



Repair Order Analysis *and Summary*

4/22/2024

LUMS GMC

Dealership

Kenith Huettl

Student

41

Class #

Repair Order Analysis Input Sheet

	RO Number	Year	Model	Mileage	Competitive Labor					
					Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales
1	6102042	2006	uplander	90,000						
2	6102097	2007	freestyle	144,655						775.00
3	6102100	2011	enclave	268,048						
4	6102110	2015	srx	55,408						549.99
5	6102117	2014	sierra 2500	65,974	20.00	0.40	182	17.00	6.80	
6	6102125	2023	yukon xl	10,387	30.00	0.40	182	17.00	6.80	
7	6102130	2007	g6	67,891	30.00	0.40	184	18.00	7.20	
8	6102132	2018	acadia	118,415	30.00	0.40	184	18.00	7.20	
9	6102133	2019	Tundra	63,571	30.00	0.40	184	18.00	7.20	
10	6102089	2005	Vibe	144,304						
11	6102139	2016	FIT	192,324	30.00	0.40	184	18.00	7.20	
12	6102141	2017	Enclave	70,678	20.00	0.40	184	18.00	7.20	
13	6102011	2013	silverado	98,700						
14	6102104	2019	xt4	28,510	20.00	0.40	184	18.00	7.20	
15	6102118	2003	silverado	180,050						
16	6101641	2008	canyon	168,063	30.00	0.40	184	18.00	7.20	
17										
18					250.00	5.00	162	18.50	92.50	
19	6102161	2015	xts	80,555						
20					249.99	4.00	162	18.50	74.00	
21	6102165	2020	encore	68,623	30.00	0.40	184	18.00	7.20	
22	6102166	1996	dakota	96,423	30.00	0.40	184	18.00	7.20	
23	6102175	2013	encore	82,456						420.00
24	6102177	2021	encore	18,223	30.00	0.40	184	18.00	7.20	
25	6102184	2021	sierra	51,081	18.72	0.40	182	17.00	6.80	
26	6101769	2018	xts	54,277						
27										
28	6102176	2015	srx	48,535						
29	6102186	2022	sierra	36,292	30.00	0.40	184	18.00	7.20	
30	6102188	2021	sierra	54,004						94.43
31	6102198	2009	sierra	133,102	30.00	0.40	182	17.00	6.80	
32	6102201	2019	sierra	83,703	30.00	0.40	184	18.00	7.20	
33	6102204	2019	encore	42,838	30.00	0.40	184	18.00	7.20	
34	6102205	2022	sierra	31,369	30.00	0.40	184	18.00	7.20	
35	6101795	2015	encore	105,302						
36	6102207	2019	terrain	89,785	30.00	0.40	184	18.00	7.20	
37	6102209	2016	journey	84,022						480.00
38	6102210	2016	cts	41,426						315.00
39	6102212	2023	sierra	15,257	30.00	0.40	182	17.00	6.80	
40	6102214	2011	enclave	268,048	30.00	0.40	182	17.00	6.80	
41	6102215	2001	lesabre	308,027						
42	6102216	2020	encore	40,026	20.00	0.40	184	18.00	7.20	
43	6102221	2022	sierra	19,938	30.00	0.40	184	18.00	7.20	
44	6102222	2019	encore	79,576	30.00	0.40	184	18.00	7.20	
45	6102230	2019	sierra	39,113						64.43
46	6102231	2015	outback	51,581	30.00	0.40	184	18.00	7.20	
47	6102233	2023	sierra	14,240						
48	6102237	2015	silverado	93,155	30.00	0.40	182	17.00	6.80	
49	6102243	2018	silverado	41,824	30.00	0.40	184	18.00	7.20	
50	6102244	2017	enclave	65,031						104.00
51	6102248	2017	corolla	32,670	15.00	0.40	184	18.00	7.20	
52	6102249	2019	f-150	107,393	30.00	0.40	184	18.00	7.20	
53	6102065	2012	silverado	104,606						
54	6102211	2008	sierra	110,628						
55					30.00	0.40	184	18.00	7.20	
56	6102229	2020	yukon xl	47,568						
57	6102250	2004	ram 1500	261,521	30.00	0.40	184	18.00	7.20	
58	6102252	2016	encore	87,150	30.00	0.40	184	18.00	7.20	

59	6102254	2017	encore	93,610	30.00	0.40	184	18.00	7.20		
60	6102224	2018	sierra	75,370	30.00	0.40	182	17.00	6.80		
61	6102225	2021	sierra	35,572	30.00	0.40	184	18.00	7.20		
62	6102232	2018	terrain	55,149	30.00	0.40	184	18.00	7.20		
63	6102245	2018	sierra	49,395						352.43	
64	6102262	2009	lucern	69,124	30.00	0.40	182	17.00	6.80		
65	6102266	2021	yukon xl	40,684	30.00	0.40	182	17.00	6.80		
66	6102268	2019	silverado	79,144							
67	6102269	2021	sierra	40,128	30.00	0.40	184	18.00	7.20		
68	6102270	2022	terrain	37,005	30.00	0.40	182	17.00	6.80		
69	6102273	2023	sierra	61,345	30.00	0.40	184	18.00	7.20		
70	6102285	2018	yukon xl	50,967	30.00	0.40	184	18.00	7.20		
71	6102288	2016	malibu	248,677	30.00	0.40	184	18.00	7.20		
72	6101760	2011	srx	128,558							
73											
74	6102277	2017	fusion	70,552						115.00	
75	6102299	2010	camaro	134,498	30.00	0.40	184	18.00	7.20		
76	6102300	2021	yukon	64,617	30.00	0.40	184	18.00	7.20		
77										182.38	
78	6102302	2011	terrain	131,277	30.00	0.40	184	18.00	7.20		
79	6102305	1997	century	87,024							
80											
81											
82											
83											
84											
85											
86											
87											
88											
89											
90											
91											
92											
93											
94											
95											
96											
97											
98											
99											
##											
Totals Totals					1,813.71	27.40			493.30	3,452.66	
Number of RO's in Sample				Competative Labor							
				Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales		

Maintenance Labor				Repair Labor					Total Cost of Labor	One Item Repair Order
Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost		
				75.00	0.50	179	19.00	9.50	9.50	1
4.50	74	42.50	191.25						191.25	
				738.90	6.30	47	27.00	170.10	170.10	
2.50	179	19.00	47.50						47.50	1
									6.80	1
									6.80	1
									7.20	1
									7.20	1
									7.20	1
				160.00	1.00	47	27.00	27.00	27.00	1
									7.20	1
									7.20	1
				420.00	2.80	47	27.00	75.60	75.60	1
									7.20	1
				525.00	3.50	74	42.50	148.75	148.75	1
									7.20	
				2,190.00	14.20	74	42.50	603.50	603.50	
									92.50	
				300.00	3.00	179	19.00	57.00	57.00	
									74.00	
									7.20	1
									7.20	1
2.80	179	19.00	53.20						53.20	1
									7.20	1
									6.80	1
				555.00	2.70	74	42.50	114.75	114.75	1
				150.00	1.00	182	17.00	17.00	17.00	
				150.00	1.00	74	42.50	42.50	42.50	1
									7.20	1
0.90	184	18.00	16.20						16.20	1
									6.80	1
									7.20	1
									7.20	1
									7.20	1
				165.00	1.10	142	23.00	25.30	25.30	1
									7.20	1
3.40	74	42.50	144.50						144.50	
2.10	179	19.00	39.90						39.90	1
									6.80	1
									6.80	1
				150.00	1.00	142	23.00	23.00	23.00	1
									7.20	1
									7.20	1
									7.20	1
0.50	182	17.00	8.50						8.50	1
									7.20	1
				46.00	1.00	179	19.00	19.00	19.00	
									6.80	1
									7.20	1
0.80	142	23.00	18.40						18.40	1
									7.20	1
									7.20	1
				750.00	5.00	74	42.50	212.50	212.50	1
				385.00	2.50	142	23.00	57.50	57.50	1
									7.20	
				222.00	1.70	74	42.50	72.25	72.25	1
									7.20	1
									7.20	1

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	Flat Rate Hours	Labor Sales	Flat Rate Hours		
6102042	2006	uplander	90,000	0.00	0.00	0.00	0.00	75.00	0.50	9.50	1
6102097	2007	freestyle	144,655	0.00	0.00	775.00	4.50	0.00	0.00	191.25	0
6102100	2011	enclave	268,048	0.00	0.00	0.00	0.00	738.90	6.30	170.10	0
6102110	2015	srx	55,408	0.00	0.00	549.99	2.50	0.00	0.00	47.50	1
6102117	2014	sierra 25	65,974	20.00	0.40	0.00	0.00	0.00	0.00	6.80	1
6102125	2023	yukon xl	10,387	30.00	0.40	0.00	0.00	0.00	0.00	6.80	1
6102130	2007	g6	67,891	30.00	0.40	0.00	0.00	0.00	0.00	7.20	1
6102132	2018	acadia	118,415	30.00	0.40	0.00	0.00	0.00	0.00	7.20	1
6102133	2019	Tundra	63,571	30.00	0.40	0.00	0.00	0.00	0.00	7.20	1
6102089	2005	Vibe	144,304	0.00	0.00	0.00	0.00	160.00	1.00	27.00	1
6102139	2016	FIT	192,324	30.00	0.40	0.00	0.00	0.00	0.00	7.20	1
6102141	2017	Enclave	70,678	20.00	0.40	0.00	0.00	0.00	0.00	7.20	1
6102011	2013	silverado	98,700	0.00	0.00	0.00	0.00	420.00	2.80	75.60	1
6102104	2019	xt4	28,510	20.00	0.40	0.00	0.00	0.00	0.00	7.20	1
6102118	2003	silverado	180,050	0.00	0.00	0.00	0.00	525.00	3.50	148.75	1
6101641	2008	canyon	168,063	30.00	0.40	0.00	0.00	0.00	0.00	7.20	0
0	0	-	-	0.00	0.00	0.00	0.00	2,190.00	14.20	603.50	0
0	0	-	-	250.00	5.00	0.00	0.00	0.00	0.00	92.50	0
6102161	2015	xts	80,555	0.00	0.00	0.00	0.00	300.00	3.00	57.00	0
0	0	-	-	249.99	4.00	0.00	0.00	0.00	0.00	74.00	0
6102165	2020	encore	68,623	30.00	0.40	0.00	0.00	0.00	0.00	7.20	1
6102166	1996	dakota	96,423	30.00	0.40	0.00	0.00	0.00	0.00	7.20	1
6102175	2013	encore	82,456	0.00	0.00	420.00	2.80	0.00	0.00	53.20	1
6102177	2021	encore	18,223	30.00	0.40	0.00	0.00	0.00	0.00	7.20	1
6102184	2021	sierra	51,081	18.72	0.40	0.00	0.00	0.00	0.00	6.80	1
6101769	2018	xts	54,277	0.00	0.00	0.00	0.00	555.00	2.70	114.75	1
0	0	-	-	0.00	0.00	0.00	0.00	150.00	1.00	17.00	0
6102176	2015	srx	48,535	0.00	0.00	0.00	0.00	150.00	1.00	42.50	1
6102186	2022	sierra	36,292	30.00	0.40	0.00	0.00	0.00	0.00	7.20	1
6102188	2021	sierra	54,004	0.00	0.00	94.43	0.90	0.00	0.00	16.20	1
6102198	2009	sierra	133,102	30.00	0.40	0.00	0.00	0.00	0.00	6.80	1
6102201	2019	sierra	83,703	30.00	0.40	0.00	0.00	0.00	0.00	7.20	1
6102204	2019	encore	42,838	30.00	0.40	0.00	0.00	0.00	0.00	7.20	1
6102205	2022	sierra	31,369	30.00	0.40	0.00	0.00	0.00	0.00	7.20	1
6101795	2015	encore	105,302	0.00	0.00	0.00	0.00	165.00	1.10	25.30	1
6102207	2019	terrain	89,785	30.00	0.40	0.00	0.00	0.00	0.00	7.20	1
6102209	2016	journey	84,022	0.00	0.00	480.00	3.40	0.00	0.00	144.50	0
6102210	2016	cts	41,426	0.00	0.00	315.00	2.10	0.00	0.00	39.90	1
6102212	2023	sierra	15,257	30.00	0.40	0.00	0.00	0.00	0.00	6.80	1
6102214	2011	enclave	268,048	30.00	0.40	0.00	0.00	0.00	0.00	6.80	1
6102215	2001	lesabre	308,027	0.00	0.00	0.00	0.00	150.00	1.00	23.00	1
6102216	2020	encore	40,026	20.00	0.40	0.00	0.00	0.00	0.00	7.20	1
6102221	2022	sierra	19,938	30.00	0.40	0.00	0.00	0.00	0.00	7.20	1
6102222	2019	encore	79,576	30.00	0.40	0.00	0.00	0.00	0.00	7.20	1
6102230	2019	sierra	39,113	0.00	0.00	64.43	0.50	0.00	0.00	8.50	1
6102231	2015	outback	2,015	30.00	0.40	0.00	0.00	0.00	0.00	7.20	1
6102233	2023	sierra	14240	0.00	0.00	0.00	0.00	46.00	1.00	19.00	0
6102237	2015	silverado	93155	30.00	0.40	0.00	0.00	0.00	0.00	6.80	1
6102243	2018	silverado	41824	30.00	0.40	0.00	0.00	0.00	0.00	7.20	1
6102244	2017	enclave	65031	0.00	0.00	104.00	0.80	0.00	0.00	18.40	1
ROs 1-50 Totals				1,258.71	19.80	2,802.85	17.50	5,624.90	39.10	2,210.55	40
Date of Study:				C Labor		M Labor		R Labor		Total Cost of Labor	One Item Repair Order
Study Compiled by				Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours		

Repair Order Analysis Summary Report

	Sales in Dollars	FRH's on RO's	Averages
Competitive	\$ 1,814 ÷	27.40 =	66.19
Maintenance	\$ 3,453 ÷	22.10 =	156.23
Repair	\$ 7,417 ÷	54.40 =	136.34
Totals	\$ 12,683 ÷	103.90 =	122.07
		Target Labor Rate	137.56
Total ROs	72	Difference	-15.49

Cost of Labor

Total Cost of Labor	2930.20 ÷	Total Sales	=	23.10%
Total Cost of Labor	2930.20 ÷	Total FRHs	=	28.20

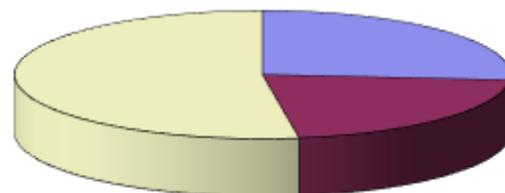
Repair Order Measurements

Total Labor Sales	12,683.13 ÷	Total ROs	=	176.15
Total FRHs	103.90 ÷	Total ROs	=	1.44
Menu Sales	÷	Total ROs	=	
Competitive FRHs	27.40 ÷	Total FRHs	=	26.37%
Maintenance FRHs	22.10 ÷	Total FRHs	=	21.27%
Repair FRH	54.40 ÷	Total FRHs	=	52.36%
One item ROs	64 ÷	Total ROs	=	88.89%

Model Year Analysis

2025	2024	2023	2022	2021
0	0	4	4	7
0.00%	0.00%	5.56%	5.56%	9.72%

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
3	54	72
4.17%	75.00%	

Repair