



MARKQUART MOTORS
SERVICE DEPARTMENT ANALYSIS
OCTOBER 1, 2018

MIKE PIRE
FIXED OPERATIONS DIRECTOR

TABLE OF CONTENTS

SECTION 1.1





Phone:
Sales: 715-833-0444
Service: 715-833-0430

Address:
2191 S. Prairie View Road
Chippewa Falls, WI 54729

Hours:

Sales	Service
Mon 9a-7p	Mon-Fri 7a-5:30p
Tues 9a-6p	Sat 8a-3p
Wed 9a-6p	Sun Closed
Thurs 9a-7p	
Fri 9a-6p	
Sat 9a-5p	
Sun Closed	

WWW.MARKQUARTMOTORS.COM

CONNECT WITH US!



FREE CALIPER SERVICE
WITH PURCHASE OF 6K SERVICE

BOOK ONLINE AT: <http://bit.ly/Run2k18>
CALL: 715-833-0430

One Coupon per customer. Coupon not valid with any other offers, specials, or promotions. Not cash value. Expires 10/31/18





Markquart MOTORS



ABOUT US

At Markquart Motors we strive to elevate your automotive experience. Everything we do is done with our customers in mind. Everything from the design of the showroom, to the drive-in service lanes, to the customer lounges has been meticulously crafted to offer the best possible experience.



No Pressure Sales  GM Certified Techs

Huge Selection of New & Used Vehicles  Premium Waiting Rooms

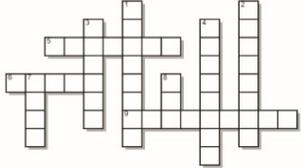


Like us on Facebook! 

Follow us on Instagram @markquart_motors 



Crossroads Puzzle



ACROSS

5 A Stylish GMC SUV, but also a stretch of land

6 Experience the New ____

9 Dependable, bold, strong

DOWN

1 All-new SUV made for families

2 Luxurious vehicle brand

3 These stop your vehicle.

4 Markquart Motors is located between Eau Claire and ____ Falls.

7 Not new, but ____

8 Every 3 to 6 months you get your ____ changed.



TAKE AN ADDITIONAL **\$500 OFF** POSTED PRICE OF ANY NEW OR USED VEHICLE IN INVENTORY

Markquart MOTORS 

Receive an additional \$500 off the posted price of any new or used vehicle in stock. Must meet applicable requirements. Expires 10/31/18. This certificate must be presented at time of purchase to be valid.

GM MAINTENANCE

\$49⁹⁵

EVERY 6000 MILES

- ✓ 6-Quart Oil Change
- ✓ 4-Tire Rotation
- ✓ Multi-point Inspection
- ✓ Express Wash

Markquart
MOTORS

Certified Service

Schedule Your Appointment Online at
MARKQUARTMOTORS.COM

Not valid with other offers. Tire balancing, tax, and more than 6 quarts of oil extra. Excludes diesels. Only valid on Chevrolet, Buick, GMC, or Cadillac models. WDM410ND



PROMOTIONS



HIGH-FLYING SAVINGS

\$80 BACK

ON 4 QUALIFYING GOODYEAR Tires

JULY 1 - SEPTEMBER 30, 2018

GET A GOODYEAR PREPAID MASTERCARD CARD BY PURCHASING QUALIFYING Tires. MAIL IN RECEIPT WITH PURCHASE OF A SET OF FOUR SELECT GOODYEAR Tires.

[Click here to learn more or to print Goodyear - Up to \\$80 Back on 4 Select Tires](#)

HIGH-FLYING SAVINGS

\$160 BACK

ON 4 QUALIFYING GOODYEAR Tires

JULY 1 - SEPTEMBER 30, 2018

GET A GOODYEAR PREPAID MASTERCARD CARD BY PURCHASING QUALIFYING Tires. MAIL IN RECEIPT WITH PURCHASE OF A SET OF FOUR SELECT GOODYEAR Tires.

[Click here to learn more or to print Goodyear Credit Card - Up to \\$160 Back on 4 Select Tires](#)

HIGH-FLYING SAVINGS

\$185 BACK

ON 4 QUALIFYING Tires

AUGUST 1 - SEPTEMBER 30, 2018

[Click here to learn more or to print Goodyear TSN - Up to \\$185 Back on Tires and Service](#)

WHEN YOU PURCHASE QUALIFYING P ZERO Tires YOU MAY BE ELIGIBLE TO RECEIVE A \$70 PREPAID MASTERCARD CARD BY MAIL-IN RECEIPT

OFFER VALID ON Tires PURCHASED FROM PARTICIPATING DEALERS: 8/24/2018 - 9/17/2018

\$70

BACK

[Click here to learn more or to print Pirelli - \\$70 Mail-In Rebate on Select Tires](#)

\$50

YOUNGSTEDTS GIFT CARD

WITH THE PURCHASE OF A SET OF FOUR SELECT Tires* AT YOUNGSTEDTS

<http://www.youngstedts.com>

\$34.95 Oil and Filter change

Includes up to 5 quarts of our synthetic blend motor oil.

Sort By 

Services



\$21.99 Conventional Oil Change (reg \$29.99)

Click APPLY & SCHEDULE to schedule.

Offer ends 11/3/18

[Apply & Schedule](#)
[Download & Print](#)

\$37.99 High Mileage Oil Change BY APPT ONLY (reg \$49.99)

Click View/Print Coupon for details or APPLY & SCHEDULE to schedule

Offer ends 11/3/18

[Apply & Schedule](#)
[Download & Print](#)

\$52.99 Synthetic Oil Change BY APPT ONLY (reg \$69.99)

Click View/Print Coupon for details or APPLY & SCHEDULE to schedule

Offer ends 11/3/18

[Apply & Schedule](#)
[Download & Print](#)

ONLY \$64.99 Synthetic Oil Change Package

Click for details.

Offer ends 11/3/18

[Download & Print](#)

10% off Automotive Service Orders

Click for details.

Offer ends 11/3/18

[Download & Print](#)



Road Trip Ready pkg - only \$99.97 (reg \$142.97)

Click for details

\$89.99 Fall Maint Pkg (\$119.98 reg)

Click for details

FREE Brake Evaluation (a \$15 value)

Includes Brake Evaluation

Get 50% off select installed Brake Pads

Click for details

\$20 off 1 year alignment

Click View/Print Coupon for

ADAMS AUTOMOTIVE CENTER, INC.

2915 Craig Road, Eau Claire, WI 715-834-9861 www.adamsautocenter.com



**\$29.95 OIL CHANGE PLUS
FREE Tire Rotation, Multi-point Vehicle
Inspection,
and Visual Brake Inspection
\$79.95 Value!**

Up to 5 qts. non-synthetic oil and one standard oil filter

Shop supplies and tax extra. Valid on most vehicles. Not valid with any other offer.
Expires September 30, 2018

\$50 OFF
30-60-90K
SCHED. MAINT.

Recommended maintenance may include: Tune-up (new spark plugs) - New PCV valve - Oil, lube & filter Trans. Service - Cooling system maintenance - Brake Inspection - Rotate Tires - Air Filter - Fuel Filter (\$200 Minimum 30-60-90K)

**Most vehicles. Shop supplies may be added. Cannot be combined with other offers. Must present this coupon at time of service.*

Youngstedt's promotion: WEB Offer Expires 9/30/18



\$20 OFF FUEL INJECTION MAINTENANCE

- Chemically clean fuel injectors
- Lubricate upper cylinder area
- Includes 4, 6 or 8 cylinder engine
- Restores lost power & increases fuel economy
- Fuel filter extra (if needed)

**Most vehicles. Shop supplies may be added. Cannot be combined with other offers. Must present this coupon at time of service.*

Youngstedt's promotion: WEB Offer Expires 9/30/18



[Click here to learn more or to print \\$20 Off Fuel Injection Maintenance](#)

\$20 OFF POWER STEERING FLUSH SERVICE

Make sure to keep your vehicles power steering system fluid changes up to date. Youngstedt's recommends having your power steering fluid flushed at least every 30,000 miles to help insure proper wear of steering components.

**Most vehicles. Shop supplies may be added. Cannot be combined with other offers. Must present this coupon at time of service.*

Youngstedt's promotion: WEB Offer Expires 9/30/18



[Click here to learn more or to print \\$20 Off Power Steering Flush](#)

\$20 OFF TRANSMISSION FLUID EXCHANGE

Replace all transmission fluid including fluid in: Torque converter - Transmission cooler - All trans lines. Fill with OEM approved transmission fluid. New technology: Until now, only 25% to 35% of the fluid in your transmission could be changed (Filter & gasket replacement extra, if needed)

**Most vehicles. Shop supplies may be added. Cannot be combined with other offers. Must present this coupon at time of service.*

Youngstedt's promotion: WEB Offer Expires 9/30/18



\$19.95
Mobil OIL
OIL CHANGE & FILTER

Includes up to 5 qts conventional oil. Most vehicles.
No other discounts apply. Add \$2.50 for used oil disposal. Special oil and filter additional.

**Most vehicles. Shop supplies may be added. Cannot be combined with other offers. Must present this coupon at time of service.*

Youngstedt's promotion: WEB Offer Expires 9/30/18

YOUNGSTEDTS

 **AUTO SERVICE**  **TIRES & WHEELS**  **COLLISION REPAIR**  **CAR WASH**

[Click here to learn more or to print \\$19.95 Mobil Oil Change & Filter](#)

\$20 OFF
COOLING SYSTEM MAINTENANCE

Chemically clean cooling system - Pressure test cooling system & radiator cap - Inspect belts, hoses, water pump, fan & fan clutch - Install water pump lubricant, rust inhibitor & sealant

**Most vehicles. Shop supplies may be added. Cannot be combined with other offers. Must present this coupon at time of service.*

Youngstedt's promotion: WEB Offer Expires 9/30/18

YOUNGSTEDTS

 **AUTO SERVICE**  **TIRES & WHEELS**  **COLLISION REPAIR**  **CAR WASH**

Facility ----Capacity Utilization for August 2019

FACILITY POTENTIAL	
Number of Bays	39
	x
Number of Days	25
	x
Number of Hours	8
	x
Effective Labor Rate	103.02
	<i>equals</i>
FACILITY POTENTIAL	\$ 803,556

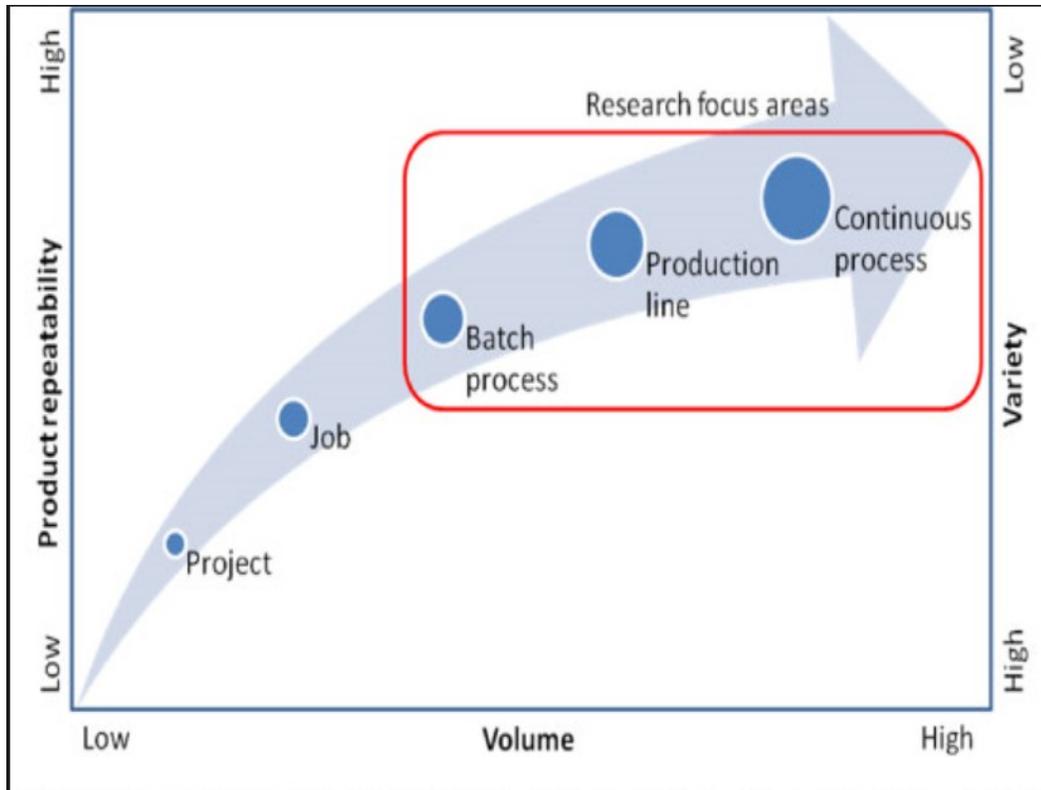
FACILITY UTILIZATION	
Total Labor Sales	\$ 396,300
	÷
Facility Potential	\$ 803,556
	<i>equals</i>
FACILITY UTILIZATION	49.32%

Shop capacity for August 2019 was 26% under NADA guide of 75%

Productivity ----Tech Proficiency for August 2019

NADA ACTUAL SERVICE ANALYSIS				
Performance				
	Labor Sales / Month	Hourly Labor Rate	Hours Billed	
Customer Car*		÷	=	0.00
Customer Truck*	\$ 116,610	÷	119.00	= 979.9
Customer Other*	\$ 47,572	÷	119.00	= 399.8
Warranty	\$ 77,743	÷	109.79	= 708.1
Internal	\$ 132,922	÷	85.00	= 1563.8
New Vehicle Prep	\$ 21,453	÷	109.79	= 195.4
Total	\$ 396,300			3847.0
POTENTIAL				
	\$ 396,300	÷	3847.00	= \$ 103.02
	Total labor sales for month		Total hours billed	Effective Labor Rate
	28.00	x	8	x 25 = 5,600.0
	# Service mechanical technicians		# Hours/Day	Working Days/Month Clock Hour Avail
	5,600.0	x	\$ 103.02	= \$ 576,886
	Clock Hours Available		Effective Labor Rate	Labor sales potential
How proficient are your technicians ?				
	5,637.0	÷	5,676.00	= 99.31%
	Hours Produced		Hours Available	Tech Proficiency
Customer labor divide by the Customer Effective Labor rate from the R. O. Analysis				

Technician Proficiency for the month of August 2019 was 21% below NADA Guide line of 120%



Analyze Cost of Labor for August 2019

Category	Sales	Gross	Gross as % of Sales	%Sales Contribution
Customer Car			0%	0%
Customer Truck	\$ 116,610	\$ 85,438	73.27%	29.42%
Customer Other	\$ 47,572	\$ 35,929	75.53%	12.00%
Warranty	\$ 77,743	\$ 60,740	78.13%	19.62%
Warranty Other			0%	0.00%
Internal	\$ 132,922	\$ 93,886	70.63%	33.54%
NVI / Road Ready	\$ 21,453	\$ 18,342	85.50%	5.41%
Adj. Cost Of Labor		\$ (4,601)	0%	0.00%
Total	\$ 396,300	\$ 289,734	73.11%	100.00%

Our Gross Percentage of sales is at NADA Guide line of 73% for August 2019.

Changes in Expense Structure

Expense Category	Dollar Amount	% of Gross	Profile
Department Gross	\$ 290,893		
Variable Expense	\$ -	0.00%	
Selling Expense	\$ -	0.00%	
Personnel Expense	\$ 156,529	53.81%	
Semi-Fixed Expense	\$ 49,406	16.98%	
Fixed Expense	\$ 34,324	11.80%	
Unallocated Expense	\$ -	0.00%	
Dealer's Salary	\$ -	0.00%	
Total Expenses	\$ 240,259	82.59%	
Net Profit	\$ 50,634	17.41%	

Expense Structure for Aug 2019

Service department personnel over NADA guide on personnel of 45% to 50 % at 54%

Semi and Fixed expenses are with in NADA guide of 25% to 30% at 29%

MARKQUART MOTORS

Repair/Recall Service Consultant Pay Plan

Sept 13 2018

1. Consultant blended metric total survey contribution score:

90-day average above Region average	\$350
30-day average above Region average	\$350

2. 4.5% of customer pay labor and parts and warranty labor and parts written by the advisor.

3. Average per Customer RO bonus for Advisor (Total customer labor/total customer RO from ADP RAP. Must be employed at month-end and have 90 or more customer RO's to qualify.)

Bonus levels as follows:

\$175.00 - \$184.99	\$350
\$185.00 - \$199.99	\$500
\$200.00+	\$700

4. \$10 per sales related internal customer handled (written) excluding customers who are also in for customer pay or warranty.

5. Vacation pay calculated at a rate of \$175 per day for qualifying vacation.

6. Guarantee of \$3800 against this plan.

7. Vacation/Sick: 1 week of vacation at start of employment. 2 weeks of vacation annually after 3 years of employment. 3 weeks of vacation annually after 10 years of employment. After 3 months of employment, 8 hours of sick pay for every 2.4 months worked. A maximum of 40 hours of sick pay is accumulated per calendar year. Sick pay may be accumulated.

8. Your insurance eligibility will be effective first of the month following thirty (30) days of employment.

This plan is designed to be fair to the individual and the dealership. This plan may be reviewed at any time at the dealer's discretion.

Consultant _____ Manager _____

Andrew Wagner

Mike Pire

Date _____ Date _____

MARKQUART MOTORS

Fastlane Advisor Pay Plan

April 1, 2018

1. Base salary \$1600

2. SSS Bonuses \$ 350
 - 1 Month: more than region average \$ 350
 - 3 Month: more than region average \$ 350CSI Bonus on blended metric index of the SSS for all surveys.

3. 3.25% of all customer pay and warranty labor sold by the advisor plus the customer pay parts associated with these repair orders.

4. Individual menu Sales: \$4
 - Air filters \$4
 - Cabin air filter \$6
 - Alignments \$6
 - Minor flush/maintenance service (\$99.99 or less) \$6
 - Major flush/maintenance service (\$100.00 or more) \$8

5. Average per Customer RO bonus for Advisor (total customer labor/total customer RO from ADP RAP. 100 Customer RO minimum.)
Bonus levels as follows:

\$78.00 - \$86.99	\$350
\$87.00 - \$94.99	\$500
\$95.00+	\$700

6. Pay for each qualifying vacation day (2 weeks) \$150

7. Guarantee of \$3200 against this plan.

This plan is designed to be fair to the individual and the dealership. This plan may be reviewed at any time at the dealer's discretion.

Consultant _____ Date _____
Manager Mike Pire _____ Date _____

Service Internal Team Bonus Plan

Markquart Motors

August 27, 2018

The Service Internal Team Bonus Plan is intended to incentivize and reward important attributes of a service technician including excellence, productivity, and professionalism.

This incentive plan provides a higher weekly guarantee and productivity bonus plan.

35 hour weekly guarantee – based on 40 hours of attendance.

Less than 40 hours will be prorated accordingly.

Sick time hours do not count towards the guarantee.

Productivity bonus levels:

45.0 - 49.9 flat rate hours in a week	\$1.00/hour retro to hour 1
50.0 - 54.9 flat rate hours in a week	\$1.50/hour retro to hour 1
55.0 + flat rate hours in a week	\$2.00/hour retro to hour 1

This plan is designed to fair to the individual and the dealership. This plan will be reviewed periodically to see that it is meeting our objectives.

Manager _____ Technician _____

Technician Professionalism Bonus Plan

Markquart Motors

September 1, 2017

The Technician Professionalism Bonus Plan is intended to incentivize and reward important attributes of a technician including technical excellence, productivity, and professionalism. Excellent quality work and a thorough vehicle inspection are two of the foundational promises Markquart makes to attract and retain service customers. We believe it is essential to align our technician incentives with these promises to insure we are fulfilling our promises to our customers. The best way to help this happen is with a high level of commitment to training and to the MPVI.

This incentive plan provides higher weekly guarantees and productivity bonus plans for each level of training the flat rate technician achieves.

There is a minimum standard of MPVI recommendations of 3.5 per inspection in order to qualify. This is based upon a 90 day rolling average on customer and warranty RO's as generated by reports in Auto Point.

Bronze level – for techs who satisfy the bronze level training according to GM standards.

34 hour weekly guarantee

Productivity bonus levels:

40.0 – 44.9 flat rate hours in a week	\$.50/hour retro to hour 1
45.0 – 49.9 flat rate hours in a week	\$.75/hour retro to hour 1
50.0+ flat rate hours in a week	\$1.00/hour retro to hour 1

Silver level 1 – for techs who satisfy the silver level training according to GM standards for the following categories:

- Electrical/electronics
- Brakes
- Steering and suspension
- Engine repair

35 hour weekly guarantee

Productivity bonus levels:

40.0 – 42.9 flat rate hours in a week	\$.50/hour retro to hour 1
43.0 – 45.9 flat rate hours in a week	\$.75/hour retro to hour 1
46.0 – 48.9 flat rate hours in a week	\$1.00/hour retro to hour 1
49.0 – 51.9 flat rate hours in a week	\$1.25/hour retro to hour 1
52.0+ flat rate hours in a week	\$1.50/hour retro to hour 1

Silver level 2 – for techs who satisfy the silver level training according to GM standards for the following categories:

Engine performance/Diesel performance
HVAC
Automatic transaxle/transmission
Manual drivetrain and axle

36 hour weekly guarantee

Productivity bonus levels:

40.0 – 42.9 flat rate hours in a week	\$ 1 .00/hour retro to hour 1
43.0 – 45.9 flat rate hours in a week	\$ 1 .25/hour retro to hour 1
46.0 – 48.9 flat rate hours in a week	\$1.50/hour retro to hour 1
49.0 – 51.9 flat rate hours in a week	\$1.75/hour retro to hour 1
52.0+ flat rate hours in a week	\$2.00/hour retro to hour 1

Gold Level 1 – for techs who satisfy the World Class training standards according to GM:

38 hour weekly guarantee

Productivity bonus levels:

40.0 – 42.9 flat rate hours in a week	\$ 1 .00/hour retro to hour 1
43.0 – 45.9 flat rate hours in a week	\$ 1 .50/hour retro to hour 1
46.0 – 48.9 flat rate hours in a week	\$2.00/hour retro to hour 1
49.0 – 51.9 flat rate hours in a week	\$2.50/hour retro to hour 1
52.0+ flat rate hours in a week	\$3.00/hour retro to hour 1

MARKQUART MOTORS

Service Experience Manager Pay Plan

October 1, 2018

- | | |
|---|---------|
| 1. Base Salary per month | \$0,000 |
| 2. SSS Bonuses | |
| 90 day average above Region average | \$ 000 |
| <u>30 day</u> average above Region average | \$ 000 |
| 3. 0% of total Service Department net profit over \$00,000
(after advisor bonuses) | |

This plan is designed to be fair to the individual and the dealership. This plan may be reviewed at any time at the dealer's discretion.

Manager _____ Fixed Op Mgr. _____

Service Advisor		Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
Hire date: 01-01-01													
1. CSI Bonus - Blended Metric													
90 Day Average													
90 Day Region Average													
# of responses													
30 Day Average													
30 Day Region Average													
Above 90 Day Avg= \$350		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Above 30 Day Avg= \$350		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
2. % of Customer pay & warranty labor written by advisor plus the customer pay parts associated with these repair orders													
Total Customer pay labor sales													
Total Warranty labor sales													
Total Customer pay parts sales													
Total Warranty parts sales													
Rap report-total sales		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4.5% of Cust/Warr labor & par	0.045	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
3. Avg. per Customer RO (Min. 90 CP RO's)													
SA Avg per Customer RO													
\$175 - \$184.99	\$ 350	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$185 - \$199.99	\$ 500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
\$200+	\$ 700	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Avg. per Customer RO Bonus		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4. Internal RO's Written													
\$10 per cust handled(written)	\$ 10	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
5. Vacation Pay \$175 per day		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
6. Other income													
Total earned income		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Guarantee paid		\$ 3,800	\$ 3,800	\$ 3,800	\$ 3,800	\$ 3,800	\$ 3,800	\$ 3,800	\$ 3,800	\$ 3,800	\$ 3,800	\$ 3,800	\$ 3,800
Balance due on payday		\$(3,800)	\$(3,800)	\$(3,800)	\$(3,800)	\$(3,800)	\$(3,800)	\$(3,800)	\$(3,800)	\$(3,800)	\$(3,800)	\$(3,800)	\$(3,800)
Vacation days													

	K. Mueller	B. Klages	C. Rykal	C.Johnson	C.Kettering	C.Beekma	S.Metcal	E.Grimaldi	C.Lingen	Other	K.Denning	M.Lingen	Totals	GOAL	Last Year	Difference
	1	19	45	12	159	86	89	503	15	7,111,60,502,508	39,36,32	51	0		4/30/2017	
CUST ROS	174	95	30	70	71	19	259			2			719	1,100	1944	-325
Warr Res	81	53	13	40	66	7	104	74	9	3		47	497	1,012	756	-259
CP Hours/RO	2.95	2.19	2.04	2.13	1.89	0.98	2.87	#DIV/0!	#DIV/0!	2.90	#DIV/0!	#DIV/0!	1.88	2.10	2.34	-0.48
Cust Pay Hours	443.00	307.90	41.20	149.00	134.40	15.40	236.30			5.80			1338.90	2,310.00	2446.56	-1107.66
Tackling hours	354.39	378.63	36.58	186.23	168.00	19.95	292.89	0.00	0.00	7.95	0.00	0.00	1073.82		2446.56	
CP hrs forecast	385.00	385.00	385.00	385.00	385.00			0.00	0.00	0.00	0.00	10.00	2145.00	2,310.00		-2145.00
AVG Labor RO	\$239.99	\$299.76	\$338.37	\$177.41	\$158.39	\$88.10	\$189.03	#DIV/0!	#DIV/0!	\$229.85	#DIV/0!	#DIV/0!	\$168.82	\$170.00	\$168.82	-\$17.99
CP Parts RO	\$41,719.12	\$26,383.54	\$3,639.92	\$10,213.16	\$10,423.70	\$1,517.54	\$16,656.61			\$832.77			\$111,566.56	143,000.00	\$140,470.16	\$(29,985.00)
Arg Perm RO	\$29.17	\$27.72	\$21.34	\$16.79	\$16.81	\$19.16	\$6.22	#DIV/0!	#DIV/0!	\$416.29		#DIV/0!	\$154.89	\$130.00	\$135.39	
Warranty La bor	\$16,594.20	\$14,846.81	\$723.17	\$7,685.75	\$15,301.73	\$1,705.84	\$2,322.92	\$12,500.28	\$1,108.89	\$164.69			\$8,519.00	\$81,444.15	100,058.00	-\$3,934.40
Warranty Parts	\$15,108.62	\$15,223.13	\$382.28	\$3,747.90	\$18,079.23	\$675.78	\$3,536.78	\$0.00	\$48.12	\$3.12			\$30.52	\$87,206.48	62,475.00	\$72,810.72
Internal Labor	\$4,547.37	\$742.94	\$250.00	\$3,945.64	\$5,505.83	\$34.00	\$871.28	\$3,001.04	\$5,431.11	\$2,813.83			\$10,742.89	\$87,556.03	72,000.00	\$91,826.00
Internal Part	\$5,183.62	\$912.01	\$312.18	\$2,510.38	\$5,453.48	\$101.73	\$795.32	\$2,635.25	\$30,685.67	\$553.55			\$5,044.13	\$54,087.32	55,000.00	\$47,963.07
Total Labor	\$60,895.07	\$44,066.85	\$5,031.15	\$24,049.74	\$32,053.12	\$2,463.31	\$12,474.06	\$15,561.32	\$56,540.00	\$3,638.22	\$0.00		\$19,262.79	\$276,035.63	342,000.00	\$374,326.63
Track Labor	\$76,133.94	\$55,083.56	\$8,288.94	\$30,092.19	\$40,066.40	\$3,079.14	\$15,592.58	\$19,491.05	\$70,675.00	\$4,547.79	\$0.00		\$34,079.49	\$345,044.54		\$374,326.63
% of Total Sales	22.66%	15.96%	1.82%	8.71%	11.81%	0.89%	4.52%	5.64%	20.45%	1.32%	0.00%		100.00%	100.00%	100.00%	
Total Parts	\$62,011.36	\$42,618.68	\$4,204.38	\$16,471.44	\$34,856.41	\$2,295.05	\$19,968.71	\$2,635.25	\$31,133.79	\$1,389.44	\$0.00		\$5,074.65	\$222,659.16	260,475.00	\$262,125.13
Total P&L	\$122,906.43	\$86,685.53	\$9,235.53	\$40,521.18	\$66,909.53	\$4,758.36	\$32,442.77	\$18,196.57	\$87,673.79	\$5,027.66	\$0.00		\$24,337.44	\$498,694.79	\$549,767.00	\$613,485.64
Advisor pay total	\$113,175.44	\$85,030.58	\$8,773.35	\$34,065.16	\$55,950.22	\$4,622.63										
OPEN RO'	KELLY	BILL	CALEB	CORY	CHRIS	CODY	SHANNON	ELI	CHASE	Other	KARI	MIKE				
	41	38	7	13	23	3	12	39	27	13	2	3	182			
Labor on open RO'S	4,087.24	5,900.58	286.31	5,067.32	2,935.30	162.36	300.34	6,175.00	9,039.31	1,172.44	168.00	\$222.73	29,341.93			
Parts on open RO'S	3,334.07	8,585.05	1,954.03	4,954.21	7,070.22	309.75	681.64	676.14	8,088.16	418.14	\$4.69	35,399.96				

Group=7,500 or less

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Select Learning Path Here

Fundamentals - BUICK/CHEVROLET/GMC/CADILLAC

Bronze	Silver	Gold	STS	
21 of 21 Complete	N.A.	N.A.	N.A.	N.A.
				MTC

PART-NO.	DESC	BIN
0000-410050		T145F
00002-00907-1		T144B
00002-00907-3		T144B
00002-00907-4		T144B
00002-00921		T146A
377	TU-30	CASE229
626	TU-16	CASE299
628	TU-16	CASE299
09520-10021-07		T147F
09610-20011		T145F
09617-24030		T144C
09631-20040	J33997-1	CASE279
42739	J-45405	CASE222
1/4INVERTED	J-45405	CASE222
100038	T120J	
10038	T120J	
10201	J-45268	CASE216
10204	J-45268	CASE216
10215	J-43940	CASE123 J-43650
10249		SE173
10257	DT-47800	CASE137 CASE185

PART-NO.	DESC	BIN
0000-410050		T145F
00002-00907-1		T144B
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10249		SE173
10257	DT-47800	CASE137 CASE185







Repair Order Analysis Summary Report

	Sales in Dollars	FRH's on RO's	Averages	Analysis
Competitive	\$ 9,517	107.30	88.70	FRH Average
Maintenance	\$ 2,295	47.00	48.83	FRH Average
Repair	\$ 7,910	73.00	108.36	FRH Average
Totals	\$ 19,722	227.30	86.77	Customer ELR
Target Labor Rate			111.79	Per FRH
Total Ro's in Sample	25	Difference	-25.02	Per FRH

Cost of Labor

Total Cost of Labor	4456.69	Total Sales	=	22.60%	Percent Cost of Sales
Total Cost of Labor	4456.69	Total FRH's	=	19.61	Cost per FRH

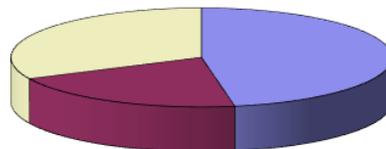
Repair Order Measurements

Total Labor Sales	19,722.41	Total RO's	=	788.90	Avg Labor per RO
Total FRH's	227.30	Total RO's	=	9.09	Avg FRH's per RO
Menu Sales		Total RO's	=		Percent Menu Sales
Competitive FRH's	107.30	Total FRH's	=	47.21%	Percent Competitive
Maintenance FRH's	47.00	Total FRH's	=	20.68%	Percent Maintenance
Repair FRH'	73.00	Total FRH's	=	32.12%	Percent Repair
One item RO's	44	Total RO's	=	176.00%	Percent One Item RO

Model Year Analysis

2019	2018	2017	2016	2015	2014	Older	Total
0	3	7	6	9	7	68	100
0.00%	3.00%	7.00%	6.00%	9.00%	7.00%	68.00%	

Labor Mix



■ Percent Competitive
 ■ Percent Maintenance
 ■ Percent Repair

Keep employees feeling their work is more than just a job. (2) Take time to creatively celebrate accomplishments. (3) Grant time off to employees to pursue projects they are passionate about. (4) Mix up the company's usual way of doing things. (5) Don't forget to have fun. (6) Train employees to develop positive attitudes.