



# Repair Order Analysis *and Summary*

3/19/2019

**bloomington lincoln**  
Dealership

**chris sumner**  
Student

**n343-26**  
Class and ID Number

Tech #	Tech Pay Per FRH
94480	17.25
94481	17.25
94482	17.25
95228	26.01
95229	26.01
95230	26.01
95231	28.51



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100								
<b>Totals</b>				<b>Totals</b>	469.58	7.58		
<b>Number of RO's in Sample</b>					<b>Competative Labor</b>			
					<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Technican Number</b>	<b>Pay Per FRH</b>





148.63	1,112.89	10.58			245.40	1,986.99	15.00		
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





	0.00	
	0.00	
	0.00	
	0.00	
	0.00	
353.36	747.39	12
	<b>Total</b>	<b>One Item</b>
<b>Labor</b>	<b>Cost of</b>	<b>Repair</b>
<b>Cost</b>	<b>Labor</b>	<b>Order</b>





0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>ROs 1-50 Totals</b>				<b>469.58</b>	<b>7.58</b>	<b>1,112.89</b>	<b>10.58</b>	<b>1,986.99</b>	<b>15.00</b>	<b>747.39</b>
Date of Study: Study Compiled by				<b>C Labor</b>		<b>M Labor</b>		<b>R Labor</b>		<b>Total Cost of Labor</b>
				<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Labor Sales</b>	<b>Flat Rate Hours</b>	



0

12

One Item  
Repair  
Order



## Repair Order Analysis Summary R

	Sales in Dollars		FRH's on RO's		Averages
Competitive	\$ 470	÷	7.58	=	61.95
Maintenance	\$ 1,113	÷	10.58	=	105.19
Repair	\$ 1,987	÷	15.00	=	132.47
Totals	\$ 3,569	÷	33.16	=	107.64
				Target Labor Rate	123.50
Total Ro's in Sample	25			Difference	-15.86

### Cost of Labor

Total Cost of Labor	747.39	÷	Total Sales	=	20.94%
Total Cost of Labor	747.39	÷	Total FRHs	=	22.54

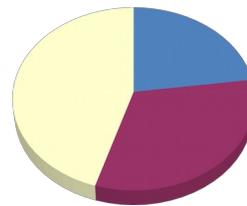
### Repair Order Measurements

Total Labor Sales	3,569.46	÷	Total ROs	=	142.78
Total FRHs	33.16	÷	Total ROs	=	1.33
Menu Sales		÷	Total ROs	=	
Competitive FRHs	7.58	÷	Total FRHs	=	22.86%
Maintenance FRHs	10.58	÷	Total FRHs	=	31.91%
Repair FRH	15.00	÷	Total FRHs	=	45.24%
One item ROs	12	÷	Total ROs	=	48.00%

### Model Year Analysis

2020	2019	2018	2017	2016
0	0	1	3	3
0.00%	0.00%	4.00%	12.00%	12.00%

### 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

2015	Older	Total
4	14	25
16.00%	56.00%	