



Repair Order Analysis *and Summary*

6/20/2019

Dealership _____

Student _____

Class and ID Number _____

Repair Order Analysis Input Sheet

	RO Number	Year	Model	Mileage	Competitive Labor			
					Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH
1	119553	2017	sonata	19,927				
2	119239	2016	veloster	37,758				
3	119324	2017	sonata	43,462				
4	119329	2015	genesis	45,717				
5	119342	2011	sonata	154,830				
6	119255	2017	elantra	17,779				
7	119243	2018	elantra	14,524				
8	119252	2017	santa fe	71,825				
9	119235	2013	sonata	152,094				
10	119217	2010	santa fe	146,565	170.92	2.00	44517	19.00
11	119259	2015	accent	48,116	84.88	1.00	44270	19.00
12	118942	2013	elantra gt	34,879				
13	119177	2016	tucson	53,774	19.95	0.50	44270	19.00
14	119182	2016	genesis	54,000				
15	119183	2016	tucson	101,695				
16	119184	2012	sonata	108,812				
17	119187	2013	sonata hyl	25,485	24.95	0.50	43007	11.00
18	119189	2016	sonata hyl	58,421				
19	119190	2016	veloster	21,126				
20	119191	2016	santa fe	38,386				
21	119192	2017	sonata	16,685				
22	119194	2012	armada	84,101				
23	119195	2017	tucson	26,168				
24	119197	2014	santa fe	53,960				
25	119198	2016	elantra	54,645				
26	119199	2016	santa fe	10,452				
27	119200	2008	santa fe	197,016				
28	119207	2018	elantra	12,323				
29	119211	2017	elantra	33,845				
30	119212	2003	santa fe	193,191				
31	119214	2016	sonata	60,821				
32	119218	2018	sonata	16,726				
33	119238	2015	genesis	83,049				
34	119251	2014	sonata	94,876				
35	119242	2018	elantra	6,848				
36	119236	2018	tucson	20,071				
37	119233	2017	veloster	18,084				
38	119228	2015	santa fe	50,791	199.95	3.10	40026	20.00
39	119346	2015	tucson	59,573	348.06	4.10	44270	19.00
40	119409	2016	elantra	58,647	105.02	1.00	44270	19.00
41	119369	2017	santa fe	18,379	119.95	1.50	44517	19.00
42	119320	2013	elantra	105,042	199.95	2.90	44517	19.00
43	119372	2018	santa fe	18,662				
44	119400	2018	kona	9,273				
45	119351	2018	santa fe	18,742				

46	119381	2018	tucson	6,470				
47	119358	2015	sonata	63,438	321.00	4.10	40026	20.00
48	119376	2016	tucson	57,313				
49	119348	2013	santa fe	94,378				
50	119336	2017	elantra	30,998				
51	119263	2014	elantra co	61,496	187.70	2.90	44517	19.00
52	119325	2014	santa fe	68,720	326.84	4.20	40026	20.00
53	119341	2017	sonata	50,318				
54	119227	2017	elantra	18,942				
55	119257	2015	sonata	82,984				
56	119158	2015	genesis	52,644				
57	119253	2013	elantra	129,989				
58	119256	2012	sonata	83,014				
59	119258	2016	sonata	77,252				
60	119220	2014	sonata	97,985	272.50	1.50	44270	19.00
61	119287	2013	elantra	66,508				
62	119232	2016	sonata	45,678				
63	119281	2017	sonata	15,794				
64	119264	2018	g80	23,827				
65	119234	2018	santa fe	19,842				
66	119250	2018	soul	6,100				
67	119221	2018	santa fe	13,852				
68	119293	2018	ioniq	15,806				
69	119286	2013	veloster	73,048				
70	119300	2019	santa fe	5,195				
71	119289	2006	five hundr	146,372				
72	119297	2017	sonata	26,261				
73	119292	2016	sonata	43,337				
74	119288	2016	sonata	29,938	204.80	2.40	44270	19.00
75	119273	2011	silverado	111,558				
76	119283	2017	sonata	9,434				
77	119290	2016	veloster	37,828	199.95	2.90	44517	19.00
78	119285	2018	kona	11,673				
79	119277	2015	sonata	48,780				
80	119279	2014	santa fe	57,596				
81	119266	2016	veloster	64,269	105.02	1.00	40025	22.00
82	119262	2018	tucson	11,567				
83	119269	2017	santa fe	41,034				
84	119237	2013	santa fe	89,085				
85	119418	2015	sonata	64,191	188.17	2.00	44517	19.00
86	119429	2017	santa fe	57,991		0.20	43007	11.00
87	119556	2017	santa fe	54,113	119.95	1.50	42406	11.00
88	119555	2015	canyon	41,271				
89	119616	2013	santa fe	132,795				
90	119603	2010	santa fe	111,251				
91	119657	2013	tucson	59,837				
92	119714	2013	elantra	126,560	84.88	1.00	44517	19.00
93	119723	2015	sonata	91,114	107.70	1.00	43007	11.00
94	119841	2016	sonata	29,815	139.44	1.40	42406	11.00
95	119742	2013	sonata hyl	74,696	149.00	1.00	44270	19.00

96	119753	2014	elantra	148,831	80.00	1.60	44270	19.00
97	118527	2013	sonata	75,685				
98	119838	2012	elantra	10,332				
99	119621	2016	santa fe	87,886				
100	119627	2009	genesis	147,716				
Totals				Totals	3,760.58	45.30		
Number of RO's in Sample					Competative Labor			
					Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH

	35.90	0.60	40987	18.00	10.80				
82.00									
	15.95	0.30	42406	11.00	3.30				
						41.06	0.30	40987	18.00
	15.95	0.30	42406	11.00	3.30				
55.10	30.80	0.70	44517	19.00	13.30				
84.00	9.95	0.20	40026	20.00	4.00				
	15.95	0.30	42406	11.00	3.30		0.30	42406	11.00
	35.90	0.50	40987	18.00	9.00				
	15.95	0.30	40987	18.00	5.40		0.50	40987	18.00
						150.00	1.00	44517	19.00
	15.95	0.40	43007	11.00	4.40		0.90	43007	11.00
	15.95	0.30	42406	11.00	3.30		0.30	43235	12.00
28.50						298.00	2.00	44270	19.00
	25.90	0.40	40025	22.00	8.80	15.00	0.10	40025	22.00
	25.90	0.50	42406	11.00	5.50		0.30	42406	11.00
	35.90	0.60	42406	11.00	6.60	20.00	0.60	42406	11.00
						20.00	0.50	40987	18.00
	47.78	0.70	43007	11.00	7.70		0.30	43007	11.00
	35.90	0.60	42406	11.00	6.60				
	35.90	0.70	43007	11.00	7.70		0.30	43007	11.00
	35.90	0.60	44270	19.00	11.40				
						25.90	0.20		
	35.90	0.60	42406	11.00	6.60				
	15.95	0.30	42406	11.00	3.30				
	15.95	0.30	44270	19.00	5.70		0.50	44270	19.00
	15.95	0.40	43007	11.00	4.40		0.30	43007	11.00
45.60							0.40	44270	19.00
	15.95	0.30	40025	22.00	6.60				
	15.95	0.30							
55.10									
	15.95	0.30	44517	19.00	5.70				
	41.45	0.50	42406	11.00	5.50		0.30	42406	11.00
	20.90	0.60	43007	11.00	6.60				
22.00	15.95	0.40	43007	11.00	4.40				
	15.95	0.40	43007	11.00	4.40				
	15.95	0.30	42406	11.00	3.30		0.30	42406	11.00
						160.00	2.00	40987	18.00
38.00									
2.20	35.90	0.70	43007	11.00	7.70				
16.50									
	15.95	0.30	40987	18.00	5.40				
					0.00	405.20	3.40	44270	19.00
						596.00	4.00	40025	22.00
19.00	4.95	0.20	44517	19.00	3.80	160.00	2.00	44517	19.00
11.00	35.90	0.70	43007	11.00	7.70				
15.40	20.90	0.40	42406	11.00	4.40	38.70	0.30	42406	11.00
19.00							0.20	44270	19.00

30.40									
						1,354.50	12.00	40025	22.00
						149.00	1.00	44270	19.00
						574.95	4.00	44517	19.00
	41.45	0.70	42406	11.00	7.70	240.00	2.50	40013	35.00
838.30	1,572.39	29.10			413.60	5,144.96	53.60		
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
3.60	7.20	
	6.60	
3.30	6.60	
7.00	7.00	1
9.90	9.90	
	3.30	1
	9.00	
3.60	7.20	
7.20	16.20	
19.00	62.70	
	28.00	
11.40	11.40	
	9.50	1
21.00	21.00	1
5.40	10.80	
3.60	3.60	1
	5.50	1
	15.40	
	14.70	
5.40	10.80	
6.60	13.20	
	4.40	1
2.40	2.40	1
3.30	12.10	
	6.60	1
5.40	10.80	
	5.70	1
	3.60	1
	7.70	
	3.60	1
3.60	3.60	1
3.60	7.20	
	3.30	1
	3.30	1
	3.60	1
	3.60	1
	5.40	1
	62.00	
28.50	106.40	
	19.00	1
5.70	49.40	
68.40	129.20	
	6.60	
	3.60	1
5.70	11.40	

	10.80	
	82.00	
	3.30	1
5.40	5.40	1
	3.30	1
	68.40	
	88.00	
3.30	6.60	
	9.00	
9.00	14.40	
	0.00	
19.00	19.00	1
9.90	14.30	
3.60	6.90	
38.00	66.50	
2.20	11.00	
3.30	8.80	
6.60	13.20	
9.00	9.00	1
3.30	11.00	
	6.60	
3.30	11.00	
	11.40	
	0.00	1
	6.60	
	3.30	1
9.50	15.20	
3.30	7.70	
7.60	53.20	
	6.60	1
	0.00	1
	55.10	
	5.70	1
3.30	8.80	
	6.60	
	26.40	
	4.40	1
3.30	6.60	
36.00	36.00	1
	38.00	
	9.90	
	16.50	1
	5.40	1
64.60	64.60	
88.00	88.00	1
	0.00	
38.00	60.80	
	18.70	
3.30	23.10	
3.80	22.80	

	30.40	1
264.00	264.00	
19.00	19.00	
76.00	76.00	
87.50	95.20	
1056.70	2308.60	36
	Total	One Item
Labor	Cost of	Repair
Cost	Labor	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	
119553	2017	sonata	19,927	0.00	0.00	15.95	0.30	0.00	0.30	7.20
119239	2016	veloster	37,758	0.00	0.00	25.90	0.60	0.00	0.00	6.60
119324	2017	sonata	43,462	0.00	0.00	15.95	0.30	0.00	0.30	6.60
119329	2015	genesis	45,717	0.00	0.00	0.00	0.00	24.95	0.20	7.00
119342	2011	sonata	154,830	0.00	0.00	0.00	0.00	116.10	0.90	9.90
119255	2017	elantra	17,779	0.00	0.00	15.95	0.30	0.00	0.00	3.30
119243	2018	elantra	14,524	0.00	0.00	37.83	0.50	0.00	0.00	9.00
119252	2017	santa fe	71,825	0.00	0.00	15.95	0.30	0.00	0.30	7.20
119235	2013	sonata	152,094	0.00	0.00	25.90	0.50	18.00	0.40	16.20
119217	2010	santa fe	146,565	170.92	2.00	15.95	0.30	149.00	1.00	62.70
119259	2015	accent	48,116	84.88	1.00	35.90	0.50	0.00	0.00	28.00
118942	2013	elantra gt	34,879	0.00	0.00	0.00	0.00	0.00	0.60	11.40
119177	2016	tucson	53,774	19.95	0.50	0.00	0.00	0.00	0.00	9.50
119182	2016	genesis	54,000	0.00	0.00	0.00	0.00	49.95	0.60	21.00
119183	2016	tucson	101,695	0.00	0.00	15.95	0.30	0.00	0.30	10.80
119184	2012	sonata	108,812	0.00	0.00	0.00	0.00	24.95	0.20	3.60
119187	2013	sonata hy	25,485	24.95	0.50	0.00	0.00	0.00	0.00	5.50
119189	2016	sonata hy	58,421	0.00	0.00	41.45	0.70	0.00	0.00	15.40
119190	2016	veloster	21,126	0.00	0.00	40.85	0.70	0.00	0.00	14.70
119191	2016	santa fe	38,386	0.00	0.00	15.95	0.30	0.00	0.30	10.80
119192	2017	sonata	16,685	0.00	0.00	15.95	0.30	0.00	0.30	13.20
119194	2012	armada	84,101	0.00	0.00	15.95	0.40	0.00	0.00	4.40
119195	2017	tucson	26,168	0.00	0.00	0.00	0.00	20.00	0.20	2.40
119197	2014	santa fe	53,960	0.00	0.00	40.85	0.80	0.00	0.30	12.10
119198	2016	elantra	54,645	0.00	0.00	15.95	0.30	0.00	0.00	6.60
119199	2016	santa fe	10,452	0.00	0.00	15.95	0.30	0.00	0.30	10.80
119200	2008	santa fe	197,016	0.00	0.00	15.95	0.30	0.00	0.00	5.70
119207	2018	elantra	12,323	0.00	0.00	15.95	0.30	0.00	0.00	3.60
119211	2017	elantra	33,845	0.00	0.00	47.78	0.70	0.00	0.00	7.70
119212	2003	santa fe	193,191	0.00	0.00	15.95	0.30	0.00	0.00	3.60
119214	2016	sonata	60,821	0.00	0.00	0.00	0.00	38.70	0.30	3.60
119218	2018	sonata	16,726	0.00	0.00	15.95	0.30	0.00	0.30	7.20
119238	2015	genesis	83,049	0.00	0.00	15.95	0.30	0.00	0.00	3.30
119251	2014	sonata	94,876	0.00	0.00	15.95	0.30	0.00	0.00	3.30
119242	2018	elantra	6,848	0.00	0.00	15.95	0.30	0.00	0.00	3.60
119236	2018	tucson	20,071	0.00	0.00	15.95	0.30	0.00	0.00	3.60
119233	2017	veloster	18,084	0.00	0.00	15.95	0.30	0.00	0.00	5.40
119228	2015	santa fe	50,791	199.95	3.10	0.00	0.00	0.00	0.00	62.00
119346	2015	tucson	59,573	348.06	4.10	0.00	0.00	140.00	1.50	106.40
119409	2016	elantra	58,647	105.02	1.00	0.00	0.00	0.00	0.00	19.00
119369	2017	santa fe	18,379	119.95	1.50	40.85	0.80	0.00	0.30	49.40
119320	2013	elantra	105,042	199.95	2.90	15.95	0.30	315.00	3.60	129.20
119372	2018	santa fe	18,662	0.00	0.00	19.95	0.60	0.00	0.00	6.60
119400	2018	kona	9,273	0.00	0.00	15.95	0.30	0.00	0.00	3.60
119351	2018	santa fe	18,742	0.00	0.00	15.95	0.30	0.00	0.30	11.40
119381	2018	tucson	2,018	0.00	0.00	35.90	0.60	0.00	0.00	10.80
119358	2015	sonata	63,438	321.00	4.10	0.00	0.00	0.00	0.00	82.00
119376	2016	tucson	57,313	0.00	0.00	15.95	0.30	0.00	0.00	3.30
119348	2013	santa fe	94,378	0.00	0.00	0.00	0.00	41.06	0.30	5.40

119336	2017	elantra	30,998	0.00	0.00	15.95	0.30	0.00	0.00	3.30
ROs 1-50 Totals				1,594.63	20.70	791.91	14.60	937.71	13.10	858.90
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**

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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		
119263	2014	elantra co	61,496	187.70	2.90	30.80	0.70	0.00	0.00	68.40	0
119325	2014	santa fe	68,720	326.84	4.20	9.95	0.20	0.00	0.00	88.00	0
119341	2017	sonata	50,318	0.00	0.00	15.95	0.30	0.00	0.30	6.60	0
119227	2017	elantra	18,942	0.00	0.00	35.90	0.50	0.00	0.00	9.00	0
119257	2015	sonata	82,984	0.00	0.00	15.95	0.30	0.00	0.50	14.40	0
119158	2015	genesis	52,644	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
119253	2013	elantra	129,989	0.00	0.00	0.00	0.00	150.00	1.00	19.00	1
119256	2012	sonata	83,014	0.00	0.00	15.95	0.40	0.00	0.90	14.30	0
119258	2016	sonata	77,252	0.00	0.00	15.95	0.30	0.00	0.30	6.90	0
119220	2014	sonata	97,985	272.50	1.50	0.00	0.00	298.00	2.00	66.50	0
119287	2013	elantra	66,508	0.00	0.00	25.90	0.40	15.00	0.10	11.00	0
119232	2016	sonata	45,678	0.00	0.00	25.90	0.50	0.00	0.30	8.80	0
119281	2017	sonata	15,794	0.00	0.00	35.90	0.60	20.00	0.60	13.20	0
119264	2018	g80	23,827	0.00	0.00	0.00	0.00	20.00	0.50	9.00	1
119234	2018	santa fe	19,842	0.00	0.00	47.78	0.70	0.00	0.30	11.00	0
119250	2018	soul	6,100	0.00	0.00	35.90	0.60	0.00	0.00	6.60	0
119221	2018	santa fe	13,852	0.00	0.00	35.90	0.70	0.00	0.30	11.00	0
119293	2018	ioniq	15,806	0.00	0.00	35.90	0.60	0.00	0.00	11.40	0
119286	2013	veloster	73,048	0.00	0.00	0.00	0.00	25.90	0.20	0.00	1
119300	2019	santa fe	5,195	0.00	0.00	35.90	0.60	0.00	0.00	6.60	0
119289	2006	five hundr	146,372	0.00	0.00	15.95	0.30	0.00	0.00	3.30	1
119297	2017	sonata	26,261	0.00	0.00	15.95	0.30	0.00	0.50	15.20	0
119292	2016	sonata	43,337	0.00	0.00	15.95	0.40	0.00	0.30	7.70	0
119288	2016	sonata	29,938	204.80	2.40	0.00	0.00	0.00	0.40	53.20	0
119273	2011	silverado	111,558	0.00	0.00	15.95	0.30	0.00	0.00	6.60	1
119283	2017	sonata	9,434	0.00	0.00	15.95	0.30	0.00	0.00	0.00	1
119290	2016	veloster	37,828	199.95	2.90	0.00	0.00	0.00	0.00	55.10	0
119285	2018	kona	11,673	0.00	0.00	15.95	0.30	0.00	0.00	5.70	1
119277	2015	sonata	48,780	0.00	0.00	41.45	0.50	0.00	0.30	8.80	0
119279	2014	santa fe	57,596	0.00	0.00	20.90	0.60	0.00	0.00	6.60	0
119266	2016	veloster	64,269	105.02	1.00	15.95	0.40	0.00	0.00	26.40	0
119262	2018	tucson	11,567	0.00	0.00	15.95	0.40	0.00	0.00	4.40	1
119269	2017	santa fe	41,034	0.00	0.00	15.95	0.30	0.00	0.30	6.60	0
119237	2013	santa fe	89,085	0.00	0.00	0.00	0.00	160.00	2.00	36.00	1
119418	2015	sonata	64,191	188.17	2.00	0.00	0.00	0.00	0.00	38.00	0
119429	2017	santa fe	57,991	0.00	0.20	35.90	0.70	0.00	0.00	9.90	0
119556	2017	santa fe	54,113	119.95	1.50	0.00	0.00	0.00	0.00	16.50	1
119555	2015	canyon	41,271	0.00	0.00	15.95	0.30	0.00	0.00	5.40	1
119616	2013	santa fe	132,795	0.00	0.00	0.00	0.00	405.20	3.40	64.60	0
119603	2010	santa fe	111,251	0.00	0.00	0.00	0.00	596.00	4.00	88.00	1
119657	2013	tucson	59,837	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
119714	2013	elantra	126,560	84.88	1.00	4.95	0.20	160.00	2.00	60.80	0
119723	2015	sonata	91,114	107.70	1.00	35.90	0.70	0.00	0.00	18.70	0
119841	2016	sonata	29,815	139.44	1.40	20.90	0.40	38.70	0.30	23.10	0
119742	2013	sonata hyl	74,696	149.00	1.00	0.00	0.00	0.00	0.20	22.80	0
119753	2014	elantra	148,831	80.00	1.60	0.00	0.00	0.00	0.00	30.40	1
118527	2013	sonata	75,685	0.00	0.00	0.00	0.00	1,354.50	12.00	264.00	0
119838	2012	elantra	10,332	0.00	0.00	0.00	0.00	149.00	1.00	19.00	0
119621	2016	santa fe	87,886	0.00	0.00	0.00	0.00	574.95	4.00	76.00	0
119627	2009	genesis	147,716	0.00	0.00	41.45	0.70	240.00	2.50	95.20	0
RO's 51-100 Totals				2,165.95	24.60	780.48	14.50	4,207.25	40.50	1,449.70	13
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	\$ 3,761	÷ 45.30	= 83.02
Maintenance	\$ 1,572	÷ 29.10	= 54.03
Repair	\$ 5,145	÷ 53.60	= 95.99
Totals	\$ 10,478	÷ 128.00	= 81.86
Target Labor Rate			2.00
Total Ro's in Sample	100	Difference	79.86

Cost of Labor

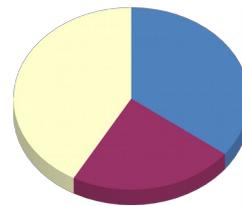
Total Cost of Labor	2308.60	÷ Total Sales	= 22.03%
Total Cost of Labor	2308.60	÷ Total FRHs	= 18.04

Repair Order Measurements

Total Labor Sales	10,477.93	÷ Total ROs	= 104.78
Total FRHs	128.00	÷ Total ROs	= 1.28
Menu Sales	70	÷ Total ROs	= 70%
Competitive FRHs	45.30	÷ Total FRHs	= 35.39%
Maintenance FRHs	29.10	÷ Total FRHs	= 22.73%
Repair FRH	53.60	÷ Total FRHs	= 41.88%
One item ROs	36	÷ Total ROs	= 36.00%

Model Year Analysis

2020	2019	2018	2017	2016
0	1	16	18	20
0.00%	1.00%	16.00%	18.00%	20.00%



■ 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

2015	Older	Total
12	33	100
12.00%	33.00%	