



Repair Order Analysis *and Summary*

11/26/2024

Cannon CDJR Cleveland
Dealership

Michael Boulianger
Student

452
Class #

Tech #	Tech Pay Per FRH
158	37.00
669	30.00
674	27.00
709	25.00

Repair Order Analysis Input Sheet

				Competitive Labor				
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	
1	27347	2006	Dakota	65,124				
2	27755	2019	2500	84,507				
3	27789	2016	Cherokee	46,023				
4	27791	2022	Accord	47,661				
5	27794	2017	Charger	61,217				
6	27797	2022	Accord	90,345				
7	27656	2013	Wrangler	130,522				
8	27802	2018	Pathfinder	110,341				
9	27805	2024	Cherokee	38,108				
10	27758	2016	Tahoe	129,201				
11	27812	2024	Land Cruise	4,700				
12	27824	2022	Challenger	25,737				
13	27575	2019	Ram 1500	72,293				
14	27735	2017	Yukon	106,366				
15	27830	2022	Cherokee	52,822				
16	27664	2016	GX460	120,088				
17	27732	2019	Charger	92,800				
18	27819	2023	Ram 2500	44,615	75.00	1.20	674	27.00
19	27810	2015	Ram 1500	177,991				
20	27832	2021	Ram 1500	41,967				
21	27290	2013	Ram 1500	155,591				
22	27860	2023	Ram 3500	20,785				
23	27679	2019	Ram 3500	115,159				
24	27837	2019	Cherokee	83,626				
25	27851	2017	Challenger	118,314				
26	27876	2012	Caravan	47,099				
27	27880	2020	Ram 3500	153,370				
28	27884	2015	Ram 5500	133,334				
29	27870	2010	Wrangler	97,310				
30	27887	2014	Malibu	98,496	468.51	2.50	674	27.00
31	27889	2015	Ram 1500	52,278				
32	27890	2019	F-150	78,650				
33	27867	2019	Ram 2500	153,909				
34	27879	2022	Wagoneer	59,930				
35	27771	2022	Wagoneer	109,507				
36	27814	2022	Sierra	57,435				
37	27347	2006	Dakota	65,124				
38	27828	2023	Ram 1500	57,656				
39	27829	2018	Ram 2500	140,268				
40	27445	2016	Durango	99,672				
41	27992	2023	Cherokee	35,463				
42	28006	2019	Compass	55,097				
43	27989	2024	Durango	7,642				
44	27951	2019	Ram 1500	102,153				
45	27963	2019	C70	45,290				

46	27982	2021	Compass	57,588				
47	27968	2019	Challenger	86,314				
48	28004	2021	Wrangler	65,199				
49	28003	2024	Sportage	25,260				
50	27991	2020	Explorer	72,273				
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Totals				Totals	543.51	3.70			
Number of RO's in Sample					Competative Labor				
					Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	

99.90	1,073.85	11.50			310.50	17,968.61	124.20		
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

Labor Cost	Total Cost of Labor	One Item Repair Order
314.50	314.50	
45.00	45.00	
54.00	54.00	
	8.10	1
	8.10	1
	8.10	1
44.40	44.40	
637.50	637.50	
	16.20	
	16.20	
	16.20	
	8.10	1
167.50	167.50	
125.00	125.00	
	8.10	1
21.60	29.70	
122.10	122.10	
	32.40	
62.90	62.90	
74.00	74.00	
317.50	317.50	
	8.10	
25.00	25.00	
144.30	144.30	
50.00	50.00	
30.00	30.00	
37.00	37.00	
	40.50	
60.00	60.00	
	67.50	
56.70	56.70	
	8.10	1
25.00	25.00	
	8.10	1
182.50	182.50	
234.00	234.00	
314.50	314.50	
120.00	120.00	
90.00	90.00	
148.00	148.00	
	8.10	1
27.00	27.00	
	16.20	
45.90	54.00	
37.00	37.00	

	0.00	
	0.00	
	0.00	
	0.00	
	0.00	
3642.90	4053.30	11
	Total	One Item
Labor	Cost of	Repair
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
27347	2006	Dakota	65,124	0.00	0.00	0.00	0.00	1,457.00	8.50	314.50	0
27755	2019	2500	84,507	0.00	0.00	0.00	0.00	157.50	1.50	45.00	0
27789	2016	Cherokee	46,023	0.00	0.00	0.00	0.00	336.00	2.00	54.00	0
27791	2022	Accord	47,661	0.00	0.00	23.00	0.30	0.00	0.00	8.10	1
27794	2017	Charger	61,217	0.00	0.00	23.00	0.30	0.00	0.00	8.10	1
27797	2022	Accord	90,345	0.00	0.00	23.00	0.30	0.00	0.00	8.10	1
27656	2013	Wrangler	130,522	0.00	0.00	0.00	0.00	162.00	1.20	44.40	0
27802	2018	Pathfinder	110,341	0.00	0.00	0.00	0.00	2,745.00	25.50	637.50	0
27805	2024	Cherokee	38,108	0.00	0.00	47.90	0.60	0.00	0.00	16.20	0
27758	2016	Tahoe	129,201	0.00	0.00	26.43	0.60	0.00	0.00	16.20	0
27812	2024	Land Cru	4,700	0.00	0.00	62.95	0.60	0.00	0.00	16.20	0
27824	2022	Challeng	25,737	0.00	0.00	23.00	0.30	0.00	0.00	8.10	1
27575	2019	Ram 150	72,293	0.00	0.00	0.00	0.00	1,005.00	6.70	167.50	0
27735	2017	Yukon	106,366	0.00	0.00	0.00	0.00	525.00	5.00	125.00	0
27830	2022	Cherokee	52,822	0.00	0.00	23.00	0.30	0.00	0.00	8.10	1
27664	2016	GX460	120,088	0.00	0.00	12.62	0.30	52.50	0.80	29.70	0
27732	2019	Charger	92,800	0.00	0.00	0.00	0.00	346.50	3.30	122.10	0
27819	2023	Ram 250	44,615	75.00	1.20	0.00	0.00	0.00	0.00	32.40	0
27810	2015	Ram 150	177,991	0.00	0.00	0.00	0.00	262.00	1.70	62.90	0
27832	2021	Ram 150	41,967	0.00	0.00	0.00	0.00	368.27	2.00	74.00	0
27290	2013	Ram 150	155,591	0.00	0.00	0.00	0.00	2,156.51	12.70	317.50	0
27860	2023	Ram 350	20,785	0.00	0.00	23.00	0.30	0.00	0.00	8.10	0
27679	2019	Ram 350	115,159	0.00	0.00	0.00	0.00	149.00	1.00	25.00	0
27837	2019	Cherokee	83,626	0.00	0.00	0.00	0.00	595.00	3.90	144.30	0
27851	2017	Challeng	118,314	0.00	0.00	0.00	0.00	350.00	2.00	50.00	0
27876	2012	Caravan	47,099	0.00	0.00	0.00	0.00	150.00	1.00	30.00	0
27880	2020	Ram 350	153,370	0.00	0.00	0.00	0.00	150.00	1.00	37.00	0
27884	2015	Ram 550	133,334	0.00	0.00	155.00	1.50	0.00	0.00	40.50	0
27870	2010	Wrangler	97,310	0.00	0.00	0.00	0.00	330.00	2.00	60.00	0
27887	2014	Malibu	98,496	468.51	2.50	0.00	0.00	0.00	0.00	67.50	0
27889	2015	Ram 150	52,278	0.00	0.00	0.00	0.00	315.00	2.10	56.70	0
27890	2019	F-150	78,650	0.00	0.00	23.00	0.30	0.00	0.00	8.10	1
27867	2019	Ram 250	153,909	0.00	0.00	0.00	0.00	180.00	1.00	25.00	0
27879	2022	Wagonee	59,930	0.00	0.00	23.00	0.30	0.00	0.00	8.10	1
27771	2022	Wagonee	109,507	0.00	0.00	0.00	0.00	1,305.00	7.30	182.50	0
27814	2022	Sierra	57,435	0.00	0.00	0.00	0.00	856.50	7.80	234.00	0
27347	2006	Dakota	65,124	0.00	0.00	0.00	0.00	1,457.61	8.50	314.50	0
27828	2023	Ram 150	57,656	0.00	0.00	0.00	0.00	690.00	4.00	120.00	0
27829	2018	Ram 250	140,268	0.00	0.00	0.00	0.00	555.00	3.00	90.00	0
27445	2016	Durango	99,672	0.00	0.00	0.00	0.00	600.00	4.00	148.00	0
27992	2023	Cherokee	35,463	0.00	0.00	23.00	0.30	0.00	0.00	8.10	1
28006	2019	Compass	55,097	0.00	0.00	0.00	0.00	149.00	1.00	27.00	0
27989	2024	Durango	7,642	0.00	0.00	42.95	0.60	0.00	0.00	16.20	0
27951	2019	Ram 150	102,153	0.00	0.00	23.00	0.30	265.22	1.70	54.00	0
27963	2019	C70	45,290	0.00	0.00	0.00	0.00	149.00	1.00	37.00	0
27982	2021	Compass	2,021	0.00	0.00	0.00	0.00	149.00	1.00	30.00	0
27968	2019	Challeng	86,314	0.00	0.00	427.00	3.40	0.00	0.00	91.80	0
28004	2021	Wrangler	65,199	0.00	0.00	23.00	0.30	0.00	0.00	8.10	1
28003	2024	Sportage	25,260	0.00	0.00	23.00	0.30	0.00	0.00	8.10	1
27991	2020	Explorer	72,273	0.00	0.00	23.00	0.30	0.00	0.00	8.10	1
ROs 1-50 Totals				543.51	3.70	1,073.85	11.50	17,968.61	124.20	4,053.30	11
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	\$ 544 ÷	3.70 =	146.89
Maintenance	\$ 1,074 ÷	11.50 =	93.38
Repair	\$ 17,969 ÷	124.20 =	144.67
Totals	\$ 19,586 ÷	139.40 =	140.50
		Target Labor Rate	
Total Ro's in Sample	50	Difference	140.50

Cost of Labor

Total Cost of Labor	4053.30 ÷	Total Sales	=	20.69%
Total Cost of Labor	4053.30 ÷	Total FRHs	=	29.08

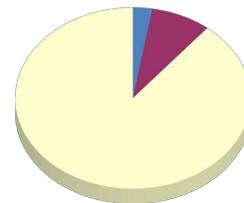
Repair Order Measurements

Total Labor Sales	19,585.97 ÷	Total ROs	=	391.70
Total FRHs	139.40 ÷	Total ROs	=	6.97
Menu Sales		Total ROs	=	
Competitive FRHs	3.70 ÷	Total FRHs	=	2.65%
Maintenance FRHs	11.50 ÷	Total FRHs	=	8.25%
Repair FRH	124.20 ÷	Total FRHs	=	89.10%
One item ROs	11 ÷	Total ROs	=	22.00%

Model Year Analysis

2025	2024	2023	2022	2021
0	4	4	7	3
0.00%	8.00%	8.00%	14.00%	6.00%

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
2	30	50
4.00%	60.00%	