



Repair Order Analysis *and Summary*

9/24/2024

JACK GIAMBAIVO Hyundai of Hanover
Dealership
Nevin Baumgardner

Student

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		Totals Totals		1,746.57	16.70			
Number of RO's in Sample				Competative Labor				
				Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	

395.30	1,369.38	11.60			279.80	6,938.34	43.60		
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

	0.00	
	0.00	
	0.00	
	0.00	
	0.00	
1072.70	1747.80	6
	Total	One Item
Labor	Cost of	Repair
Cost	Labor	Order

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Repair Order Analysis Summary Report

	Sales in Dollars	FRH's on RO's	Averages
Competitive	\$ 1,747 ÷	16.70 =	104.59
Maintenance	\$ 1,369 ÷	11.60 =	118.05
Repair	\$ 6,938 ÷	43.60 =	159.14
Totals	\$ 10,054 ÷	71.90 =	144.00
		Target Labor Rate	
Total ROs	0	Difference	144.00

Cost of Labor

Total Cost of Labor	1747.80 ÷	Total Sales	=	17.38%
Total Cost of Labor	1747.80 ÷	Total FRHs	=	24.31

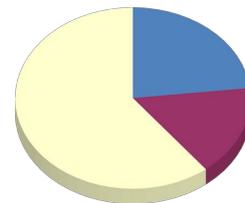
Repair Order Measurements

Total Labor Sales	10,054.29 ÷	Total ROs	=	
Total FRHs	71.90 ÷	Total ROs	=	
Menu Sales		Total ROs	=	
Competitive FRHs	16.70 ÷	Total FRHs	=	23.23%
Maintenance FRHs	11.60 ÷	Total FRHs	=	16.13%
Repair FRH	43.60 ÷	Total FRHs	=	60.64%
One item ROs	6 ÷	Total ROs	=	

Model Year Analysis

2025	2024	2023	2022	2021
0	0	0	1	1
0.00%	0.00%	0.00%	3.23%	3.23%

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	26	31
9.68%	83.87%	