

## Repair Order Analysis Summary Report

	Sales in Dollars	FRH's on RO's	Averages	Analysis
Competitive	\$ 1,164	÷ 18.15 =	64.13	FRH Average
Maintenance	\$ 2,827	÷ 28.45 =	99.37	FRH Average
Repair	\$ 10,181	÷ 97.80 =	104.10	FRH Average
Totals	\$ 14,172	÷ 144.40 =	98.14	Customer ELR
Target Labor Rate			94.00	Per FRH
Total Ro's in Sample	87	Difference	4.14	Per FRH

### Cost of Labor

Total Cost of Labor	3204.13	÷ Total Sales =	22.61%	Percent Cost of Sales
Total Cost of Labor	3204.13	÷ Total FRH's =	22.19	Cost per FRH

### Repair Order Measurements

Total Labor Sales	14,171.75	÷ Total RO's =	162.89	Avg Labor per RO
Total FRH's	144.40	÷ Total RO's =	1.66	Avg FRH's per RO
Menu Sales		÷ Total RO's =		Percent Menu Sales
Competitive FRH's	18.15	÷ Total FRH's =	12.57%	Percent Competitive
Maintenance FRH's	28.45	÷ Total FRH's =	19.70%	Percent Maintenance
Repair FRH'	97.80	÷ Total FRH's =	67.73%	Percent Repair
One item RO's	55	÷ Total RO's =	63.22%	Percent One Item RO

### Model Year Analysis

2019	2018	2017	2016	2015	2014	Older	Total
0	1	3	7	7	3	66	87
0.00%	1.15%	3.45%	8.05%	8.05%	3.45%	75.86%	