



Repair Order Analysis *and Summary*

10/23/2023

KIA Country of Charleston
Dealership

Adam Rickey
Student

N429
Class #

Tech #	Tech Pay Per FRH
A16	35.00
A46	28.00
A58	23.50
A64	39.00
A78	27.00
A62	20.00
A69	17.00

46								
47								
48								
49								
50								
51								
52								
53								
54								
55								
56								
57								
58								
59								
60								
61								
62								
63								
64								
65								
66								
67								
68								
69								
70								
71								
72								
73								
74								
75								
76								
77								
78								
79								
80								
81								
82								
83								
84								
85								
86								
87								
88								
89								
90								
91								
92								
93								
94								
95								

96								
97								
98								
99								
100								
		Totals		Totals	1,703.80	19.90		
Number of RO's in Sample					Competative Labor			
					Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH

491.70	669.90	5.00			156.25	669.90	5.00		
Maintenance Labor					Repair Labor				
Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH

	0.00	
	0.00	
	0.00	
	0.00	
	0.00	
156.25	804.20	3
	Total	One Item
Labor	Cost of	Repair
Cost	Labor	Order

Repair Order Analysis Summary Report

	Sales in Dollars		FRH's on RO's		Averages
Competitive	\$ 1,704	÷	19.90	=	85.62
Maintenance	\$ 670	÷	5.00	=	133.98
Repair	\$ 670	÷	5.00	=	133.98
Totals	\$ 3,044	÷	29.90	=	101.79
			Target Labor Rate		
Total ROs	0				Difference
					101.79

Cost of Labor

Total Cost of Labor	804.20	÷	Total Sales	=	26.42%
Total Cost of Labor	804.20	÷	Total FRHs	=	26.90

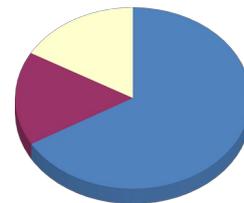
Repair Order Measurements

Total Labor Sales	3,043.60	÷	Total ROs	=	
Total FRHs	29.90	÷	Total ROs	=	
Menu Sales		÷	Total ROs	=	
Competitive FRHs	19.90	÷	Total FRHs	=	66.56%
Maintenance FRHs	5.00	÷	Total FRHs	=	16.72%
Repair FRH	5.00	÷	Total FRHs	=	16.72%
One item ROs	3	÷	Total ROs	=	

Model Year Analysis

2024	2023	2022	2021	2020
0	1	3	8	2
0.00%	4.00%	12.00%	32.00%	8.00%

Labor Mix



■ Percent Competitive
 ■ Percent Maintenance
 ■ Percent Repair

Report

Analysis

FRH Average
FRH Average
FRH Average
Customer ELR
Per FRH
Per FRH
Percent Cost of Sales
Cost per FRH
Avg Labor per RO
Avg FRH's per RO
Percent Menu Sales
Percent Competitive
Percent Maintenance
Percent Repair
Percent One Item RO

2019	Older	Total
5	6	25
20.00%	24.00%	