



Repair Order Analysis *and Summary*

7/3/2018

yates buick gmc
Dealership

Brent Nogowski
Student

330 32
Class and ID Number

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Repair Order Analysis Input Sheet

	RO Number	Year	Model	Mileage	Competitive Labor			
					Labor Sales	Flat Rate Hours	Technician Number	Pay Per FRH
1	129327	1999	sierra	288,492	23.00	0.40	6632	16.00
2	129326	2012	srx	46,952	23.00	0.40	6686	16.00
3	129324	2002	expedition	118,420	13.25	0.40	6686	16.00
4	129323	2014	sierra	53,812				
5	129322	2015	spark	12,637	13.25	0.40	6407	14.00
6	129321	2012	silverado	75,437	23.00	0.40	6686	16.00
7	129320	2010	lacrosse	87,931	23.00	0.40	6807	13.00
8	129316	2013	terrain	88,832	23.00	0.40	6807	13.00
9	129315	2007	acadia	175,194	23.00	0.40	6407	14.00
10	129313	2010	suburban	86,864				
11	129311	2017	silverado	34,504	23.00	0.40	6686	16.00
12	129310	2014	lacrosse	31,441	23.00	0.40	6407	14.00
13	129309	2006	yukon	168,240	23.00	0.40	6686	16.00
14	129307	2011	acadia	126,151				
15	129306	2016	verano	49,863	23.00	0.40	6407	14.00
16	129305	2014	acadia	55,842	23.00	0.40	6686	16.00
17	129304	2015	equinox	28,587	23.00	0.40	6817	28.00
18	129303	2013	srx	66,207	23.00	0.40	6817	28.00
19	129302	2006	ion	106,777				
20	129302	2006	ion	106,777				
21	129301	2014	sierra	60,695	23.00	0.40	6407	14.00
22	130412	2016	acadia	25,612	23.00	0.40	6407	14.00
23	130404	2001	regal	123,320	23.00	0.40	6625	18.00
24	130401	2013	enclave	96,337				
25	130400	2013	silverado	85,539	23.00	0.40	6686	16.00
26	130369	2009	yukon	126,559	23.00	0.40	6407	14.00
27	130368	2014	sierra	73,035	23.00	0.40	6815	12.00
28	130366	2014	sonata	54,116	23.00	0.40	6407	14.00
29	130365	2015	cruze	68,739	23.00	0.40	6407	14.00
30	130363	2015	suburban	48,167	23.00	0.40	6686	16.00
31	130362	2017	cruze	21,098	23.00	0.40	6815	12.00
32	130361	2016	canyon	31,442	23.00	0.40	6686	16.00
33	130360	2006	sierra	141,347	13.25	0.40	6686	16.00
34	130358	2015	sierra	68,281				
35	130357	2004	sierra	268,755	13.25	0.40	6686	16.00
36	130356	2004	escalade	175,720	13.25	0.40	6407	14.00
37	130355	2012	acadia	92,556	23.00	0.40	6407	14.00
38	130354	2013	sierra	97,147	23.00	0.40	6407	14.00
39	130352	2016	enclave	20,494	23.00	0.40	6686	16.00
40	130349	2011	sierra	92,182	23.00	0.40	6686	16.00
41	130347	2013	sierra	57,126	23.00	0.40	6407	14.00
42	130345	2008	g6	29,058				
43	130343	2011	enclave	38,184	23.00	0.40	6815	12.00
44	130340	2013	yukon	140,089	23.00	0.40	6686	16.00
45	130338	2004	hummer	60,941				

46	130336	2012	malibu	71,517	23.00	0.40	6686	16.00
47	130335	2017	sierra	4,458				
48	130334	2016	yukon	42,844				
49	130333	2011	lacrosse	63,850				
50	130332	2014	acadia	56,513				
51	130331	2007	equinox	76,670	11.50	0.40	6686	16.00
52	130328	2017	acadia	19,019	23.00	0.40	6686	16.00
53	130327	2012	enclave	43,923				
54	130326	2001	malibu	89,382	23.00	0.40	6686	16.00
55	130325	2015	sierra	37,703	23.00	0.40	6407	14.00
56	130323	2014	sierra	71,550	23.00	0.40	6686	16.00
57	130322	2007	yukon	125,914				
58	130320	2007	yukon	174,853	13.25	0.40	6686	16.00
59	130307	2006	grand prix	159,523	89.95	0.40	6569	28.50
60	130304	2013	acadia	75,136	23.00	0.40	6686	16.00
61	130303	2014	enclave	57,960				
62	130300	2013	camaro	53,519	23.00	0.40	6632	16.00
63	130297	2016	silverado	64,186	23.00	0.40	6686	16.00
64	130296	2016	acadia	35,910	23.00	0.40	6706	13.00
65	130287	2015	yukon	65,408	23.00	0.40	6632	16.00
66	130286	2018	terrain	1,191				
67	130285	2017	acadia	23,418	23.00	0.40	6686	16.00
68	130284	2007	sierra	165,941	49.95	1.20	6632	16.00
69	130283	2017	traverse	35,185	23.00	0.40	6706	13.00
70	130282	2008	sierra	111,062	23.00	0.40	6706	13.00
71	130280	2016	sierra	76,562	23.00	0.40	6706	13.00
72	130279	2016	verano	40,023	23.00	0.40	6632	16.00
73	130277	2016	acadia	37,051	23.00	0.40	6706	13.00
74	130275	2005	vibe	71,411	23.00	0.40	6686	16.00
75	130274	2005	sierra	114,816				
76	130272	1970	chevelle	77,854				
77	130269	2012	sierra	60,890	23.00	0.40	6686	16.00
78	130268	2015	canyon	38,927	23.00	0.40	6632	16.00
79	130265	2017	encore	8,923				
80	130262	2007	yukon	134,580				
81	130261	2015	yukon	47,851	23.00	0.40	6817	28.00
82	130260	2008	sierra	101,449				
83	130256	2006	mustang	122,716	23.00	0.40	6692	16.00
84	130255	2015	f-350	37,599				
85	130254	2016	yukon	38,087	23.00	0.40	6706	13.00
86	130252	1992	seville	212,439				
87	130251	2016	enclave	38,883	23.00	0.40	6706	13.00
88	130250	2013	lacrosse	34,571	23.00	0.40	6706	13.00
89	130249	2017	yukon	9,773				
90	130244	2012	enclave	70,833	149.95	2.00	6706	13.00
91	130239	2007	sierra	165,844	23.00	0.40	6686	16.00
92	130235	2013	sierra	85,804	23.00	0.40	6686	16.00
93	130231	2014	sierra	61,512	23.00	0.40	6706	13.00
94	130230	2014	acadia	34,282	23.00	0.40	6815	12.00
95	130228	2010	lacrosse	44,987	23.00	0.40	6632	16.00

96	130226	2015	sierra	28,392	49.95	1.00	6706	13.00
97	130222	2015	yukon	33,747	23.00	0.40	6632	16.00
98	130215	2007	sierra	89,044	23.00	0.40	6686	16.00
99	130213	2012	lacrosse	36,140	23.00	0.40	6686	16.00
100	130211	2015	acadia	31,999	23.00	0.40	6632	16.00
Totals				Totals	1,902.80	33.00		
Number of RO's in Sample					Competative Labor			
					Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH

13.00									
6.40									
6.40						132.00	1.00	5907	30.00
6.40									
6.40									
508.40	1,209.50	14.20			274.55	4,997.90	46.52		
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

Labor Cost	Total Cost of Labor	One Item Repair Order
	6.40	1
	6.40	1
	6.40	1
	12.60	1
	5.60	1
	30.40	1
	5.20	1
	5.20	1
	5.60	1
	19.50	1
	6.40	1
	5.60	1
	6.40	1
128.25	171.00	
	9.80	1
	6.40	1
58.80	70.00	
	11.20	1
68.97	68.97	1
28.50	28.50	1
	5.60	1
	5.60	1
	7.20	1
	4.20	1
	6.40	1
	5.60	1
	4.80	1
	5.60	1
	5.60	1
	6.40	1
	4.80	1
	6.40	1
	6.40	1
8.00	8.00	1
	6.40	1
	5.60	1
	5.60	1
	5.60	1
	6.40	1
	6.40	1
	5.60	1
	11.40	11
392.00	455.60	
	6.40	1
45.00	45.00	1

	6.40	1
18.00	18.00	1
	24.00	1
108.00	108.00	1
	11.20	1
	6.40	1
	6.40	1
54.00	81.00	
	6.40	1
	12.60	
	6.40	1
56.70	56.70	1
	6.40	1
	11.40	1
	6.40	1
14.00	14.00	1
	6.40	1
	6.40	1
	5.20	1
	6.40	1
6.40	6.40	1
	6.40	1
	19.20	1
	5.20	1
	5.20	1
	5.20	1
	6.40	1
	5.20	1
	9.60	1
102.00	102.00	1
	8.00	1
	6.40	1
	6.40	1
5.00	5.00	1
19.80	19.80	1
	11.20	1
	13.50	1
	6.40	1
100.80	100.80	1
	5.20	1
39.20	39.20	1
	5.20	1
	5.20	1
	3.20	1
	26.00	1
	6.40	1
	6.40	1
	5.20	1
	4.80	1
	6.40	1

	13.00	1
	6.40	1
30.00	36.40	
	6.40	1
	6.40	1
1283.42	2066.37	93
	Total	One Item
Labor	Cost of	Repair
Cost	Labor	Order

Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor		Repair Labor		Total Cost of Labor
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	
129327	1999	sierra	288,492	23.00	0.40	0.00	0.00	0.00	0.00	6.40
129326	2012	srx	46,952	23.00	0.40	0.00	0.00	0.00	0.00	6.40
129324	2002	expeditio	118,420	13.25	0.40	0.00	0.00	0.00	0.00	6.40
129323	2014	sierra	53,812			79.95	0.90	0.00	0.00	12.60
129322	2015	spark	12,637	13.25	0.40	0.00	0.00	0.00	0.00	5.60
129321	2012	silverado	75,437	23.00	0.40	89.95	1.50	0.00	0.00	30.40
129320	2010	lacrosse	87,931	23.00	0.40	0.00	0.00	0.00	0.00	5.20
129316	2013	terrain	88,832	23.00	0.40	0.00	0.00	0.00	0.00	5.20
129315	2007	acadia	175,194	23.00	0.40	0.00	0.00	0.00	0.00	5.60
129313	2010	suburban	86,864	0.00	0.00	89.95	1.50	0.00	0.00	19.50
129311	2017	silverado	34,504	23.00	0.40	0.00	0.00	0.00	0.00	6.40
129310	2014	lacrosse	31,441	23.00	0.40	0.00	0.00	0.00	0.00	5.60
129309	2006	yukon	168,240	23.00	0.40	0.00	0.00	0.00	0.00	6.40
129307	2011	acadia	126,151	0.00	0.00	89.95	1.50	562.00	4.50	171.00
129306	2016	verano	49,863	23.00	0.40	19.95	0.30	0.00	0.00	9.80
129305	2014	acadia	55,842	23.00	0.40	0.00	0.00	0.00	0.00	6.40
129304	2015	equinox	28,587	23.00	0.40	0.00	0.00	220.00	2.10	70.00
129303	2013	srx	66,207	23.00	0.40	0.00	0.00	0.00	0.00	11.20
129302	2006	ion	106,777	0.00	0.00	0.00	0.00	225.00	2.42	68.97
129302	2006	ion	106,777	0.00	0.00	0.00	0.00	100.00	1.00	28.50
129301	2014	sierra	60,695	23.00	0.40	0.00	0.00	0.00	0.00	5.60
130412	2016	acadia	25,612	23.00	0.40	0.00	0.00	0.00	0.00	5.60
130404	2001	regal	123,320	23.00	0.40	0.00	0.00	0.00	0.00	7.20
130401	2013	enclave	96,337	0.00	0.00	0.00	0.30	0.00	0.00	4.20
130400	2013	silverado	85,539	23.00	0.40	0.00	0.00	0.00	0.00	6.40
130369	2009	yukon	126,559	23.00	0.40	0.00	0.00	0.00	0.00	5.60
130368	2014	sierra	73,035	23.00	0.40	0.00	0.00	0.00	0.00	4.80
130366	2014	sonata	54,116	23.00	0.40	0.00	0.00	0.00	0.00	5.60
130365	2015	cruze	68,739	23.00	0.40	0.00	0.00	0.00	0.00	5.60
130363	2015	suburban	48,167	23.00	0.40	0.00	0.00	0.00	0.00	6.40
130362	2017	cruze	21,098	23.00	0.40	0.00	0.00	0.00	0.00	4.80
130361	2016	canyon	31,442	23.00	0.40	0.00	0.00	0.00	0.00	6.40
130360	2006	sierra	141,347	13.25	0.40	0.00	0.00	0.00	0.00	6.40
130358	2015	sierra	68,281	0.00	0.00	0.00	0.00	46.80	0.50	8.00
130357	2004	sierra	268,755	13.25	0.40	0.00	0.00	0.00	0.00	6.40
130356	2004	escalade	175,720	13.25	0.40	0.00	0.00	0.00	0.00	5.60
130355	2012	acadia	92,556	23.00	0.40	0.00	0.00	0.00	0.00	5.60
130354	2013	sierra	97,147	23.00	0.40	0.00	0.00	0.00	0.00	5.60
130352	2016	enclave	20,494	23.00	0.40	0.00	0.00	0.00	0.00	6.40
130349	2011	sierra	92,182	23.00	0.40	0.00	0.00	0.00	0.00	6.40
130347	2013	sierra	57,126	23.00	0.40	0.00	0.00	0.00	0.00	5.60
130345	2008	g6	29,058	0.00	0.00	89.95	0.40	0.00	0.00	11.40
130343	2011	enclave	38,184	23.00	0.40	220.00	2.10	1,750.00	14.00	455.60
130340	2013	yukon	140,089	23.00	0.40	0.00	0.00	0.00	0.00	6.40
130338	2004	hummer	60,941	0.00	0.00	0.00	0.00	0.00	1.50	45.00
130336	2012	malibu	2,012	23.00	0.40	0.00	0.00	0.00	0.00	6.40
130335	2017	sierra	4,458	0.00	0.00	0.00	0.00	60.00	1.00	18.00
130334	2016	yukon	42,844	0.00	0.00	149.95	2.00	0.00	0.00	24.00
130333	2011	lacrosse	63,850	0.00	0.00	0.00	0.00	418.00	3.60	108.00

130332	2014	acadia	56,513	0.00	0.00	64.95	0.80	0.00	0.00	11.20
ROs 1-50 Totals				802.25	14.80	894.60	11.30	3,381.80	30.62	1,297.77
Date of Study: Study Compiled by				C Labor		M Labor		R Labor		Total Cost of Labor
				Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	

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One Item
Repair
Order

Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor		Repair Labor		Total Cost of Labor	One Item Repair Order
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Labor Sales	Rate Hours	Labor Sales	Flat Rate Hours		
130331	2007	equinox	76,670	11.50	0.40	0.00	0.00	0.00	0.00	6.40	1
130328	2017	acadia	19,019	23.00	0.40	0.00	0.00	0.00	0.00	6.40	1
130327	2012	enclave	43,923	0.00	0.00	79.95	1.00	150.00	2.00	81.00	0
130326	2001	malibu	89,382	23.00	0.40	0.00	0.00	0.00	0.00	6.40	1
130325	2015	sierra	37,703	23.00	0.40	60.00	0.50	0.00	0.00	12.60	0
130323	2014	sierra	71,550	23.00	0.40	0.00	0.00	0.00	0.00	6.40	1
130322	2007	yukon	125,914	0.00	0.00	0.00	0.00	132.00	2.10	56.70	1
130320	2007	yukon	174,853	13.25	0.40	0.00	0.00	0.00	0.00	6.40	1
130307	2006	grand prix	159,523	89.95	0.40	0.00	0.00	0.00	0.00	11.40	1
130304	2013	acadia	75,136	23.00	0.40	0.00	0.00	0.00	0.00	6.40	1
130303	2014	enclave	57,960	0.00	0.00	0.00	0.00	90.00	0.50	14.00	1
130300	2013	camaro	53,519	23.00	0.40	0.00	0.00	0.00	0.00	6.40	1
130297	2016	silverado	64,186	23.00	0.40	0.00	0.00	0.00	0.00	6.40	1
130296	2016	acadia	35,910	23.00	0.40	0.00	0.00	0.00	0.00	5.20	1
130287	2015	yukon	65,408	23.00	0.40	0.00	0.00	0.00	0.00	6.40	1
130286	2018	terrain	1,191	0.00	0.00	0.00	0.00	40.00	0.40	6.40	1
130285	2017	acadia	23,418	23.00	0.40	0.00	0.00	0.00	0.00	6.40	1
130284	2007	sierra	165,941	49.95	1.20	0.00	0.00	0.00	0.00	19.20	1
130283	2017	traverse	35,185	23.00	0.40	0.00	0.00	0.00	0.00	5.20	1
130282	2008	sierra	111,062	23.00	0.40	0.00	0.00	0.00	0.00	5.20	1
130280	2016	sierra	76,562	23.00	0.40	0.00	0.00	0.00	0.00	5.20	1
130279	2016	verano	40,023	23.00	0.40	0.00	0.00	0.00	0.00	6.40	1
130277	2016	acadia	37,051	23.00	0.40	0.00	0.00	0.00	0.00	5.20	1
130275	2005	vibe	71,411	23.00	0.40	24.95	0.20	0.00	0.00	9.60	1
130274	2005	sierra	114,816	0.00	0.00	0.00	0.00	316.00	3.40	102.00	1
130272	1970	chevelle	77,854	0.00	0.00	64.00	0.50	0.00	0.00	8.00	1
130269	2012	sierra	60,890	23.00	0.40	0.00	0.00	0.00	0.00	6.40	1
130268	2015	canyon	38,927	23.00	0.40	0.00	0.00	0.00	0.00	6.40	1
130265	2017	encore	8,923	0.00	0.00	0.00	0.00	65.00	0.40	5.00	1
130262	2007	yukon	134,580	0.00	0.00	0.00	0.00	132.00	1.10	19.80	1
130261	2015	yukon	47,851	23.00	0.40	0.00	0.00	0.00	0.00	11.20	1
130260	2008	sierra	101,449	0.00	0.00	70.00	0.50	0.00	0.00	13.50	1
130256	2006	mustang	122,716	23.00	0.40	0.00	0.00	0.00	0.00	6.40	1
130255	2015	f-350	37,599	0.00	0.00	0.00	0.00	387.50	3.60	100.80	1
130254	2016	yukon	38,087	23.00	0.40	0.00	0.00	0.00	0.00	5.20	1
130252	1992	seville	212,439	0.00	0.00	0.00	0.00	171.60	1.40	39.20	1
130251	2016	enclave	38,883	23.00	0.40	0.00	0.00	0.00	0.00	5.20	1
130250	2013	lacrosse	34,571	23.00	0.40	0.00	0.00	0.00	0.00	5.20	1
130249	2017	yukon	9,773	0.00	0.00	16.00	0.20	0.00	0.00	3.20	1
130244	2012	enclave	70,833	149.95	2.00	0.00	0.00	0.00	0.00	26.00	1
130239	2007	sierra	165,844	23.00	0.40	0.00	0.00	0.00	0.00	6.40	1
130235	2013	sierra	85,804	23.00	0.40	0.00	0.00	0.00	0.00	6.40	1
130231	2014	sierra	61,512	23.00	0.40	0.00	0.00	0.00	0.00	5.20	1
130230	2014	acadia	34,282	23.00	0.40	0.00	0.00	0.00	0.00	4.80	1
130228	2010	lacrosse	44,987	23.00	0.40	0.00	0.00	0.00	0.00	6.40	1
130226	2015	sierra	28,392	49.95	1.00	0.00	0.00	0.00	0.00	13.00	1
130222	2015	yukon	33,747	23.00	0.40	0.00	0.00	0.00	0.00	6.40	1
130215	2007	sierra	89,044	23.00	0.40	0.00	0.00	132.00	1.00	36.40	0
130213	2012	lacrosse	36,140	23.00	0.40	0.00	0.00	0.00	0.00	6.40	1
130211	2015	acadia	31,999	23.00	0.40	0.00	0.00	0.00	0.00	6.40	1
RO's 51-100 Totals				1,100.55	18.20	314.90	2.90	1,616.10	15.90	768.60	47
Date of Study: Study Compiled by				C Labor		M Labor		R Labor		Total Cost of Labor	One Item Repair Order
				Labor Sales	Flat Rate Hours	Labor Sales	Rate Hours	Labor Sales	Flat Rate Hours		

Repair Order Analysis Summary Report

	Sales in Dollars	FRH's on RO's	Averages
Competitive	\$ 1,903	÷ 33.00	= 57.66
Maintenance	\$ 1,210	÷ 14.20	= 85.18
Repair	\$ 4,998	÷ 46.52	= 107.44
Totals	\$ 8,110	÷ 93.72	= 86.54
		Target Labor Rate	
Total Ro's in Sample	0	Difference	86.54

Cost of Labor

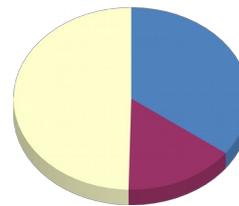
Total Cost of Labor	2066.37	÷ Total Sales	= 25.48%
Total Cost of Labor	2066.37	÷ Total FRHs	= 22.05

Repair Order Measurements

Total Labor Sales	8,110.20	÷ Total ROs	=
Total FRHs	93.72	÷ Total ROs	=
Menu Sales		÷ Total ROs	=
Competitive FRHs	33.00	÷ Total FRHs	= 35.21%
Maintenance FRHs	14.20	÷ Total FRHs	= 15.15%
Repair FRH	46.52	÷ Total FRHs	= 49.64%
One item ROs	93	÷ Total ROs	=

Model Year Analysis

2019	2018	2017	2016	2015
0	1	8	12	13
0.00%	1.00%	8.00%	12.00%	13.00%



■ 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

2014	Older	Total
11	55	100
11.00%	55.00%	