



Repair Order Analysis *and Summary*

3/22/2019

Honda North

Dealership

Paul Desrosier

Student

N343

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	665385	2017	ACCORD	53,973				
2	665384	2010	ACCORD	130,168	170.15	2.20	79941	31.00
3	665383	2016	ODYSSEY	30,081	40.00	3.00	135706	15.00
4	665381	2012	ACCORD	113,039	150.88	3.00	104501	22.00
5	665376	2015	PILOT	87,463				
6	665428	2011	CRV	52,964				
7	665426	2013	ACCORD	57,456	29.95	0.30	113294	24.00
8	665421	2016	CRV	30,123				
9	665411	2018	CRV	19,730	137.14	1.70	79941	31.00
10	665596	2014	CRV	86,566	30.00	0.40	87236	24.00
11	665583	2006	CIVIC	250,214				
12	665580	2012	CRV	89,914	99.95	1.50	101283	27.00
13	665575	2018	CRV	14,883				
14	665571	2015	ACCORD	40,092				
15	665564	2009	CRV	110,760				
16	665562	2014	PILOT	65,245				
17	665558	2015	PILOT	35,130				
18	665557	2018	ACCORD	15,796	29.95	0.30	163391	
19	665555	2013	CRV	64,716	106.88	1.10	79694	20.00
20	665515	2010	CRV	93,752	39.95	0.50	104501	22.00
21	665696	2013	ODYSSEY	94,222	30.00	0.40	88247	24.00
22	665659	2006	CIVIC	137,409	30.00	0.40	79694	20.00
23	665614	2006	CRV	59,887				
24	665610	2016	CRV	37,222				
25	665723	2017	CIVIC	25,103	99.95	1.50	79694	20.00
26	665890	2018	CRV	13,041	102.90	1.00	87236	24.00
27	665889	2012	PILOT	117,789				
28	665872	2016	ACCORD	60,808	161.93	2.00	104501	22.00
29	665868	2011	ACCORD	167,223				
30	665867	2017	PILOT	22,534	99.95	1.50	87236	24.00
31	665835	2004	ACCORD	143,210	30.00	0.40	113294	24.00
32	665974	2012	ODYSSEY	133,370				
33	665916	2012	CIVIC	62,027				
34	665905	2013	FIT	25,597	229.92	2.90	109927	24.00
35	665901	2017	ACCORD	17,654				
36	665900	2011	PILOT	38,663				
37	666097	2016	CRV	39,285				
38	666076	2017	CIVIC	34,724	189.43	2.70	104501	22.00
39	666005	2014	ACCORD	54,995	174.33	2.10	104501	22.00
40	666144	2015	PILOT	54,729	30.00	0.40	151224	15.00
41	666107	2010	CIVIC	155,492	129.95	1.90	87236	24.00
42	666059	2012	ACCORD	86,458				
43	666055	2017	CIVIC	49,365				
44	665724	2012	ODYSSEY	215,100				

45	664550	2017	ACCORD	30,155	99.95	1.50	4178	31.00
46	666050	2009	CRV	111,733	129.95	1.90	113294	24.00
47	666034	2014	PILOT	97,493	39.95	0.50	113294	24.00
48	666066	2017	CRV	7,741	99.95	1.50	86870	26.50
49	666068	2013	FIT	84,312	137.14	1.80	4178	31.00
50	666103	2012	FIT	92,279				
51	666106	2015	CRV	34,388	99.95	1.50	4178	31.00
52	665570	2017	HRV	8,826				
53	666078	2016	CRV	27,686	99.95	1.50	88247	24.00
54	665887	2012	ACCORD	75,234				
55	666342	2017	ACCORD	21,180	150.47	2.20	104501	22.00
56	666489	2013	CIVIC	31,325	28.95	0.40	104501	22.00
57	666454	2016	CRV	48,283	131.10	1.90	109927	24.00
58	666231	2009	CIVIC	110,831				
59	666443	2013	ACCORD	131,254	129.95	1.40	163391	
60	666379	2014	CRV	106,352				
61	666382	2011	ACCORD	116,410				
62	666446	2011	INSIGHT	63,052				
63	666257	2010	INSIGHT	107,324	99.95	1.50	101283	27.00
64	666332	2013	CRV	80,301				
65	666096	2008	FIT	139,373				
66	666235	2013	PILOT	114,519				
67	666221	2013	PILOT	154,845	150.92	2.50	20648	
68	665944	2011	ODYSSEY	118,211				
69	666291	2013	ODYSSEY	58,247				
70	666074	2002	CIVIC	121,025	30.00	0.40	7510	21.25
71	666228	2015	CIVIC	48,168				
72	666240	2018	HRV	10,187				
73	666337	2018	CRV	19,855	231.67	3.30	101283	27.00
74	666073	2015	ACCORD	27,274	20.95	0.30	87236	24.00
75	666370	2010	FIT	73,755				
76	666421	2017	ACCORD	36,002	99.95	1.50	109927	24.00
77	666477	2016	CIVIC	33,214				
78	666585	2010	ACCORD	109,961				
79	666213	2014	ACCORD	62,480				
80	666230	2011	CRV	128,012	228.33	2.00	109927	24.00
81	666269	2014	ACCORD	67,295				
82	666303	2016	ACCORD	48,640	99.95	1.50	104501	22.00
83	666391	2010	ACCORD	90,033	59.90	0.60	163391	
84	666398	2018	CRV	14,834	29.95	0.30	4178	31.00
85	666407	2005	ACCORD	220,940				
86	666751	2008	CIVIC	109,548	229.90	2.90	101283	27.00
87	666699	2011	CRZ	124,382	99.95	1.50	163033	
88	666671	2016	ACCORD	61,857				
89	666678	2014	CRV	110,276	37.19	0.30	101283	27.00
90	666784	2012	CRV	74,602	64.90	0.60	113294	24.00
91	666549	2015	CRV	19,264	114.90	1.80	86870	26.50
92	666555	2017	ACCORD	30,659				
93	665686	2015	CIVIC	54,445				
94	666685	2009	RIDGELIN	85,890				

95	666487	2009	CRV	70,155				
96	666621	2014	CRV	145,654				
97	666537	2009	RIDGELIN	83,177	50.97	0.70	87236	24.00
98	666456	2014	CRV	104,654				
99	667301	2011	ODYSSEY	78,141	30.00	0.40	87236	24.00
100	667284	2014	CIVIC	87,237				
Totals				Totals	4,969.90	69.40		
Number of RO's in Sample					Competative Labor			
					Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH

	Maintenance Labor					Repair Labor			
Labor Cost	Labor Sales	Flat Rate Hours	Technician Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technician Number	Pay Per FRH
	371.85	3.00	113294	24.00	72.00				
68.20						247.90	2.00		
45.00									
66.00						247.90	2.00	104501	22.00
						549.76	5.00	101283	27.00
						384.25	3.10	79941	31.00
7.20	243.20	2.00	113294	24.00	48.00	239.95	2.50		
	371.85	3.00	16412	22.00	66.00				
52.70	247.90	2.00	79941	31.00	62.00				
9.60	549.83	5.00	87236	24.00	120.00				
						309.88	2.50	20648	
40.50	371.85	3.00	101283	27.00	81.00				
						185.93	1.50	16412	22.00
	371.85	3.00	79941	31.00	93.00				
	123.95	1.00	16412	22.00	22.00	185.93	1.50	16412	22.00
	123.95	1.00	87236	24.00	24.00	479.90	5.00	87236	24.00
	371.85	3.00	20648						
	247.90	2.00	163391						
22.00	247.90	2.00	79694	20.00	40.00				
11.00	123.95	1.00	104501	22.00	22.00				
9.60						269.85	3.10	88247	24.00
8.00						114.90	1.30	79694	20.00
	99.95	1.00	79941	31.00	31.00	557.78	4.50	87236	24.00
						123.95	1.00	101283	27.00
30.00	371.85	3.00	79694	20.00	60.00				
24.00									
						371.85	3.00	113294	24.00
44.00	495.77	4.00	104501	22.00	88.00				
						363.90	3.50	135706	15.00
36.00	247.90	2.00	87236	24.00	48.00				
9.60						399.75	5.00	113294	24.00
						1,005.55	9.00	87236	24.00
	61.98	0.50	104501	22.00	11.00	198.32	1.60	104501	22.00
69.60	247.90	2.00	109927	24.00	48.00				
	232.67	2.00	113294	24.00	48.00				
						239.88	2.50	88247	24.00
						185.93	1.50	79941	31.00
59.40									
46.20	123.95	1.00	104501	22.00	22.00	9.95	0.30	104501	22.00
6.00	123.95	1.00	7510	21.25	21.25	479.90	5.00	7510	21.25
45.60	123.95	1.00	87236	24.00	24.00	1,037.68	10.00	87236	24.00
	388.38	3.00	113294	24.00	72.00				
	123.95	1.00	113294	24.00	24.00				
						495.80	4.00	113294	24.00

46.50	371.85	3.00	4178	31.00	93.00				
45.60	247.91	2.00	113294	24.00	48.00	123.95	1.00	113294	24.00
12.00	247.90	2.00	113294	24.00	48.00				
39.75	123.95	1.00	86870	26.50	26.50				
55.80	557.79	2.50	4178	31.00	77.50				
	433.83	3.50	109927	24.00	84.00				
46.50	371.85	3.00	4178	31.00	93.00				
	123.95	1.00	79941	31.00	31.00				
36.00	371.85	3.00	88247	24.00	72.00				
	185.93	1.50	163391			756.78	6.50	163391	
48.40									
8.80									
45.60									
	247.90	2.00	79694	20.00	40.00	495.81	4.00	79694	20.00
	433.83	3.50	20648			479.90	5.00	20648	
						805.68	6.50	16412	22.00
	240.91	2.30	88247	24.00	55.20				
40.50	371.85	3.00	101283	27.00	81.00	242.90	2.60	101283	27.00
						123.95	1.00	79941	31.00
	123.95	1.00	7510	21.25	21.25	579.73	5.60	7510	21.25
	490.80	4.00	163391						
						867.65	7.00	87236	24.00
						99.95	1.00	79694	20.00
8.50	309.88	2.50	7510	21.25	53.13				
	371.85	3.00	79694	20.00	60.00				
	123.95	1.00	88247	24.00	24.00				
89.10									
7.20						607.36	4.90	87236	24.00
						378.85	3.80	113294	24.00
36.00	371.85	3.00	109927	24.00	72.00				
	371.85	3.00	113294	24.00	72.00				
						681.73	5.50	87236	24.00
	433.83	3.50	4178	31.00	108.50				
48.00	371.86	3.00	109927	24.00	72.00				
	247.90	2.00	109927	24.00	48.00				
33.00	109.95	1.60	104501	22.00	35.20				
	180.93	1.50	163391			837.74	7.00	163391	
9.30	247.90	2.00	4178	31.00	62.00				
						1,031.55	8.50	104501	22.00
78.30						199.90	2.00	101283	27.00
	371.85	3.00	163033						
	557.78	4.50	163391			439.78	4.50	163391	
8.10	247.90	2.00	101283	27.00	54.00				
14.40	61.98	0.50	113294	24.00	12.00	239.95	2.50	113294	24.00
47.70						239.95	2.50	86870	26.50
	371.85	3.00	7510	21.25	63.75				
						867.65	7.00	88247	24.00
	331.67	3.00	79941	31.00	93.00				

						309.88	2.50	13294/16412		
	123.96	1.00	16412	22.00	22.00	123.95	1.00	16412	22.00	
16.80	61.98	0.50	87236	24.00	12.00	867.65	7.00	87236	24.00	
	123.95	1.00	16412	22.00	22.00	438.95	4.50	16412	22.00	
9.60	199.95	2.00	87236	24.00	48.00					
	351.00	3.00	163391							
1541.65	17,301.70	140.40			2851.28	20,527.58	183.80			
	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
	72.00	1
	68.20	N
	45.00	1
44.00	110.00	N
135.00	135.00	N
96.10	96.10	N
	55.20	N
	66.00	1
	114.70	N
	129.60	
	0.00	1
	121.50	N
33.00	33.00	1
	93.00	1
33.00	55.00	N
120.00	144.00	N
	0.00	1
	0.00	N
	62.00	N
	33.00	N
74.40	84.00	N
26.00	34.00	N
108.00	139.00	N
27.00	27.00	1
	90.00	N
	24.00	N
72.00	72.00	N
	132.00	N
52.50	52.50	N
	84.00	N
120.00	129.60	N
216.00	216.00	N
35.20	46.20	N
	117.60	N
	48.00	1
60.00	60.00	1
46.50	46.50	1
	59.40	N
6.60	74.80	N
106.25	133.50	N
240.00	309.60	N
	72.00	1
	24.00	1
96.00	96.00	1

	139.50	N
24.00	117.60	N
	60.00	N
	66.25	N
	133.30	N
	84.00	N
	139.50	N
	31.00	1
	108.00	N
	0.00	N
	48.40	N
	8.80	1
	45.60	N
80.00	120.00	N
	0.00	N
	0.00	N
143.00	143.00	N
	55.20	N
70.20	191.70	N
31.00	31.00	1
119.00	140.25	N
	0.00	N
	0.00	N
168.00	168.00	1
20.00	20.00	1
	61.63	N
	60.00	N
	24.00	1
	89.10	N
117.60	124.80	N
91.20	91.20	N
	108.00	N
	72.00	1
132.00	132.00	1
	108.50	N
	120.00	N
	48.00	1
	68.20	N
	0.00	N
	71.30	N
187.00	187.00	N
54.00	132.30	N
	0.00	N
	0.00	N
	62.10	N
60.00	86.40	N
66.25	113.95	N
	63.75	1
168.00	168.00	1
	93.00	1

	0.00	1
22.00	44.00	N
168.00	196.80	N
99.00	121.00	N
	57.60	N
	0.00	1
3567.80	7960.73	28
	Total Cost of Labor	One Item Repair Order
Labor Cost		

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	
665385	2017	ACCORD	53,973	0.00	0.00	371.85	3.00	0.00	0.00	72.00
665384	2010	ACCORD	130,168	170.15	2.20	0.00	0.00	247.90	2.00	68.20
665383	2016	ODYSSE	30,081	40.00	3.00	0.00	0.00	0.00	0.00	45.00
665381	2012	ACCORD	113,039	150.88	3.00	0.00	0.00	247.90	2.00	110.00
665376	2015	PILOT	87,463	0.00	0.00	0.00	0.00	549.76	5.00	135.00
665428	2011	CRV	52,964	0.00	0.00	0.00	0.00	384.25	3.10	96.10
665426	2013	ACCORD	57,456	29.95	0.30	243.20	2.00	239.95	2.50	55.20
665421	2016	CRV	30,123	0.00	0.00	371.85	3.00	0.00	0.00	66.00
665411	2018	CRV	19,730	137.14	1.70	247.90	2.00	0.00	0.00	114.70
665596	2014	CRV	86,566	30.00	0.40	549.83	5.00	0.00	0.00	129.60
665583	2006	CIVIC	250,214	0.00	0.00	0.00	0.00	309.88	2.50	0.00
665580	2012	CRV	89,914	99.95	1.50	371.85	3.00	0.00	0.00	121.50
665575	2018	CRV	14,883	0.00	0.00	0.00	0.00	185.93	1.50	33.00
665571	2015	ACCORD	40,092	0.00	0.00	371.85	3.00	0.00	0.00	93.00
665564	2009	CRV	110,760	0.00	0.00	123.95	1.00	185.93	1.50	55.00
665562	2014	PILOT	65,245	0.00	0.00	123.95	1.00	479.90	5.00	144.00
665558	2015	PILOT	35,130	0.00	0.00	371.85	3.00	0.00	0.00	0.00
665557	2018	ACCORD	15,796	29.95	0.30	247.90	2.00	0.00	0.00	0.00
665555	2013	CRV	64,716	106.88	1.10	247.90	2.00	0.00	0.00	62.00
665515	2010	CRV	93,752	39.95	0.50	123.95	1.00	0.00	0.00	33.00
665696	2013	ODYSSE	94,222	30.00	0.40	0.00	0.00	269.85	3.10	84.00
665659	2006	CIVIC	137,409	30.00	0.40	0.00	0.00	114.90	1.30	34.00
665614	2006	CRV	59,887	0.00	0.00	99.95	1.00	557.78	4.50	139.00
665610	2016	CRV	37,222	0.00	0.00	0.00	0.00	123.95	1.00	27.00
665723	2017	CIVIC	25,103	99.95	1.50	371.85	3.00	0.00	0.00	90.00
665890	2018	CRV	13,041	102.90	1.00	0.00	0.00	0.00	0.00	24.00
665889	2012	PILOT	117,789	0.00	0.00	0.00	0.00	371.85	3.00	72.00
665872	2016	ACCORD	60,808	161.93	2.00	495.77	4.00	0.00	0.00	132.00
665868	2011	ACCORD	167,223	0.00	0.00	0.00	0.00	363.90	3.50	52.50
665867	2017	PILOT	22,534	99.95	1.50	247.90	2.00	0.00	0.00	84.00
665835	2004	ACCORD	143,210	30.00	0.40	0.00	0.00	399.75	5.00	129.60
665974	2012	ODYSSE	133,370	0.00	0.00	0.00	0.00	1,005.55	9.00	216.00
665916	2012	CIVIC	62,027	0.00	0.00	61.98	0.50	198.32	1.60	46.20
665905	2013	FIT	25,597	229.92	2.90	247.90	2.00	0.00	0.00	117.60
665901	2017	ACCORD	17,654	0.00	0.00	232.67	2.00	0.00	0.00	48.00
665900	2011	PILOT	38,663	0.00	0.00	0.00	0.00	239.88	2.50	60.00
666097	2016	CRV	39,285	0.00	0.00	0.00	0.00	185.93	1.50	46.50
666076	2017	CIVIC	34,724	189.43	2.70	0.00	0.00	0.00	0.00	59.40
666005	2014	ACCORD	54,995	174.33	2.10	123.95	1.00	9.95	0.30	74.80
666144	2015	PILOT	54,729	30.00	0.40	123.95	1.00	479.90	5.00	133.50
666107	2010	CIVIC	155,492	129.95	1.90	123.95	1.00	1,037.68	10.00	309.60
666059	2012	ACCORD	86,458	0.00	0.00	388.38	3.00	0.00	0.00	72.00
666055	2017	CIVIC	49,365	0.00	0.00	123.95	1.00	0.00	0.00	24.00
665724	2012	ODYSSE	215,100	0.00	0.00	0.00	0.00	495.80	4.00	96.00
664550	2017	ACCORD	30,155	99.95	1.50	371.85	3.00	0.00	0.00	139.50
666050	2009	CRV	2,009	129.95	1.90	247.91	2.00	123.95	1.00	117.60
666034	2014	PILOT	97493	39.95	0.50	247.90	2.00	0.00	0.00	60.00
666066	2017	CRV	7741	99.95	1.50	123.95	1.00	0.00	0.00	66.25
666068	2013	FIT	84312	137.14	1.80	557.79	2.50	0.00	0.00	133.30

666103	2012	FIT	92279	0.00	0.00	433.83	3.50	0.00	0.00	84.00
ROs 1-50 Totals				2,650.15	38.40	8,393.26	66.50	8,810.34	81.40	4,205.65
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
N
1
N
N
N
N
1
N
0
1
N
1
1
N
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N
N
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N
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1
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N
1
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N
N
N
N

N

14

**One Item
Repair
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	Rate Hours	Labor Sales	Flat Rate Hours	Total Cost of Labor	One Item Repair Order
666106	2015	CRV	34,388	99.95	1.50	371.85	3.00	0.00	0.00	139.50	N
665570	2017	HRV	8,826	0.00	0.00	123.95	1.00	0.00	0.00	31.00	1
666078	2016	CRV	27,686	99.95	1.50	371.85	3.00	0.00	0.00	108.00	N
665887	2012	ACCORD	75,234	0.00	0.00	185.93	1.50	756.78	6.50	0.00	N
666342	2017	ACCORD	21,180	150.47	2.20	0.00	0.00	0.00	0.00	48.40	N
666489	2013	CIVIC	31,325	28.95	0.40	0.00	0.00	0.00	0.00	8.80	1
666454	2016	CRV	48,283	131.10	1.90	0.00	0.00	0.00	0.00	45.60	N
666231	2009	CIVIC	110,831	0.00	0.00	247.90	2.00	495.81	4.00	120.00	N
666443	2013	ACCORD	131,254	129.95	1.40	0.00	0.00	0.00	0.00	0.00	N
666379	2014	CRV	106,352	0.00	0.00	433.83	3.50	479.90	5.00	0.00	N
666382	2011	ACCORD	116,410	0.00	0.00	0.00	0.00	805.68	6.50	143.00	N
666446	2011	INSIGHT	63,052	0.00	0.00	240.91	2.30	0.00	0.00	55.20	N
666257	2010	INSIGHT	107,324	99.95	1.50	371.85	3.00	242.90	2.60	191.70	N
666332	2013	CRV	80,301	0.00	0.00	0.00	0.00	123.95	1.00	31.00	1
666096	2008	FIT	139,373	0.00	0.00	123.95	1.00	579.73	5.60	140.25	N
666235	2013	PILOT	114,519	0.00	0.00	490.80	4.00	0.00	0.00	0.00	N
666221	2013	PILOT	154,845	150.92	2.50	0.00	0.00	0.00	0.00	0.00	N
665944	2011	ODYSSEY	118,211	0.00	0.00	0.00	0.00	867.65	7.00	168.00	1
666291	2013	ODYSSEY	58,247	0.00	0.00	0.00	0.00	99.95	1.00	20.00	1
666074	2002	CIVIC	121,025	30.00	0.40	309.88	2.50	0.00	0.00	61.63	N
666228	2015	CIVIC	48,168	0.00	0.00	371.85	3.00	0.00	0.00	60.00	N
666240	2018	HRV	10,187	0.00	0.00	123.95	1.00	0.00	0.00	24.00	1
666337	2018	CRV	19,855	231.67	3.30	0.00	0.00	0.00	0.00	89.10	N
666073	2015	ACCORD	27,274	20.95	0.30	0.00	0.00	607.36	4.90	124.80	N
666370	2010	FIT	73,755	0.00	0.00	0.00	0.00	378.85	3.80	91.20	N
666421	2017	ACCORD	36,002	99.95	1.50	371.85	3.00	0.00	0.00	108.00	N
666477	2016	CIVIC	33,214	0.00	0.00	371.85	3.00	0.00	0.00	72.00	1
666585	2010	ACCORD	109,961	0.00	0.00	0.00	0.00	681.73	5.50	132.00	1
666213	2014	ACCORD	62,480	0.00	0.00	433.83	3.50	0.00	0.00	108.50	N
666230	2011	CRV	128,012	228.33	2.00	371.86	3.00	0.00	0.00	120.00	N
666269	2014	ACCORD	67,295	0.00	0.00	247.90	2.00	0.00	0.00	48.00	1
666303	2016	ACCORD	48,640	99.95	1.50	109.95	1.60	0.00	0.00	68.20	N
666391	2010	ACCORD	90,033	59.90	0.60	180.93	1.50	837.74	7.00	0.00	N
666398	2018	CRV	14,834	29.95	0.30	247.90	2.00	0.00	0.00	71.30	N
666407	2005	ACCORD	220,940	0.00	0.00	0.00	0.00	1,031.55	8.50	187.00	N
666751	2008	CIVIC	109,548	229.90	2.90	0.00	0.00	199.90	2.00	132.30	N
666699	2011	CRZ	124,382	99.95	1.50	371.85	3.00	0.00	0.00	0.00	N
666671	2016	ACCORD	61,857	0.00	0.00	557.78	4.50	439.78	4.50	0.00	N
666678	2014	CRV	110,276	37.19	0.30	247.90	2.00	0.00	0.00	62.10	N
666784	2012	CRV	74,602	64.90	0.60	61.98	0.50	239.95	2.50	86.40	N
666549	2015	CRV	19,264	114.90	1.80	0.00	0.00	239.95	2.50	113.95	N
666555	2017	ACCORD	30,659	0.00	0.00	371.85	3.00	0.00	0.00	63.75	1
666686	2015	CIVIC	54,445	0.00	0.00	0.00	0.00	867.65	7.00	168.00	1
666685	2009	RIDGELIN	85,890	0.00	0.00	331.67	3.00	0.00	0.00	93.00	1
666487	2009	CRV	70,155	0.00	0.00	0.00	0.00	309.88	2.50	0.00	1
666621	2014	CRV	145,654	0.00	0.00	123.96	1.00	123.95	1.00	44.00	N
666537	2009	RIDGELIN	83,177	50.97	0.70	61.98	0.50	867.65	7.00	196.80	N
666456	2014	CRV	104,654	0.00	0.00	123.95	1.00	438.95	4.50	121.00	N
667301	2011	ODYSSEY	78,141	30.00	0.40	199.95	2.00	0.00	0.00	57.60	N
667284	2014	CIVIC	87,237	0.00	0.00	351.00	3.00	0.00	0.00	0.00	1
RO's 51-100 Totals				2,319.75	31.00	8,908.44	73.90	11,717.24	102.40	3,755.08	14
Date of Study: Study Compiled by				C Labor		M Labor Flat		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	\$ 4,970	69.40	71.61
Maintenance	\$ 17,302	140.40	123.23
Repair	\$ 20,528	183.80	111.68
Totals	\$ 42,799	393.60	108.74
Target Labor Rate			123.95
Total Ro's in Sample	100	Difference	-15.21

Cost of Labor

Total Cost of Labor	7960.73	Total Sales	=	18.60%
Total Cost of Labor	7960.73	Total FRHs	=	20.23

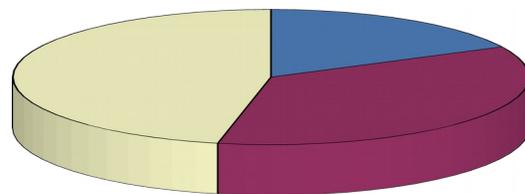
Repair Order Measurements

Total Labor Sales	42,799.18	Total ROs	=	427.99
Total FRHs	393.60	Total ROs	=	3.94
Menu Sales		Total ROs	=	
Competitive FRHs	69.40	Total FRHs	=	17.63%
Maintenance FRHs	140.40	Total FRHs	=	35.67%
Repair FRH	183.80	Total FRHs	=	46.70%
One item ROs	28	Total ROs	=	28.00%

Model Year Analysis

2020	2019	2018	2017	2016
0	0	7	12	10
0.00%	0.00%	7.00%	12.00%	10.00%

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
9	62	100
9.00%	62.00%	

Repair

