing / expired | Attach record

Execution tip: Match the cleaning record to the visible condition and the last completed time.

5. Food safety, temperature, expiry, and hygiene

25 **Measure sampled chilled products and equipment against approved operating and product temperature ranges.** CRITICAL · TEMPERATURE READING

READING | ___ °C · LIMIT | Enter · Add photo · Create action

Execution tip: Use a calibrated device and record the product, unit, time, and exact reading.

26 **Measure sampled frozen products and cabinets and check for thawing, ice build-up, or door-seal failure.** CRITICAL · FROZEN TEMPERATURE + CONDITION

READING | ___ °C · LIMIT | Enter · Add photo · Create action

Execution tip: Escalate signs of thawing even when the displayed cabinet temperature appears acceptable.

27 **Verify hot-held products meet the approved minimum temperature and time-control requirements.** CRITICAL · HOT-HOLD TEMPERATURE

READING | ___ °C · LIMIT | Enter · Add photo · Create action

Execution tip: Take the reading at the product core or approved measurement point.

28 **Sample expiry, use-by, best-before, preparation, and open-date labels and verify FEFO rotation.** CRITICAL · DATE-CODE SAMPLE

Sample	Expected	Actual	Result	Evidence

Execution tip: Include short-life, high-risk, promotional, and reduced-price products in the sample.

29 **Verify allergen, ingredient, batch, origin, traceability, and recall information is accurate and accessible.** CRITICAL · TRACEABILITY VERIFICATION

Current · Incomplete · Missing / expired · Attach record

Execution tip: Trace one selected product backward to receiving records and forward to the sales location.

30 **Inspect handwashing, personal hygiene, PPE, cleaning chemicals, pest controls, and hygiene records.** CRITICAL · HYGIENE CONTROL AUDIT

Compliant · Partially compliant · Non-compliant · N/A

Execution tip: Observe real working practices and compare them with the documented hygiene schedule.

6. Shelf availability, merchandising, pricing, and promotions

31 Check on-shelf availability for priority, high-volume, promotional, and essential SKUs.

CRITICAL | AVAILABILITY SAMPLE

Sample	Expected	Actual	Result	Evidence

Execution tip: Use the approved SKU list and record shelf stock, backroom stock, and the reason for each gap.

32 Verify products are correctly located, faced, rotated, and presented according to the approved planogram.

PLANOGRAM COMPLIANCE + PHOTO

Compliant | Issue found | Critical gap | Add live photo

Execution tip: Capture the complete bay or display so placement can be compared with the reference.

33 Sample shelf labels and confirm product, barcode, pack size, price, unit price, and POS price match.

CRITICAL | PRICE ACCURACY SAMPLE

Sample	Expected	Actual	Result	Evidence

Execution tip: Include standard, promotional, weighted, multi-pack, and recently changed products.

34 Confirm promotional displays, offer mechanics, dates, signage, and supporting stock match the approved campaign.

CRITICAL | PROMOTION COMPLIANCE

Compliant | Issue found | Critical gap | Add live photo

Execution tip: Test one promotion at POS where possible, not only the shelf message.

35 Record out-of-stock items, backroom availability, replenishment ownership, and expected resolution time.

CRITICAL | OUT-OF-STOCK ACTION

Finding	Owner	Priority	Due	Evidence

Execution tip: Separate true supply gaps from delayed replenishment, incorrect stock records, and misplaced inventory.

36 Remove or isolate damaged, opened, contaminated, incorrectly priced, or misplaced products from sale.

CRITICAL | PRODUCT DISPOSITION

Finding	Owner	Priority	Due	Evidence

Execution tip: Record the item, quantity, reason, final location, and responsible owner.

7. Receiving, stockroom, inventory, and waste controls

37 Verify sampled deliveries match the purchase order, supplier, delivery note, quantities, and authorized receiving window.
CRITICAL | RECEIVING DOCUMENT CHECK

Current | Incomplete | Missing / expired | Attach record

Execution tip: Select recent deliveries from different suppliers and departments.

38 Inspect received goods for damage, contamination, seal integrity, labeling, and correct acceptance or rejection.
CRITICAL | RECEIVING QUALITY CHECK

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Capture evidence before affected goods are moved or mixed with accepted stock.

39 Confirm temperature, batch, expiry, and traceability checks are completed for controlled deliveries.
CRITICAL | COLD-CHAIN RECEIVING RECORD

READING | ___ °C | LIMIT | Enter | Add photo | Create action

Execution tip: Compare the physical product, instrument reading, and receiving record.

40 Verify stockroom aisles, racking, location labels, segregation, capacity, and product storage are controlled.
CRITICAL | STOCKROOM CONDITION

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Check high, low, and hidden locations for overload, leakage, damage, or mixed status stock.

41 Compare sampled physical quantities with system balances and investigate material variances.
CRITICAL | PHYSICAL VS SYSTEM COUNT

EXPECTED | ___ | ACTUAL | ___ | VARIANCE | ___ | Investigate

Execution tip: Use blind counts where practical and recount before adjusting the system.

42 Verify damages, expiry, waste, donations, returns, quarantine, and disposal are recorded and authorized.
CRITICAL | WASTE AND DISPOSITION RECORD

Sample	Expected	Actual	Result	Evidence

Execution tip: Trace selected items from identification through approval and final disposition.

8. Checkout, POS, cash, queue, and customer service

43 Record queue length, waiting time, open checkout capacity, and staffing response during the audit.
QUEUE TIMING + COUNT

EXPECTED | | ___ ACTUAL | | ___ VARIANCE | | ___ Investigate

Execution tip: Measure during a representative trading period and note temporary disruptions.

44 Test sampled products for barcode recognition, price, promotion, tax, discount, and receipt accuracy.
CRITICAL POS TRANSACTION TEST

Sample	Expected	Actual	Result	Evidence

Execution tip: Keep the receipt and record the exact item and expected result for every mismatch.

45 Verify each cash drawer is assigned, secured, counted, and used only by the authorized operator.
CRITICAL TILL CUSTODY CHECK

Compliant Partially compliant Non-compliant N/A

Execution tip: Observe operator changes, breaks, and shared till practices.

46 Confirm card terminals, self-checkouts, loyalty tools, customer displays, and receipt printers are functional.
CHECKOUT EQUIPMENT SAMPLE

Sample	Expected	Actual	Result	Evidence

Execution tip: Test different checkout types and record device IDs for faults.

47 Observe greeting, assistance, speed, accuracy, bagging, farewell, and support for customers needing help.
SERVICE BEHAVIOR RATING

Strong Needs attention Critical gap Create action

Execution tip: Base the score on observable behaviors and exact timings rather than general impressions.

48 Review refunds, voids, discounts, overrides, suspended transactions, and exception approvals for control compliance.
CRITICAL TRANSACTION EXCEPTION REVIEW

Current Incomplete Missing / expired Attach record

Execution tip: Select high-value, repeated, and unusual transactions for review.

9. People, compliance, security, and emergency readiness

49 Verify staffing, attendance, department deployment, break coverage, and responsible managers match the trading plan.

STAFFING REVIEW

Sample	Expected	Actual	Result	Evidence

Execution tip: Compare the live deployment with the roster and current customer demand.

50 Confirm employees meet grooming, hygiene, uniform, training, food-handler, and role-authorization requirements.

CRITICAL | PEOPLE COMPLIANCE SAMPLE

Current | Incomplete | Missing / expired | Attach record

Execution tip: Sample employees across fresh food, checkout, receiving, and management roles.

51 Verify keys, restricted areas, high-value stock, controlled products, visitor access, and contractor access are secured.

CRITICAL | ACCESS CONTROL CHECK

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Review both physical controls and recent access records.

52 Test CCTV, alarms, EAS gates, panic devices, radios, and incident communication systems.

CRITICAL | SECURITY SYSTEM TEST

Sample	Expected	Actual	Result	Evidence

Execution tip: Record the device or zone tested, result, fault reference, and interim control.

53 Confirm fire exits, emergency lighting, extinguishers, alarms, evacuation plans, and assembly arrangements are ready.

CRITICAL | EMERGENCY READINESS

Compliant | Partially compliant | Non-compliant | N/A

Execution tip: Walk the full escape route and verify current inspection tags and assigned roles.

54 Review first aid, incidents, near misses, customer accidents, aggression, recalls, and emergency drill actions.

CRITICAL | INCIDENT AND READINESS REVIEW

Current | Incomplete | Missing / expired | Attach record

Execution tip: Verify records are complete and every material action has been closed or escalated.

10. Findings, corrective actions, review, and sign-off

55 Rate overall supermarket compliance across food safety, availability, service, pricing, inventory, people, and safety.

CRITICAL | COMPLIANCE SCORECARD

Strong | Needs attention | Critical gap | Create action

Execution tip: Keep critical failures visible even when the overall percentage appears acceptable.

56 Record the highest-priority findings, affected departments, customer or business impact, likelihood, and severity.

CRITICAL | PRIORITY FINDING REGISTER

Strong | Needs attention | Critical gap | Create action

Execution tip: Use standard severity definitions so stores and departments can be compared consistently.

57 Create corrective actions with owner, priority, due date, interim control, evidence requirement, and escalation path.

CRITICAL | CORRECTIVE ACTION + SLA

Finding	Owner	Priority	Due	Evidence

Execution tip: Write each action so another person can understand the issue, location, and expected closure proof.

58 Confirm every critical food safety, customer safety, security, or compliance failure is contained or formally escalated.

CRITICAL | CONTAINMENT VERIFICATION

Finding	Owner	Priority	Due	Evidence

Execution tip: Do not close the audit while an uncontrolled critical risk remains available to customers or staff.

59 Set the follow-up date and confirm overdue actions escalate to store, regional, quality, and operations leadership.

CRITICAL | FOLLOW-UP SCHEDULE + ESCALATION

Finding	Owner	Priority	Due	Evidence

Execution tip: Base the review date on risk and verify escalation recipients before submission.

60 Complete store manager and audit reviewer approval with comments, timestamp, and signature.

CRITICAL | MANAGER + REVIEWER SIGN-OFF

NAME | Enter   TIME | __:__   SIGNATURE | Sign

Execution tip: Sign-off must state open risks, interim controls, overdue actions, and the next review date.