



Repair Order Analysis *and Summary*

11/30/2018

Nate Wade Subaru
Dealership

Dan Jenson
Student

N338-10
Class and ID Number

Repair Order Analysis Input Sheet

					Competitive Labor			
	RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH
1	6416000	2014	XV Crosstrek	74,041				
2	6416001	2013	Outback	89,683				
3	6416002	2016	Crosstrek	27,096				
4	6416003	2016	Outback	19,403				
5	6416005	2017	Impreza	9,050	47.69	0.60	986	23.00
6	6416006	2006	Forester 2.5XT	124,100	34.31	0.51	140	12.00
7	6416007	2013	Outback 2.5i	80,242	217.48	2.20	948	15.00
8	6416008	2007	Outback 2.5i	106,463	18.98	0.30	158	12.00
9	6416009	2014	Crosstrek	20,323	115.00	1.00	900	12.50
10	6416010	2008	Outback	149,832	48.31	0.70	140	12.00
11	6416011	2016	Crosstrek	30,699	25.00	0.40	265	24.50
12	6416012	2014	XV Crosstrek	36,615	25.40	0.30	144	12.00
13	6416013	2013	Forester 2.5XT	73,595	37.52	0.50	158	12.00
14	6416014	2001	Legacy	186,345				
15	6416015	2006	Legacy	62,839				
16	6416016	2011	Outback	88,954				
17	6416018	2012	Outback	53,216	90.88	1.00	138	12.00
18	6416019	2014	Impreza	23,747				
19	6416020	2014	Legacy	32,140	37.52	0.30	140	12.00
20	6416021	2010	Forester 2.5XT	123,593	10.00	0.10	144	12.00
21	6416022	2013	Legacy	70,742				
22	6416023	2013	Outback	32,668	49.95	0.50	144	12.00
23	6416025	2011	Outback	120,507	10.21	0.50	131	12.00
24	6416026	2015	Forester	58,184	165.00	1.50	998	23.00
25	6416027	2008	Impreza	144,004	68.86	0.90	138	12.00
26	6416028	2018	Outback	3,831	44.00	0.40	157	20.00
27	6416029	2015	Outback	71,803	18.98	0.30	131	12.00
28	6416030	2018	Forester	1,212	47.69	0.60	131	12.00
29	6416031	2015	Outback	67,586				
30	6416032	2017	Forester	15,698	47.69	0.60	138	12.00
31	6416033	2017	Outback	29,693	92.52	0.80	158	12.00
32	6416034	2013	Outback	80,949	169.00	0.50	131	12.00
33	6416037	2011	Impreza WRX	96,401	87.38	0.80	138	12.00
34	6416038	2017	Forester	25,626	37.52	0.30	131	12.00
35	6416041	2013	Tribeca	91,981	19.50	0.30	138	12.00
36	6416042	2017	Forester	20,469	19.56	0.20	144	12.00
37	6416054	2015	Forester	80,202	169.21	0.50	131	12.00
38	6416056	2010	Outback	118,881	26.98	0.50	138	12.00
39	6416058	2012	Legacy 2.5i	60,608	18.99	0.30	131	12.00
40	6416061	2018	Forester	3,320	47.69	0.60	131	12.00
41	6416062	2011	Outback 2.5i	105,041	18.99	0.50	948	15.00
42	6416063	2011	Legacy 2.5i	134,747	85.82	1.50	140	12.00
43	6416065	2005	Outback 2.5i	100,571	57.50	0.50	948	15.00
44	6416066	2018	Crosstrek	13,404	76.32	0.90	138	12.00
45	6416068	2015	Crosstrek	44,639	57.50	0.50	950	22.00
46	6416069	2014	Forester 2.5i	44,316	37.52	0.30	138	12.00
47	6416071	2017	Outback	7,131	66.66	0.90	138	12.00
48	6416072	2018	Legacy	6,001	47.69	0.60	131	12.00
49	6416074	2015	Impreza	42,254	49.95	0.50	158	12.00

50	6416075	2006	Legacy 2.5i	212,155	119.21	0.50	131	12.00
51	6416076	2014	Legacy	65,627	169.21	0.50	158	12.00
52	6416078	2017	Forester	21,557	66.66	0.90	131	12.00
53	6416079	2018	Outback	6,373	63.74	0.90	158	12.00
54	6416081	2015	Legacy	26,929	37.52	0.30	131	12.00
55	6416082	2016	Outback	27,543	44.00	0.40	948	15.00
56	6416083	2010	Legacy	61,808	26.42	0.30	778	14.75
57	6416085	2013	Outback	42,673	12.43	0.20	131	12.00
58	6416086	2018	WRX	17,083	16.05	0.30	1023	12.00
59	6416087	2008	Legacy Outback	85,200				
60	6416088	2017	Outback	31,274	225.87	1.10	131	12.00
61	6416091	1998	Legacy	108,651	18.98	0.30	158	12.00
62	6416092	2017	Impreza	13,273	76.32	0.90	138	12.00
63	6416093	2015	Forester	46,745	189.00	3.50	1030	17.00
64	6416094	2015	Crosstrek	53,971	169.21	0.50	138	12.00
65	6416096	2014	Forester	29,502	10.21	0.50	138	12.00
66	6416097	2016	Outback	31,603	66.66	0.90	138	12.00
67	6417501	2012	Outback	119,548	73.19	0.90	158	12.00
68	6417502	2011	Outback	110,168	82.50	0.90	778	14.75
69	6417503	2009	Impreza	111,026	57.50	0.50	157	20.00
70	6417504	2016	Outback	37,006	169.21	0.50	1023	12.00
71	6417505	2012	Outback	90,601	44.15	0.60	140	12.00
72	6417506	2006	Outback	94,539	31.41	0.50	1023	12.00
73	6417507	2012	Legacy	86,775	77.06	0.70	131	12.00
74	6417508	2018	Forester	9,182	66.66	0.90	140	12.00
75	6417509	2014	Camry	70,185				
76	6417510	2005	Legacy	94,155	25.40	0.30	948	15.00
77	6417512	2018	Impreza	5,463	47.69	0.60	158	12.00
78	6417514	2013	Legacy	67,875	37.52	0.30	144	12.00
79	6417515	2009	Legacy	85,252				
80	6417517	2014	Impreza	56,230	10.21	0.50	1023	12.00
81	6417518	2016	Crosstrek	20,922	25.00	0.40	158	12.00
82	6417524	2009	Impreza	90,050				
83	6417527	2007	Forester	144,569	60.88	0.90	1023	12.00
84	6417531	2014	Tribeca	76,255				
85	6417533	2011	Legacy	196,712				
86	6417534	2010	Forester	125,382				
87	6417536	2004	Legacy Outback	161,490				
88	6417538	2014	Impreza	41,645				
89	6417539	2014	Forester	62,230				
90	6417541	2010	Forester	82,063				
91	6417542	2012	Outback	112,034				
92	6417544	2003	Outback	150,065	33.98	0.50	140	12.00
93	6417547	2014	Impreza	23,323				
94	6417548	2014	Forester	70,570				
95	6417549	2014	Outback	53,237	131.52	1.30	158	12.00
96	6417550	2015	Forester	17,887	25.17	0.80	140	12.00
97	6417551	2016	Impreza	19,422	75.72	0.80	131	12.00
98	6417553	2006	Outback	113,002				
99	6417554	2009	Impreza	99,866	75.50	0.80	907	23.00
100	6417555	2016	Forester	32,687	25.00	0.40	1022	21.00

Totals				Totals	4,833.53	49.31		
Number of RO's in Sample					Competitive Labor			

	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH
--	-------------	--------------------	---------------------	----------------

6.00									
6.00									
10.80									
10.80									
3.60									
6.00									
4.43									
2.40									
3.60									
						345.00	3.00	1022	21.00
13.20									
3.60									
10.80									
59.50									
6.00									
6.00									
10.80									
10.80									
13.28									
10.00									
6.00									
7.20									
6.00									
8.40									
10.80									
						23.00	0.20	963	15.00
4.50									
7.20									
3.60									
						57.50	0.50	206	23.00
6.00									
4.80									
						57.50	0.50	986	23.00
10.80									
						384.59	5.00	986	23.00
						437.00	3.80	455	25.50
						213.52	1.60	206	23.00
						145.50	1.30	900	12.50
						129.52	1.10	907	23.00
	400.00	3.90	846	20.00	78.00				
	258.00	2.70	157	20.00	54.00				
	621.00	5.40	907	23.00	124.20				
6.00									
						307.59	3.30	206	23.00
						179.09	2.20	986	23.00
15.60									
9.60									
9.60									
						168.48	1.60	157	20.00
18.40									
8.40									
677.42	2,133.81	19.70			429.20	3,513.84	34.00		
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
	31.20	1
	105.80	
3.60	3.60	1
	0.00	
	13.80	
	6.12	
	33.00	
	3.60	1
	12.50	1
	8.40	
	9.80	1
	3.60	1
	6.00	
15.00	15.00	1
	36.00	1
48.00	48.00	
	12.00	
7.50	7.50	
	3.60	1
	1.20	
73.50	73.50	
	6.00	
	6.00	1
	34.50	1
	10.80	
	8.00	1
	3.60	1
	7.20	
13.80	13.80	1
	7.20	
	9.60	
	6.00	
	9.60	
	3.60	1
	3.60	1
	2.40	1
	6.00	
	6.00	
	3.60	1
	7.20	
	7.50	
	18.00	
	7.50	1
	10.80	
	11.00	1
	3.60	
	10.80	
	7.20	
	6.00	

	6.00	
	6.00	
	10.80	
	10.80	
	3.60	1
	6.00	1
	4.43	1
	2.40	1
	3.60	1
63.00	63.00	1
	13.20	
	3.60	
	10.80	
	59.50	
	6.00	
	6.00	1
	10.80	
	10.80	
	13.28	
	10.00	1
	6.00	
	7.20	
	6.00	1
	8.40	
	10.80	
3.00	3.00	1
	4.50	1
	7.20	
	3.60	1
11.50	11.50	
	6.00	1
	4.80	1
11.50	11.50	
	10.80	
115.00	115.00	
96.90	96.90	
36.80	36.80	
16.25	16.25	
25.30	25.30	
	78.00	
	54.00	
	124.20	
	6.00	
75.90	75.90	
50.60	50.60	
	15.60	
	9.60	
	9.60	
32.00	32.00	
	18.40	
	8.40	
699.15	1805.77	34
	Total	One Item

Labor Cost	Cost of Labor	Repair Order

Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor		Repair Labor		Total Cost of Labor
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	
6416000	2014	XV Cross	74,041	0.00	0.00	215.50	1.30	0.00	0.00	31.20
6416001	2013	Outback	89,683	0.00	0.00	441.31	4.60	0.00	0.00	105.80
6416002	2016	Crosstrek	27,096	0.00	0.00	0.00	0.00	16.05	0.30	3.60
6416003	2016	Outback	19,403	0.00	0.00	0.00	0.00	230.00	2.00	0.00
6416005	2017	Impreza	9,050	47.69	0.60	0.00	0.00	0.00	0.00	13.80
6416006	2006	Forester	124,100	34.31	0.51	0.00	0.00	0.00	0.00	6.12
6416007	2013	Outback	80,242	217.48	2.20	0.00	0.00	0.00	0.00	33.00
6416008	2007	Outback	106,463	18.98	0.30	0.00	0.00	0.00	0.00	3.60
6416009	2014	Crosstrek	20,323	115.00	1.00	0.00	0.00	0.00	0.00	12.50
6416010	2008	Outback	149,832	48.31	0.70	0.00	0.00	0.00	0.00	8.40
6416011	2016	Crosstrek	30,699	25.00	0.40	0.00	0.00	0.00	0.00	9.80
6416012	2014	XV Cross	36,615	25.40	0.30	0.00	0.00	0.00	0.00	3.60
6416013	2013	Forester	73,595	37.52	0.50	0.00	0.00	0.00	0.00	6.00
6416014	2001	Legacy	186,345	0.00	0.00	0.00	0.00	110.00	1.00	15.00
6416015	2006	Legacy	62,839	0.00	0.00	198.00	1.80	0.00	0.00	36.00
6416016	2011	Outback	88,954	0.00	0.00	0.00	0.00	198.00	2.00	48.00
6416018	2012	Outback	53,216	90.88	1.00	0.00	0.00	0.00	0.00	12.00
6416019	2014	Impreza	23,747	0.00	0.00	0.00	0.00	57.50	0.50	7.50
6416020	2014	Legacy	32,140	37.52	0.30	0.00	0.00	0.00	0.00	3.60
6416021	2010	Forester	123,593	10.00	0.10	0.00	0.00	0.00	0.00	1.20
6416022	2013	Legacy	70,742	0.00	0.00	0.00	0.00	385.00	3.50	73.50
6416023	2013	Outback	32,668	49.95	0.50	0.00	0.00	0.00	0.00	6.00
6416025	2011	Outback	120,507	10.21	0.50	0.00	0.00	0.00	0.00	6.00
6416026	2015	Forester	58,184	165.00	1.50	0.00	0.00	0.00	0.00	34.50
6416027	2008	Impreza	144,004	68.86	0.90	0.00	0.00	0.00	0.00	10.80
6416028	2018	Outback	3,831	44.00	0.40	0.00	0.00	0.00	0.00	8.00
6416029	2015	Outback	71,803	18.98	0.30	0.00	0.00	0.00	0.00	3.60
6416030	2018	Forester	1,212	47.69	0.60	0.00	0.00	0.00	0.00	7.20
6416031	2015	Outback	67,586	0.00	0.00	0.00	0.00	69.00	0.60	13.80
6416032	2017	Forester	15,698	47.69	0.60	0.00	0.00	0.00	0.00	7.20
6416033	2017	Outback	29,693	92.52	0.80	0.00	0.00	0.00	0.00	9.60
6416034	2013	Outback	80,949	169.00	0.50	0.00	0.00	0.00	0.00	6.00
6416037	2011	Impreza	96,401	87.38	0.80	0.00	0.00	0.00	0.00	9.60
6416038	2017	Forester	25,626	37.52	0.30	0.00	0.00	0.00	0.00	3.60
6416041	2013	Tribeca	91,981	19.50	0.30	0.00	0.00	0.00	0.00	3.60
6416042	2017	Forester	20,469	19.56	0.20	0.00	0.00	0.00	0.00	2.40
6416054	2015	Forester	80,202	169.21	0.50	0.00	0.00	0.00	0.00	6.00
6416056	2010	Outback	118,881	26.98	0.50	0.00	0.00	0.00	0.00	6.00
6416058	2012	Legacy 2	60,608	18.99	0.30	0.00	0.00	0.00	0.00	3.60
6416061	2018	Forester	3,320	47.69	0.60	0.00	0.00	0.00	0.00	7.20
6416062	2011	Outback	105,041	18.99	0.50	0.00	0.00	0.00	0.00	7.50
6416063	2011	Legacy 2	134,747	85.82	1.50	0.00	0.00	0.00	0.00	18.00
6416065	2005	Outback	100,571	57.50	0.50	0.00	0.00	0.00	0.00	7.50
6416066	2018	Crosstrek	13,404	76.32	0.90	0.00	0.00	0.00	0.00	10.80
6416068	2015	Crosstrek	44,639	57.50	0.50	0.00	0.00	0.00	0.00	11.00
6416069	2014	Forester	2,014	37.52	0.30	0.00	0.00	0.00	0.00	3.60
6416071	2017	Outback	7,131	66.66	0.90	0.00	0.00	0.00	0.00	10.80
6416072	2018	Legacy	6,001	47.69	0.60	0.00	0.00	0.00	0.00	7.20
6416074	2015	Impreza	42,254	49.95	0.50	0.00	0.00	0.00	0.00	6.00
6416075	2006	Legacy 2	212,155	119.21	0.50	0.00	0.00	0.00	0.00	6.00
ROs 1-50	Totals			2,465.98	24.71	854.81	7.70	1,065.55	9.90	677.32

Date of Study:
Study Compiled by

C Labor		M Labor		R Labor		Total Cost of Labor
Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	

One Item
Repair
Order

1
0
1
0
0
0
0
1
1
0
1
1
0
1
1
0
0
0
1
0
0
0
1
1
0
1
1
0
1
1
0
0
0
0
1
1
1
0
0
1
0
0
0
1
0
1
0
0
0
0
20

**One Item
Repair
Order**

Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor		Repair Labor		Total Cost of Labor	One Item Repair Order
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Labor Sales	Rate Hours	Labor Sales	Flat Rate Hours		
6416076	2014	Legacy	65,627	169.21	0.50	0.00	0.00	0.00	0.00	6.00	0
6416078	2017	Forester	21,557	66.66	0.90	0.00	0.00	0.00	0.00	10.80	0
6416079	2018	Outback	6,373	63.74	0.90	0.00	0.00	0.00	0.00	10.80	0
6416081	2015	Legacy	26,929	37.52	0.30	0.00	0.00	0.00	0.00	3.60	1
6416082	2016	Outback	27,543	44.00	0.40	0.00	0.00	0.00	0.00	6.00	1
6416083	2010	Legacy	61,808	26.42	0.30	0.00	0.00	0.00	0.00	4.43	1
6416085	2013	Outback	42,673	12.43	0.20	0.00	0.00	0.00	0.00	2.40	1
6416086	2018	WRX	17,083	16.05	0.30	0.00	0.00	0.00	0.00	3.60	1
6416087	2008	Legacy Ou	85,200	0.00	0.00	0.00	0.00	345.00	3.00	63.00	1
6416088	2017	Outback	31,274	225.87	1.10	0.00	0.00	0.00	0.00	13.20	0
6416091	1998	Legacy	108,651	18.98	0.30	0.00	0.00	0.00	0.00	3.60	0
6416092	2017	Impreza	13,273	76.32	0.90	0.00	0.00	0.00	0.00	10.80	0
6416093	2015	Forester	46,745	189.00	3.50	0.00	0.00	0.00	0.00	59.50	0
6416094	2015	Crosstrek	53,971	169.21	0.50	0.00	0.00	0.00	0.00	6.00	0
6416096	2014	Forester	29,502	10.21	0.50	0.00	0.00	0.00	0.00	6.00	1
6416097	2016	Outback	31,603	66.66	0.90	0.00	0.00	0.00	0.00	10.80	0
6417501	2012	Outback	119,548	73.19	0.90	0.00	0.00	0.00	0.00	10.80	0
6417502	2011	Outback	110,168	82.50	0.90	0.00	0.00	0.00	0.00	13.28	0
6417503	2009	Impreza	111,026	57.50	0.50	0.00	0.00	0.00	0.00	10.00	1
6417504	2016	Outback	37,006	169.21	0.50	0.00	0.00	0.00	0.00	6.00	0
6417505	2012	Outback	90,601	44.15	0.60	0.00	0.00	0.00	0.00	7.20	0
6417506	2006	Outback	94,539	31.41	0.50	0.00	0.00	0.00	0.00	6.00	1
6417507	2012	Legacy	86,775	77.06	0.70	0.00	0.00	0.00	0.00	8.40	0
6417508	2018	Forester	9,182	66.66	0.90	0.00	0.00	0.00	0.00	10.80	0
6417509	2014	Camry	70,185	0.00	0.00	0.00	0.00	23.00	0.20	3.00	1
6417510	2005	Legacy	94,155	25.40	0.30	0.00	0.00	0.00	0.00	4.50	1
6417512	2018	Impreza	5,463	47.69	0.60	0.00	0.00	0.00	0.00	7.20	0
6417514	2013	Legacy	67,875	37.52	0.30	0.00	0.00	0.00	0.00	3.60	1
6417515	2009	Legacy	85,252	0.00	0.00	0.00	0.00	57.50	0.50	11.50	0
6417517	2014	Impreza	56,230	10.21	0.50	0.00	0.00	0.00	0.00	6.00	1
6417518	2016	Crosstrek	20,922	25.00	0.40	0.00	0.00	0.00	0.00	4.80	1
6417524	2009	Impreza	90,050	0.00	0.00	0.00	0.00	57.50	0.50	11.50	0
6417527	2007	Forester	144,569	60.88	0.90	0.00	0.00	0.00	0.00	10.80	0
6417531	2014	Tribeca	76,255	0.00	0.00	0.00	0.00	384.59	5.00	115.00	0
6417533	2011	Legacy	196,712	0.00	0.00	0.00	0.00	437.00	3.80	96.90	0
6417534	2010	Forester	125,382	0.00	0.00	0.00	0.00	213.52	1.60	36.80	0
6417536	2004	Legacy Ou	161,490	0.00	0.00	0.00	0.00	145.50	1.30	16.25	0
6417538	2014	Impreza	41,645	0.00	0.00	0.00	0.00	129.52	1.10	25.30	0
6417539	2014	Forester	62,230	0.00	0.00	400.00	3.90	0.00	0.00	78.00	0
6417541	2010	Forester	82,063	0.00	0.00	258.00	2.70	0.00	0.00	54.00	0
6417542	2012	Outback	112,034	0.00	0.00	621.00	5.40	0.00	0.00	124.20	0
6417544	2003	Outback	150,065	33.98	0.50	0.00	0.00	0.00	0.00	6.00	0
6417547	2014	Impreza	23,323	0.00	0.00	0.00	0.00	307.59	3.30	75.90	0
6417548	2014	Forester	70,570	0.00	0.00	0.00	0.00	179.09	2.20	50.60	0
6417549	2014	Outback	53,237	131.52	1.30	0.00	0.00	0.00	0.00	15.60	0
6417550	2015	Forester	17,887	25.17	0.80	0.00	0.00	0.00	0.00	9.60	0
6417551	2016	Impreza	19,422	75.72	0.80	0.00	0.00	0.00	0.00	9.60	0
6417553	2006	Outback	113,002	0.00	0.00	0.00	0.00	168.48	1.60	32.00	0
6417554	2009	Impreza	99,866	75.50	0.80	0.00	0.00	0.00	0.00	18.40	0
6417555	2016	Forester	32,687	25.00	0.40	0.00	0.00	0.00	0.00	8.40	0
RO's 51-100 Totals				2,367.55	24.60	1,279.00	12.00	2,448.29	24.10	1,128.45	14
Date of Study: Study Compiled by				C Labor		M Labor		R Labor		Total Cost of Labor	One Item Repair Order
				Labor Sales	Flat Rate Hours	Labor Sales	Rate Hours	Labor Sales	Flat Rate Hours		

Repair Order Analysis Summary R

	Sales in Dollars	FRH's on RO's	Averages
Competitive	\$ 4,834 ÷	49.31 =	98.02
Maintenance	\$ 2,134 ÷	19.70 =	108.32
Repair	\$ 3,514 ÷	34.00 =	103.35
Totals	\$ 10,481 ÷	103.01 =	101.75
Target Labor Rate			112.00
Total RO's in Sample	100	Difference	-10.25

Cost of Labor

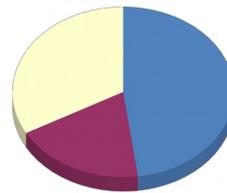
Total Cost of Labor	1805.77 ÷	Total Sales	=	17.23%
Total Cost of Labor	1805.77 ÷	Total FRHs	=	17.53

Repair Order Measurements

Total Labor Sales	10,481.18 ÷	Total ROs	=	104.81
Total FRHs	103.01 ÷	Total ROs	=	1.03
Menu Sales		Total ROs	=	
Competitive FRHs	49.31 ÷	Total FRHs	=	47.87%
Maintenance FRHs	19.70 ÷	Total FRHs	=	19.12%
Repair FRH	34.00 ÷	Total FRHs	=	33.01%
One item ROs	34 ÷	Total ROs	=	34.00%

Model Year Analysis

2019	2018	2017	2016	2015
0	9	9	9	10
0.00%	9.00%	9.00%	9.00%	10.00%



■ 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

2014	Older	Total
16	47	100
16.00%	47.00%	