



Repair Order Analysis *and Summary*

4/17/2024

Fayetteville Ford
Dealership

Chris Chitwood
Student

N426
Class #

Repair Order Analysis Input Sheet

	RO Number	Year	Model	Mileage	Labor Sales
1	46043993	2014	f-150	197,639	170.00
2					
3	46044964	2019	Mustang	54,641	20.12
4	46044965	2021	F-250	32,194	
5	46045003	2020	F-150	51,358	29.35
6	46045004	2015	Mustang	72,359	20.12
7	46044969	2021	F-150	37,566	
8	46044886	2013	F-150	77,567	
9	46044960	2018	Escape	88,076	29.35
10	46044949	2019	Fusion Hybrid	51,621	
11	46044952	2020	Fusion	12,002	29.35
12	46044913	2004	F-150	367,705	200.00
13	46044924	2022	Edge	8,721	27.74
14	46044545	2018	Edge	130,301	
15					
16	46026057	2014	F-150	84,077	
17	46044938	2024	Mustang	3,978	27.74
18	46044591	2018	MKZ	33,859	
19	46044661	2017	Taurus	207,882	
20	46044703	2008	F-150	243,423	
21	46044901	2016	MKX	54,329	29.35
22	46044800	2017	Explorer	181,912	
23	46044746	2003	Ranger	132,889	
24	46044757	2023	F-250	5,852	
25					
26	46044038	2018	F-150	99,792	
27	46044811	2016	F-150	107,456	29.35
28	46044813	2020	F-250	55,038	59.07
29	46044821	2016	Fusion	91,955	29.35
30	46044828	2024	F-250	3,756	20.12
31	46044446	2012	F-150	200,771	
32	46044836	2019	Nautilus	79,438	20.12
33	46042162	2017	F-150	81,230	
34	46044580	2016	Explorer	141,455	
35	46044764	2023	Explorer	20,905	71.98
36	46044768	2019	Edge	46,119	
37	46044801	2014	F-150	162,336	
38	46041023	2016	F-250	153,531	
39	46044724	2017	F-150	103,123	
40	46044711	2020	Ranger	11,019	30.31
41	46044726	2019	Fusion	94,231	29.35
42	46043977	2022	Mustang Mach-E	64,143	
43	46044754	2019	Fusion Hybrid	79,901	29.35
44	46044659	2006	F-150	121,085	
45	46044517	2015	F-150	178,286	

46	46043023	2017	Focus	118,112	
47	46044245	2014	F-150	93,563	
48	46044646	2021	Expedition	31,637	29.35
49	46044662	2019	F-150	103,465	27.74
50	46044660	2020	Mustang	988	27.74
51	46044511	2016	F-150	157,511	
52	46043335	2017	Fusion	79,765	
53	46044664	2008	F-150	69,260	29.35
54	46044658	2021	F-350	62,529	59.07
55	46044666	2015	Edge	27,927	29.35
56	46045033	2019	F-250	47,785	149.95
57	46045044	2019	Escape	52,411	29.35
58	46045028	2020	F-150	86,565	
59	46044899	2017	Fusion	112,866	20.12
60	46045036	2019	F-150	64,429	
61	46044975	2015	F-150	161,623	
62	46045054	2020	F-150	100,699	29.35
63	46044667	2024	Mustang	7,081	29.35
64	46044671	2019	Ranger	70,909	29.35
65	46044674	2019	Fiesta	48,107	4.05
66	46044443	2019	Fusion	43,502	
67	46044673	2014	F-150	111,632	29.35
68	46044654	2004	Focus	190,612	
69	46044570	2021	Edge	53,727	29.35
70	46044595	2021	Explorer	21,057	29.35
71	46044596	2021	Escape	22,738	29.35
72	46044597	2015	F-250	179,375	29.35
73	46044217	2014	Taurus	94,348	85.00
74	46042984	2019	Expedition	93,508	
75	46044610	2013	F-150	198,664	29.35
76	46044501	2020	Escape	26,291	29.35
77	46044509	2018	F-150	122,181	29.35
78	46044195	2014	MKZ Hybrid	252,129	
79					
80					
81	46044422	2018	F-150	151,603	
82	46044365	2019	F150	74,041	
83	46044505	2018	Expedition	72,517	27.74
84	46044613	2021	Mustang	27,151	
85	46044514	2015	MKX	906,335	
86	46044532	2014	Edge	96,597	30.31
87	46044249	2019	Escape	50,898	
88	46044560	2023	Bronco	14,563	29.35
89	46044507	2020	Fusion	31,197	
90	46044455	2014	C-Max	129,699	
91	46044611	2023	Bronco	4,907	29.35
92	46044543	2015	Mustang	126,173	
93	46044598	2017	Escape	39,383	
94	46044263	2015	Fusion	128,054	
95	46044248	2015	F-150	99,431	29.35

96	46043889	2012	MKZ	149,157	29.35
97	46044261	2019	Explorer	94,474	
98	46044216	2016	F-350	115,705	78.57
99	46043831	2019	Explorer	160,784	
100	46044121	2006	Focus	168,793	
Totals				Totals	1,970.06
Number of RO's in Sample					
					Labor Sales

0.80	812	16.00	12.80					
0.40	819	15.00	6.00					
0.40	812	16.00	6.40					
0.80	791	13.00	10.40					
0.50	812	16.00	8.00					
0.80	791	13.00	10.40					
1.00	333	23.00	23.00					
0.80	195	15.00	12.00					
0.40	819	15.00	6.00					
				253.35	3.00	819	15.00	45.00
0.80	791	13.00	10.40					
0.80	812	16.00	12.80					
0.80	791	13.00	10.40					
0.10	819	15.00	1.50					
0.80	791	13.00	10.40					
1.00	354	30.00	30.00					
0.80	812	16.00	12.80					
0.80	819	15.00	12.00					
0.80	812	16.00	12.80					
1.70	812	16.00	27.20					
0.80	819	15.00	12.00					
0.80	812	16.00	12.80					
0.80	819	15.00	12.00					
0.40	195	15.00	6.00					
				163.33	2.00	812	16.00	32.00
0.40	791	13.00	5.20					
0.80	812	16.00	12.80					
				253.38	3.00	812	16.00	48.00
0.80	791	13.00	10.40					
0.80	263	17.00	13.60					

0.80	354	30.00	24.00					
				254.40	3.00	911	28.00	84.00
0.80	819	15.00	12.00					
35.60			436.50	924.46	11.00			209.00
Competative Labor				Maintenance Labor				
Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost

Repair Labor					Total Cost of Labor	One Item Repair Order
Labor Sales	Flat Rate Hours	Technician Number	Pay Per FRH	Labor Cost		
						1
719.80	4.00	247	50.00			
						1
359.90	2.00	247	50.00			1
						1
						1
149.99	1.00	333	23.00			1
419.88	2.50	911	28.00			1
						1
34.95	0.20	812	16.00			1
						1
						1
						1
269.96	2.00	911	28.00			1
296.96	1.50	911	28.00			
2,176.21	27.30	247	50.00			1
						1
359.90	2.00	895	30.00			1
3,329.08	20.00	895	30.00			1
149.95	1.00	880	40.00			1
						1
179.95	1.00	895	30.00			1
809.78	4.50	911	28.00			1
149.99	1.00	247	50.00			1
449.88	2.50	247	50.00			
140.25	1.10	916	50.00			1
					12.80	
					8.00	1
					12.00	1
					6.00	1
329.90	2.50	911	28.00	70.00	70.00	1
					6.00	1
626.25	4.00	911	28.00	112.00	112.00	1
149.96	1.00	911	28.00	28.00	28.00	1
					6.40	1
419.91	2.50	911	28.00	70.00	70.00	1
179.95	1.00	895	30.00	30.00	30.00	1
715.00	5.50	247	50.00	275.00	275.00	
179.95	1.00	895	30.00	30.00	30.00	1
					6.00	1
					12.80	1
35.99	0.20	812	16.00	3.20	3.20	1
					10.40	1
149.95	1.00	911	28.00	28.00	28.00	1
329.90	2.00	895	30.00	60.00	60.00	1

1,439.60	8.00	247	50.00	400.00	400.00	1
237.91	1.70	333	23.00	39.10	39.10	1
					12.80	1
					6.00	1
					6.40	1
689.95	4.00	895	30.00	120.00	120.00	1
3,464.00	20.00	442	17.00	340.00	340.00	1
					10.40	1
					8.00	1
					10.40	1
					23.00	1
					12.00	1
50.00	0.50	333	23.00	11.50	11.50	1
					6.00	1
					45.00	1
149.95	1.00	333	23.00	23.00	23.00	1
					10.40	1
					12.80	1
					10.40	1
					1.50	1
1,409.60	8.00	880	40.00	320.00	320.00	1
					10.40	1
359.90	2.00	895	30.00	60.00	60.00	1
					30.00	1
					12.80	1
					12.00	1
					12.80	1
					27.20	1
359.90	2.00	938	15.00	30.00	30.00	1
					12.00	1
					12.80	1
					12.00	1
149.95	1.00	108	33.00	33.00	33.00	1
269.93	1.50	880	40.00	60.00	60.00	
269.93	1.50	108	33.00	49.50	49.50	
719.80	4.00	442	17.00	68.00	68.00	1
161.96	0.90	880	40.00	36.00	36.00	1
					6.00	1
					32.00	1
239.94	1.50	911	28.00	42.00	42.00	1
					5.20	1
449.88	2.50	911	28.00	70.00	70.00	1
					12.80	1
179.95	2.00	895	30.00	60.00	60.00	1
					48.00	1
					10.40	1
179.95	1.00	911	28.00	28.00	28.00	1
359.91	2.00	108	33.00	66.00	66.00	1
179.95	1.00	895	30.00	30.00	30.00	1
					13.60	1

					24.00	1
					84.00	1
					12.00	1
2,699.25	16.00	895	30.00	480.00	480.00	1
329.95	2.00	911	28.00	56.00	56.00	1
27,464.35	178.40			3128.30	3773.80	93
Repair Labor					Total	One Item
Labor	Flat Rate	Technican	Pay Per	Labor	Cost of	Repair
Sales	Hours	Number	FRH	Cost	Labor	Order

Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor		Repair Labor		Total Cost of Labor	One Item Repair Order
				Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours		
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Total Cost of Labor	One Item Repair Order
46043993	2014	F-150	197,639	170.00	2.00	0.00	0.00	0.00	0.00	0.00	1
46037127	2017	EXPLOR	85,711	20.12	0.40	0.00	0.00	0.00	0.00	0.00	1
46044964	2019	Mustang	54,641	20.12	0.40	0.00	0.00	0.00	0.00	0.00	1
46044965	2021	F-250	32,194	0.00	0.00	0.00	0.00	359.90	2.00	0.00	1
46045003	2020	F-150	51,358	29.35	0.80	0.00	0.00	0.00	0.00	0.00	1
46045004	2015	Mustang	72,359	20.12	0.40	0.00	0.00	0.00	0.00	0.00	1
46044969	2021	F-150	37,566	0.00	0.00	0.00	0.00	149.99	1.00	0.00	1
46044886	2013	F-150	77,567	0.00	0.00	0.00	0.00	419.88	2.50	0.00	1
46044960	2018	Escape	88,076	29.35	0.80	0.00	0.00	0.00	0.00	0.00	1
46044949	2019	Fusion H	51,621	0.00	0.00	0.00	0.00	34.95	0.20	0.00	1
46044952	2020	Fusion	12,002	29.35	0.80	0.00	0.00	0.00	0.00	0.00	1
46044913	2004	F-150	367,705	200.00	2.00	0.00	0.00	0.00	0.00	0.00	1
46044924	2022	Edge	8,721	27.74	0.40	0.00	0.00	0.00	0.00	0.00	1
46044545	2018	Edge	130,301	0.00	0.00	0.00	0.00	269.96	2.00	0.00	1
46037145	2008	EXPLOR	182,508	0.00	0.00	0.00	0.00	359.95	2.00	30.00	1
46026057	2014	F-150	84,077	0.00	0.00	0.00	0.00	2,176.21	27.30	0.00	1
46044938	2024	Mustang	3,978	27.74	0.40	0.00	0.00	0.00	0.00	0.00	1
46044591	2018	MKZ	33,859	0.00	0.00	0.00	0.00	359.90	2.00	0.00	1
46044661	2017	Taurus	207,882	0.00	0.00	0.00	0.00	3,329.08	20.00	0.00	1
46044703	2008	F-150	243,423	0.00	0.00	0.00	0.00	149.95	1.00	0.00	1
46044901	2016	MKX	54,329	29.35	0.80	0.00	0.00	0.00	0.00	0.00	1
46044800	2017	Explorer	181,912	0.00	0.00	0.00	0.00	179.95	1.00	0.00	1
46044746	2003	Ranger	132,889	0.00	0.00	0.00	0.00	809.78	4.50	0.00	1
46044757	2023	F-250	5,852	0.00	0.00	0.00	0.00	149.99	1.00	0.00	1
46038115	2016	F-150	127,008	0.00	0.00	0.00	0.00	2,335.12	16.00	480.00	1
46044038	2018	F-150	99,792	0.00	0.00	0.00	0.00	140.25	1.10	0.00	1
46044811	2016	F-150	107,456	29.35	0.80	0.00	0.00	0.00	0.00	12.80	0
46044813	2020	F-250	55,038	59.07	0.50	0.00	0.00	0.00	0.00	8.00	1
46044821	2016	Fusion	91,955	29.35	0.80	0.00	0.00	0.00	0.00	12.00	1
46044828	2024	F-250	3,756	20.12	0.40	0.00	0.00	0.00	0.00	6.00	1
46044446	2012	F-150	200,771	0.00	0.00	0.00	0.00	329.90	2.50	70.00	1
46044836	2019	Nautilus	79,438	20.12	0.40	0.00	0.00	0.00	0.00	6.00	1
46042162	2017	F-150	81,230	0.00	0.00	0.00	0.00	626.25	4.00	112.00	1
46044580	2016	Explorer	141,455	0.00	0.00	0.00	0.00	149.96	1.00	28.00	1
46044764	2023	Explorer	20,905	71.98	0.40	0.00	0.00	0.00	0.00	6.40	1
46044768	2019	Edge	46,119	0.00	0.00	0.00	0.00	419.91	2.50	70.00	1
46044801	2014	F-150	162,336	0.00	0.00	0.00	0.00	179.95	1.00	30.00	1
46041023	2016	F-250	153,531	0.00	0.00	0.00	0.00	715.00	5.50	275.00	0
46044724	2017	F-150	103,123	0.00	0.00	0.00	0.00	179.95	1.00	30.00	1
46044711	2020	Ranger	11,019	30.31	0.40	0.00	0.00	0.00	0.00	6.00	1
46044726	2019	Fusion	94,231	29.35	0.80	0.00	0.00	0.00	0.00	12.80	1
46043977	2022	Mustang	64,143	0.00	0.00	0.00	0.00	35.99	0.20	3.20	1
46044754	2019	Fusion H	79,901	29.35	0.80	0.00	0.00	0.00	0.00	10.40	1
46044659	2006	F-150	121,085	0.00	0.00	0.00	0.00	149.95	1.00	28.00	1
46044517	2015	F-150	178,286	0.00	0.00	0.00	0.00	329.90	2.00	60.00	1
46043023	2017	Focus	2,017	0.00	0.00	0.00	0.00	1,439.60	8.00	400.00	1
46044245	2014	F-150	93,563	0.00	0.00	0.00	0.00	237.91	1.70	39.10	1
46044646	2021	Expedition	31,637	29.35	0.80	0.00	0.00	0.00	0.00	12.80	1
46044662	2019	F-150	103,465	27.74	0.40	0.00	0.00	0.00	0.00	6.00	1
46044660	2020	Mustang	988	27.74	0.40	0.00	0.00	0.00	0.00	6.40	1
ROs 1-50 Totals				1,007.07	16.10	0.00	0.00	16,019.13	114.00	1,760.90	48
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	Flat Rate Hours	Labor Sales	Flat Rate Hours		

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		
46044511	2016	F-150	157,511	0.00	0.00	0.00	0.00	689.95	4.00	120.00	1
46043335	2017	Fusion	79,765	0.00	0.00	0.00	0.00	3,464.00	20.00	340.00	1
46044664	2008	F-150	69,260	29.35	0.80	0.00	0.00	0.00	0.00	10.40	1
46044658	2021	F-350	62,529	59.07	0.50	0.00	0.00	0.00	0.00	8.00	1
46044666	2015	Edge	27,927	29.35	0.80	0.00	0.00	0.00	0.00	10.40	1
46045033	2019	F-250	47,785	149.95	1.00	0.00	0.00	0.00	0.00	23.00	1
46045044	2019	Escape	52,411	29.35	0.80	0.00	0.00	0.00	0.00	12.00	1
46045028	2020	F-150	86,565	0.00	0.00	0.00	0.00	50.00	0.50	11.50	1
46044899	2017	Fusion	112,866	20.12	0.40	0.00	0.00	0.00	0.00	6.00	1
46045036	2019	F-150	64,429	0.00	0.00	253.35	3.00	0.00	0.00	45.00	1
46044975	2015	F-150	161,623	0.00	0.00	0.00	0.00	149.95	1.00	23.00	1
46045054	2020	F-150	100,699	29.35	0.80	0.00	0.00	0.00	0.00	10.40	1
46044667	2024	Mustang	7,081	29.35	0.80	0.00	0.00	0.00	0.00	12.80	1
46044671	2019	Ranger	70,909	29.35	0.80	0.00	0.00	0.00	0.00	10.40	1
46044674	2019	Fiesta	48,107	4.05	0.10	0.00	0.00	0.00	0.00	1.50	1
46044443	2019	Fusion	43,502	0.00	0.00	0.00	0.00	1,409.60	8.00	320.00	1
46044673	2014	F-150	111,632	29.35	0.80	0.00	0.00	0.00	0.00	10.40	1
46044654	2004	Focus	190,612	0.00	0.00	0.00	0.00	359.90	2.00	60.00	1
46044570	2021	Edge	53,727	29.35	1.00	0.00	0.00	0.00	0.00	30.00	1
46044595	2021	Explorer	21,057	29.35	0.80	0.00	0.00	0.00	0.00	12.80	1
46044596	2021	Escape	22,738	29.35	0.80	0.00	0.00	0.00	0.00	12.00	1
46044597	2015	F-250	179,375	29.35	0.80	0.00	0.00	0.00	0.00	12.80	1
46044217	2014	Taurus	94,348	85.00	1.70	0.00	0.00	0.00	0.00	27.20	1
46042984	2019	Expedition	93,508	0.00	0.00	0.00	0.00	359.90	2.00	30.00	1
46044610	2013	F-150	198,664	29.35	0.80	0.00	0.00	0.00	0.00	12.00	1
46044501	2020	Escape	26,291	29.35	0.80	0.00	0.00	0.00	0.00	12.80	1
46044509	2018	F-150	122,181	29.35	0.80	0.00	0.00	0.00	0.00	12.00	1
46044195	2014	MKZ Hybri	252,129	0.00	0.00	0.00	0.00	149.95	1.00	33.00	1
46043653	2020	EXPLORE	65,974	20.12	0.40	0.00	0.00	0.00	0.00	5.20	1
46043615	2018	F-150	82,949	0.00	0.00	0.00	0.00	563.70	5.80	162.40	0
46044422	2018	F-150	151,603	0.00	0.00	0.00	0.00	719.80	4.00	68.00	1
46044365	2019	F150	74,041	0.00	0.00	0.00	0.00	161.96	0.90	36.00	1
46044505	2018	Expedition	72,517	27.74	0.40	0.00	0.00	0.00	0.00	6.00	1
46044613	2021	Mustang	27,151	0.00	0.00	163.33	2.00	0.00	0.00	32.00	1
46044514	2015	MKX	906,335	0.00	0.00	0.00	0.00	239.94	1.50	42.00	1
46044532	2014	Edge	96,597	30.31	0.40	0.00	0.00	0.00	0.00	5.20	1
46044249	2019	Escape	50,898	0.00	0.00	0.00	0.00	449.88	2.50	70.00	1
46044560	2023	Bronco	14,563	29.35	0.80	0.00	0.00	0.00	0.00	12.80	1
46044507	2020	Fusion	31,197	0.00	0.00	0.00	0.00	179.95	2.00	60.00	1
46044455	2014	C-Max	129,699	0.00	0.00	253.38	3.00	0.00	0.00	48.00	1
46044611	2023	Bronco	4,907	29.35	0.80	0.00	0.00	0.00	0.00	10.40	1
46044543	2015	Mustang	126,173	0.00	0.00	0.00	0.00	179.95	1.00	28.00	1
46044598	2017	Escape	39,383	0.00	0.00	0.00	0.00	359.91	2.00	66.00	1
46044263	2015	Fusion	128,054	0.00	0.00	0.00	0.00	179.95	1.00	30.00	1
46044248	2015	F-150	99,431	29.35	0.80	0.00	0.00	0.00	0.00	13.60	1
46043889	2012	MKZ	149,157	29.35	0.80	0.00	0.00	0.00	0.00	24.00	1
46044261	2019	Explorer	94,474	0.00	0.00	254.40	3.00	0.00	0.00	84.00	1
46044216	2016	F-350	115,705	78.57	0.80	0.00	0.00	0.00	0.00	12.00	1
46043831	2019	Explorer	160,784	0.00	0.00	0.00	0.00	2,699.25	16.00	480.00	1
46044121	2006	Focus	168,793	0.00	0.00	0.00	0.00	329.95	2.00	56.00	1
RO's 51-100 Totals				1,003.23	20.30	924.46	11.00	12,697.49	77.20	2,581.00	49
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	\$ 2,010	÷	36.40	=	55.23
Maintenance	\$ 924	÷	11.00	=	84.04
Repair	\$ 28,717	÷	191.20	=	150.19
Totals	\$ 31,651	÷	238.60	=	132.65
				Target Labor Rate	129.50
Total ROs	25			Difference	3.15

Cost of Labor

Total Cost of Labor	3773.80	÷	Total Sales	=	11.92%
Total Cost of Labor	3773.80	÷	Total FRHs	=	15.82

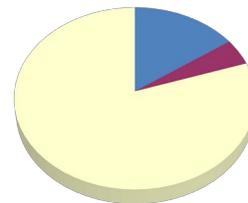
Repair Order Measurements

Total Labor Sales	31,651.38	÷	Total ROs	=	1266.06
Total FRHs	238.60	÷	Total ROs	=	9.54
Menu Sales		÷	Total ROs	=	
Competitive FRHs	36.40	÷	Total FRHs	=	15.26%
Maintenance FRHs	11.00	÷	Total FRHs	=	4.61%
Repair FRH	191.20	÷	Total FRHs	=	80.13%
One item ROs	97	÷	Total ROs	=	388.00%

Model Year Analysis

2025	2024	2023	2022	2021
0	3	4	2	8
0.00%	12.00%	16.00%	8.00%	32.00%

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

2020	Older	Total
9	-1	25
36.00%	-4.00%	