



# Repair Order Analysis *and Summary*

5/20/2024

Quality Toyota

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**Dealership**

***Hattie Mandan***

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**Student**

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**Class #**



Repair Order Analysis Input Sheet

RO Number	Year	Model	Mileage	Competitive Labor				Maintenance Labor				Repair Labor				Total Cost of Labor	One Item Repair Order			
				Labor Sales	Flat Rate Hours	Technician Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technician Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours			Technician Number	Pay Per FRH	Labor Cost
1	6084099	2019	highlander	50,212	23.95	0.40	60	16.50	6.00									0.00	6.60	1
2	6084100	2019	highlander	59,721					0.00	179.95	2.40	570	37.00	88.80				0.00	88.80	multiple line
3	6084101	2016	prius	112,193					0.00	208	1.30	305	34.00	44.20				0.00	44.20	1
4	6084102	2014	tundra	221,961	76.00	0.80	92	20.00	16.00									0.00	16.00	1
5	6084103	2004	camry	193,438	19.94	0.30	179	18.50	5.55									0.00	5.55	1
6	6084104	2019	highlander	80,559	33.95	0.50	199	18.50	9.25									0.00	9.25	1
7	6084105	2020	tundra	53,148	33.95	0.50	60	16.50	8.25									0.00	8.25	1
8	6084106	2021	rav 4	63,595	33.95	0.50	199	18.50	9.25									0.00	9.25	1
9	6084108	2016	rav4	129,019	33.95	0.50	179	18.50	9.25									0.00	9.25	1
10	6084109	2018	tundra	95,752	33.95	0.50	199	18.50	9.25									0.00	9.25	1
11	6083439	2019	rav4	59,637					0.00						341.00	2.00	570	37.00	74.00	1
12	6084114	2004	rav4	167,471					0.00	109.04	0.70	215	20.00	14.00				0.00	14.00	1
13	6084124	2017	prius	156,340	33.95	0.50	199	18.50	9.25									0.00	9.25	1
14	6084125	2017	rav4	123,607					0.00	265.00	2.00	305	34.00	68.00				0.00	68.00	1
15	6084126	2021	rav4	30,449	57.90	0.90	60	16.50	14.85									0.00	14.85	multiple line
16	6084134	2015	rav4	103,876	57.90	0.90	60	16.50	14.85									0.00	14.85	multiple line
17	6084135	2018	highlander	79,781	39.95	0.40	179	18.50	7.40									0.00	7.40	1
18	6084113	2018	tacoma	111,469					0.00						743.47	3.60	969	34.00	122.40	1
19	6084140	2021	rav4	33,041	10.40	0.50	60	16.50	8.25									0.00	8.25	1
20	6084141	2021	highlander	49,322	57.90	0.90	60	16.50	14.85									0.00	14.85	multiple line
21	6084055	2008	camry	133,348					0.00	530.00	3.60	570	37.00	133.20				0.00	133.20	multiple line
22	6084084	2006	avalon	124,063					0.00						264.04	1.70	969	34.00	57.80	1
23	6084150	2021	highlander	72,585	23.95	0.40	179	18.50	7.40									0.00	7.40	1
24	6084153	2017	rav4	67,467	33.95	0.50	199	18.50	9.25									0.00	9.25	1
25	6084156	2014	rx350	79,861	57.90	0.90	305	34.00	30.60									0.00	30.60	multiple line
26									0.00									0.00	0.00	
27									0.00									0.00	0.00	
28									0.00									0.00	0.00	
29									0.00									0.00	0.00	
30									0.00									0.00	0.00	
31									0.00									0.00	0.00	
32									0.00									0.00	0.00	
33									0.00									0.00	0.00	
34									0.00									0.00	0.00	
35									0.00									0.00	0.00	
36									0.00									0.00	0.00	
37									0.00									0.00	0.00	
38									0.00									0.00	0.00	
39									0.00									0.00	0.00	
40									0.00									0.00	0.00	
41									0.00									0.00	0.00	
42									0.00									0.00	0.00	
43									0.00									0.00	0.00	
44									0.00									0.00	0.00	
45									0.00									0.00	0.00	
46									0.00									0.00	0.00	
47									0.00									0.00	0.00	
48									0.00									0.00	0.00	
49									0.00									0.00	0.00	
50									0.00									0.00	0.00	
51									0.00									0.00	0.00	
52									0.00									0.00	0.00	
53									0.00									0.00	0.00	
54									0.00									0.00	0.00	
55									0.00									0.00	0.00	
56									0.00									0.00	0.00	
57									0.00									0.00	0.00	
58									0.00									0.00	0.00	
59									0.00									0.00	0.00	
60									0.00									0.00	0.00	
61									0.00									0.00	0.00	
62									0.00									0.00	0.00	
63									0.00									0.00	0.00	
64									0.00									0.00	0.00	
65									0.00									0.00	0.00	
66									0.00									0.00	0.00	
67									0.00									0.00	0.00	
68									0.00									0.00	0.00	
69									0.00									0.00	0.00	
70									0.00									0.00	0.00	
71									0.00									0.00	0.00	
72									0.00									0.00	0.00	
73									0.00									0.00	0.00	
74									0.00									0.00	0.00	
75									0.00									0.00	0.00	
76									0.00									0.00	0.00	
77									0.00									0.00	0.00	
78									0.00									0.00	0.00	
79									0.00									0.00	0.00	
80									0.00									0.00	0.00	
81									0.00									0.00	0.00	
82									0.00									0.00	0.00	
83									0.00									0.00	0.00	
84									0.00									0.00	0.00	
85									0.00									0.00	0.00	
86									0.00									0.00	0.00	
87									0.00									0.00	0.00	
88									0.00									0.00	0.00	
89									0.00									0.00	0.00	
90									0.00									0.00	0.00	
91									0.00									0.00	0.00	
92									0.00									0.00	0.00	
93									0.00									0.00	0.00	
94									0.00									0.00	0.00	
95									0.00									0.00	0.00	
96									0.00									0.00	0.00	
97									0.00									0.00	0.00	
98									0.00									0.00	0.00	
99									0.00									0.00	0.00	
100									0.00									0.00	0.00	
<b>Totals</b>				<b>Totals</b>	663.44	9.90			190.10	1,182.95	9.30				334.20	1,457.55	8.00			





### Repair Order Analysis Summary Report

	Sales in Dollars	FRH's on RO's	Averages	Analysis
Competitive	\$ 663	÷ 9.90	= 67.01	FRH Average
Maintenance	\$ 1,183	÷ 9.30	= 127.20	FRH Average
Repair	\$ 1,458	÷ 8.00	= 182.19	FRH Average
Totals	\$ 3,304	÷ 27.20	= 121.47	Customer ELR
		Target Labor Rate	139.37	Per FRH
Total ROs	25	Difference	-17.90	Per FRH

#### Cost of Labor

Total Cost of Labor	792.50	÷ Total Sales	= 23.99%	Percent Cost of Sales
Total Cost of Labor	792.50	÷ Total FRHs	= 29.14	Cost per FRH

#### Repair Order Measurements

Total Labor Sales	3,303.94	÷ Total ROs	= 132.16	Avg Labor per RO
Total FRHs	27.20	÷ Total ROs	= 1.09	Avg FRH's per RO
Menu Sales		÷ Total ROs	=	Percent Menu Sales
Competitive FRHs	9.90	÷ Total FRHs	= 36.40%	Percent Competitive
Maintenance FRHs	9.30	÷ Total FRHs	= 34.19%	Percent Maintenance
Repair FRH	8.00	÷ Total FRHs	= 29.41%	Percent Repair
One item ROs	18	÷ Total ROs	= 72.00%	Percent One Item RO

#### Model Year Analysis

2025	2024	2023	2022	2021	2020	Older	Total
0	0	0	0	5	1	19	25
0.00%	0.00%	0.00%	0.00%	20.00%	4.00%	76.00%	

Labor Mix

