



# Repair Order Analysis *and Summary*

4/22/2019

**JONES TOYOYA**

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**Dealership**

***JHEURY MORAN VIVAS***

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**Student**

344-06

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**Class and ID Number**





## Repair Order Analysis Input Sheet

	RO Number	Year	Model	Mileage	Competitive Labor					
					Labor Sales	Flat Rate Hours	Technician Number	Pay Per FRH	Labor Cost	Labor Sales
1	400100	2007	FJ CRUISER	65458	19.07		110824			
2	400192	2011	COROLLA	96,692	0.00	1.90	110967	25.00	47.50	
3	400251	2008	RAV 4	157,655	239.95		110510	35.00	0.00	
4	400259	2016	HIGHLAND	54,662						19.95
5	400226	2017	COROLLA	23,150						62.87
6	411202	2015	RAV 4	51,613						190.80
7	411204	2011	RAV 4	95,390	49.00	0.80	110027	25.00	20.00	
8	411209	2019	CAMRY	5,049	89.95	0.90	110510	35.00	31.50	
9	411218	2017	HIGHLAND	33,383						150.90
10	411228	2015	COROLLA	71,416						
11	411231	2012	PRIUS	109,413						
12	400248	2014	CAMRY	101,638	169.95	1.90	110608	31.50	59.85	
13	400259	2016	HIGHLAND	54,662						19.95
14	400251	2008	RAV 4	157,655						203.95
15	400207	2016	HIGHLAND	24,208						60.00
16	400216	2010	SIENNA	165,244						
17	400201	2009	HIGHLAND	154,732						
18	400199	2015	CAMRY	14,616	120.95	1.00	110417	35.00	35.00	
19	400193	2013	TUNDRA	222,861	317.45	3.10	110907	33.00	102.30	
20	400194	2012	CAMRY	116,591						159.00
21	400197	2006	AVALON	139,275	32.00	0.50	110171	34.00	17.00	
22	400198	2012	CAMRY	63,049	141.90	1.50	111125	22.00	33.00	
23	400189	2012	TUNDRA	68,643						24.00
24	400229	2012	COROLLA	184,240						
25	400175	2012	SIENNA	97,479						
26	400176	1998	CAMRY	234,197						
27	400178	2011	SIENNA	164,517	72.00	3.80	111126	32.00	121.60	
28	400149	2008	SCION	113,133						
29	400161	2014	SIENNA	68,110						
30	400132	2013	CAMRY	41,716	179.95	2.30	110171	34.00	78.20	
31	400128	2015	PRIUS	60,080						100.00
32	400120	2008	HIGHLAND	151,765						
33	400119	2010	PRIUS	99,428	0.00	4.10	110510	35.00	143.50	
34	400118	2003	TACOMA	172,141						
35	400111	2012	TACOMA	132,718						
36	400108	2005	HIGHLAND	135,802	12.00	0.50	110608	31.50	15.75	
37	400266	2005	SEQUOIA	180,322						
38	400352	2004	TUNDRA	218,463	289.95	3.50	110452	35.00	122.50	
39	400351	2015	HIGHLAND	52,853						0.00
40	400344	2010	PRIUS	46,034	156.94	2.10	197851	28.00	58.80	
41	400338	2015	CAMRY	75,508						126.65
42	400332	2010	TUNDRA	181,409						
43	400318	2016	4RUNNER	51,045	36.00	3.50	111138	25.00	87.50	
44	400314	2010	RAV 4	70,428	131.00	1.50	110556	30.00	45.00	
45	400313	2012	TACOMA	157,873						
46	400309	2010	PRIUS	148,918						
47	400306	2012	TUNDRA	129,784	606.40	4.70	110556	30.00	141.00	
48	400305	2012	CAMRY	62,783						
49	400302	2016	4RUNNER	54,863						
50	400300	2010	CAMRY	64,006						369.00
51	400294	2010	HIGHLAND	88,341						
52	400293	2010	PRIUS	85,810	0.00	3.50	110510	35.00	122.50	
53	400290	2013	PRIUS	65,654	60.00	1.50	110907	33.00	49.50	
54	400283	2010	CAMRY	122,647						202.50
55	400282	2011	VENZA	156,594	57.50	0.80	110171	34.00	27.20	
56	400281	2006	SEQUOIA	208,044						

57	400280	2009	VENZA	118,646						337.95
58	400279	2012	CAMRY	33,551	183.88	1.71	110171	34.00	58.14	
59	400274	2010	COROLLA	133,036						231.90
60	397011	2007	TACOMA	61,706						
61	397023	2010	COROLLA	73,611						
62	397027	2016	RAV 4	92,435	91.43	1.70	110510	35.00	59.50	
63	397029	2014	CAMRY	53,927						0.00
64	397037	2012	CAMRY	73,445	263.95	2.50	110171	34.00	85.00	
65	397038	2016	TACOMA	27,542						93.95
66	397041	2013	COROLLA	102,597						149.00
67	397047	2008	RAV 4	117,162						
68	397041	2013	COROLLA	102,597						149.00
69	397047	2008	RAV 4	117,162						0.00
70	397055	2007	CAMRY	170,361	51.95	0.80	110423	35.00	28.00	
71	397058	2006	SEQUOIA	207,165	600.45	5.50	110907	33.00	181.50	
72	411175	2011	SIENNA	181,029	0.00	2.70	110510	35.00	94.50	
73	411174	2015	AVALON	115,687	244.00	2.20	111126	32.00	70.40	
74	411171	2015	RAV 4	57,425						
75	411169	2018	RAV 4	29,826						61.95
76	411167	2014	4RUNNER	120,523						
77	411159	2007	PRIUS	210,460						
78	411152	2003	CAMRY	133,655						
79	411145	2007	TUNDRA	158,189	163.45	1.50	111138	25.00	37.50	
80	411144	2015	TACOMA	62,505						180.00
81	411142	2011	4RUNNER	236,579	240.00	2.00	110608	31.50	63.00	
82	411138	2016	CAMRY	27,779						0.00
83	411135	2013	SIENNA	74,532						475.15
84	411124	2016	4RUNNER	25,524	0.00	2.00	111126	32.00	64.00	
85	411121	2014	4RUNNER	76,680						
86	411120	2016	4RUNNER	50,927	0.00	3.30	155155	35.00	115.50	
87	411115	2008	RAV 4	155,296						
88	411111	2016	4RUNNER	57,020	0.00	3.30	110907	33.00	108.90	
89	411098	2013	COROLLA	127,368						0.00
90	411094	2008	TACOMA	37,360						
91	411089	2011	CAMRY	128,583						264.00
92	411087	2012	RAV 4	103,370						654.45
93	411077	2014	4RUNNER	112,477						
94	411071	2016	4RUNNER	41,831	0.00	3.00	110624	27.00	81.00	
95	411067	2003	MATRIX	102,256	0.00	0.90	110787	20.00	18.00	
96	411064	2012	PRIUS	181,319						
97	400340	2014	SIENNA	36,362	0.00	3.00	110510	35.00	105.00	
98	400310	2012	SIENNA	55,025						0.00
99	400301	2018	CAMRY	26,859						0.00
###	400331	2018	RAV 4	10,133						0.00
<b>Totals Totals</b>					<b>4,621.07</b>	<b>79.51</b>			<b>2529.14</b>	<b>4,286.92</b>

Number of RO's in Sample		Competative Labor				
Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	

Maintenance Labor				Repair Labor					Total Cost of Labor	One Item Repair Order
Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost		
									0.00	
									47.50	
									0.00	
	111138	25.00	0.00						0.00	
	110095								0.00	
1.40	110787	20.00	28.00						28.00	
									20.00	
									31.50	
1.20	155155	35.00	42.00						42.00	
				447.10	3.70	155155	35.00	129.50	129.50	
				419.95	4.90	110423	35.00	171.50	171.50	
									59.85	
0.20	111138	25.00	5.00						5.00	
2.20	110510	35.00	77.00						77.00	
0.50	110907	33.00	16.50						16.50	
				589.60	4.40	110171	34.00	149.60	149.60	
				23.00	0.20	110755	20.00	4.00	4.00	
									35.00	
									102.30	
1.20	111125	22.00	26.40						26.40	
									17.00	
									33.00	
0.50	110967	25.00	12.50						12.50	
				0.00	2.00	110171	34.00	68.00	68.00	
				0.00	2.70	110171	34.00	91.80	91.80	
				390.00	3.30	110755	20.00	66.00	66.00	
									121.60	
				693.12	5.80	110510	35.00	203.00	203.00	
				30.00	3.00	111126	32.00	96.00	96.00	
									78.20	
1.30	110510	35.00	45.50						45.50	
				354.95	3.20	110624	27.00	86.40	86.40	
									143.50	
				875.00	7.00	111125	22.00	154.00	154.00	
				409.95	3.90	110967	25.00	97.50	97.50	
									15.75	
				0.00	9.00	110510	35.00	315.00	315.00	
									122.50	
0.50	110966	27.00	13.50						13.50	
									58.80	
1.20	110966	27.00	32.40						32.40	
				1,299.50	11.60	110510	35.00	406.00	406.00	
									87.50	
									45.00	
				240.00	2.00	155155	35.00	70.00	70.00	
				1,608.00	13.00	110624	27.00	351.00	351.00	
									141.00	
				442.20	8.40	110510	35.00	294.00	294.00	
				201.00	4.50	110966	27.00	121.50	121.50	
3.30	110452	35.00	115.50						115.50	
				386.90	3.50	111125	22.00	77.00	77.00	
									122.50	
									49.50	
2.00	110966	27.00	54.00						54.00	
									27.20	
				150.00	1.50	110907	33.00	49.50	49.50	

3.80	110907	33.00	125.40						125.40	
									58.14	
2.20	111138	25.00	55.00						55.00	
				0.00	41.00	110510	35.00	1,435.00	1,435.00	
				0.00	1.70	110608	31.50	53.55	53.55	
									59.50	
5.60	155155	35.00	196.00						196.00	
									85.00	
0.80	110510	35.00	28.00						28.00	
1.20	110966	27.00	32.40						32.40	
				0.00	3.10	110452	35.00	108.50	108.50	
1.20	110966	27.00	32.40						32.40	
3.10	110452	35.00	108.50						108.50	
									28.00	
									181.50	
									94.50	
									70.40	
				488.25	4.30	155155	35.00	150.50	150.50	
0.80	110924	25.00	20.00						20.00	
				0.00	3.30	110510	35.00	115.50	115.50	
				50.00	1.00	110510	35.00	35.00	35.00	
				629.95	4.90	110608	31.50	154.35	154.35	
									37.50	
1.80	110787	20.00	36.00						36.00	
									63.00	
2.50	110510	35.00	87.50						87.50	
6.60	110624	27.00	178.20						178.20	
									64.00	
				0.00	3.00	110510	35.00	105.00	105.00	
									115.50	
				790.00	6.70	110608	31.50	211.05	211.05	
									108.90	
2.00	110423	35.00	70.00						70.00	
				0.00	2.60	110510	35.00	91.00	91.00	
2.50	110608	31.50	78.75						78.75	
5.20	110787	20.00	104.00						104.00	
				332.05	2.70	110907	33.00	89.10	89.10	
									81.00	
									18.00	
				601.95	5.00	155155	35.00	175.00	175.00	
									105.00	
2.40	110510	35.00	84.00						84.00	
1.80	110608	31.50	56.70						56.70	
2.00	110510	35.00	70.00						70.00	
61.00			1831.15	11,452.47	176.90			5724.85	10085.14	0
<b>Maintenance Labor</b>				<b>Repair Labor</b>					<b>Total Cost of Labor</b>	<b>One Item Repair Order</b>
<b>Flat Rate Hours</b>	<b>Technican Number</b>	<b>Pay Per FRH</b>	<b>Labor Cost</b>	<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Technican Number</b>	<b>Pay Per FRH</b>	<b>Labor Cost</b>		



## 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	Flat Rate Hours	Labor Sales	Flat Rate Hours	Total Cost of Labor	One Item Repair Order
400100	2007	FJ CRUI	-	19.07	0.00	0.00	0.00	0.00	0.00	0.00	0
400192	2011	COROLL	96,692	0.00	1.90	0.00	0.00	0.00	0.00	47.50	0
400251	2008	RAV 4	157,655	239.95	0.00	0.00	0.00	0.00	0.00	0.00	0
400259	2016	HIGHLA	54,662	0.00	0.00	19.95	0.00	0.00	0.00	0.00	0
400226	2017	COROLL	23,150	0.00	0.00	62.87	0.00	0.00	0.00	0.00	0
411202	2015	RAV 4	51,613	0.00	0.00	190.80	1.40	0.00	0.00	28.00	0
411204	2011	RAV 4	95,390	49.00	0.80	0.00	0.00	0.00	0.00	20.00	0
411209	2019	CAMRY	5,049	89.95	0.90	0.00	0.00	0.00	0.00	31.50	0
411218	2017	HIGHLA	33,383	0.00	0.00	150.90	1.20	0.00	0.00	42.00	0
411228	2015	COROLL	71,416	0.00	0.00	0.00	0.00	447.10	3.70	129.50	0
411231	2012	PRIUS	109,413	0.00	0.00	0.00	0.00	419.95	4.90	171.50	0
400248	2014	CAMRY	101,638	169.95	1.90	0.00	0.00	0.00	0.00	59.85	0
400259	2016	HIGHLA	54,662	0.00	0.00	19.95	0.20	0.00	0.00	5.00	0
400251	2008	RAV 4	157,655	0.00	0.00	203.95	2.20	0.00	0.00	77.00	0
400207	2016	HIGHLA	24,208	0.00	0.00	60.00	0.50	0.00	0.00	16.50	0
400216	2010	SIENNA	165,244	0.00	0.00	0.00	0.00	589.60	4.40	149.60	0
400201	2009	HIGHLA	154,732	0.00	0.00	0.00	0.00	23.00	0.20	4.00	0
400199	2015	CAMRY	14,616	120.95	1.00	0.00	0.00	0.00	0.00	35.00	0
400193	2013	TUNDRA	222,861	317.45	3.10	0.00	0.00	0.00	0.00	102.30	0
400194	2012	CAMRY	116,591	0.00	0.00	159.00	1.20	0.00	0.00	26.40	0
400197	2006	AVALON	139,275	32.00	0.50	0.00	0.00	0.00	0.00	17.00	0
400198	2012	CAMRY	63,049	141.90	1.50	0.00	0.00	0.00	0.00	33.00	0
400189	2012	TUNDRA	68,643	0.00	0.00	24.00	0.50	0.00	0.00	12.50	0
400229	2012	COROLL	184,240	0.00	0.00	0.00	0.00	0.00	2.00	68.00	0
400175	2012	SIENNA	97,479	0.00	0.00	0.00	0.00	0.00	2.70	91.80	0
400176	1998	CAMRY	234,197	0.00	0.00	0.00	0.00	390.00	3.30	66.00	0
400178	2011	SIENNA	164,517	72.00	3.80	0.00	0.00	0.00	0.00	121.60	0
400149	2008	SCION	113,133	0.00	0.00	0.00	0.00	693.12	5.80	203.00	0
400161	2014	SIENNA	68,110	0.00	0.00	0.00	0.00	30.00	3.00	96.00	0
400132	2013	CAMRY	41,716	179.95	2.30	0.00	0.00	0.00	0.00	78.20	0
400128	2015	PRIUS	60,080	0.00	0.00	100.00	1.30	0.00	0.00	45.50	0
400120	2008	HIGHLA	151,765	0.00	0.00	0.00	0.00	354.95	3.20	86.40	0
400119	2010	PRIUS	99,428	0.00	4.10	0.00	0.00	0.00	0.00	143.50	0
400118	2003	TACOMA	172,141	0.00	0.00	0.00	0.00	875.00	7.00	154.00	0
400111	2012	TACOMA	132,718	0.00	0.00	0.00	0.00	409.95	3.90	97.50	0
400108	2005	HIGHLA	135,802	12.00	0.50	0.00	0.00	0.00	0.00	15.75	0
400266	2005	SEQUOI	180,322	0.00	0.00	0.00	0.00	0.00	9.00	315.00	0
400352	2004	TUNDRA	218,463	289.95	3.50	0.00	0.00	0.00	0.00	122.50	0
400351	2015	HIGHLA	52,853	0.00	0.00	0.00	0.50	0.00	0.00	13.50	0
400344	2010	PRIUS	46,034	156.94	2.10	0.00	0.00	0.00	0.00	58.80	0
400338	2015	CAMRY	75,508	0.00	0.00	126.65	1.20	0.00	0.00	32.40	0
400332	2010	TUNDRA	181,409	0.00	0.00	0.00	0.00	1,299.50	11.60	406.00	0
400318	2016	4RUNNE	51,045	36.00	3.50	0.00	0.00	0.00	0.00	87.50	0
400314	2010	RAV 4	70,428	131.00	1.50	0.00	0.00	0.00	0.00	45.00	0
400313	2012	TACOMA	157,873	0.00	0.00	0.00	0.00	240.00	2.00	70.00	0
400309	2010	PRIUS	2,010	0.00	0.00	0.00	0.00	1,608.00	13.00	351.00	0
400306	2012	TUNDRA	129784	606.40	4.70	0.00	0.00	0.00	0.00	141.00	0
400305	2012	CAMRY	62783	0.00	0.00	0.00	0.00	442.20	8.40	294.00	0
400302	2016	4RUNNE	54863	0.00	0.00	0.00	0.00	201.00	4.50	121.50	0
400300	2010	CAMRY	64006	0.00	0.00	369.00	3.30	0.00	0.00	115.50	0
<b>ROs 1-50 Totals</b>				<b>2,664.46</b>	<b>37.60</b>	<b>1,487.07</b>	<b>13.50</b>	<b>8,023.37</b>	<b>92.60</b>	<b>4,449.10</b>	<b>0</b>
Date of Study:				<b>C Labor</b>		<b>M Labor</b>		<b>R Labor</b>		<b>Total Cost of Labor</b>	<b>One Item Repair Order</b>
Study Compiled by				<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>		



## Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor Flat		Repair Labor		Total Cost of Labor	One Item Repair Order
				Labor Sales	Flat Rate Hours	Labor Sales	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
400294	2010	HIGHLAND	88,341	0.00	0.00	0.00	0.00	386.90	3.50	77.00	0
400293	2010	PRIUS	85,810	0.00	3.50	0.00	0.00	0.00	0.00	122.50	0
400290	2013	PRIUS	65,654	60.00	1.50	0.00	0.00	0.00	0.00	49.50	0
400283	2010	CAMRY	122,647	0.00	0.00	202.50	2.00	0.00	0.00	54.00	0
400282	2011	VENZA	156,594	57.50	0.80	0.00	0.00	0.00	0.00	27.20	0
400281	2006	SEQUOIA	208,044	0.00	0.00	0.00	0.00	150.00	1.50	49.50	0
400280	2009	VENZA	118,646	0.00	0.00	337.95	3.80	0.00	0.00	125.40	0
400279	2012	CAMRY	33,551	183.88	1.71	0.00	0.00	0.00	0.00	58.14	0
400274	2010	COROLLA	133,036	0.00	0.00	231.90	2.20	0.00	0.00	55.00	0
397011	2007	TACOMA	61,706	0.00	0.00	0.00	0.00	0.00	41.00	1,435.00	0
397023	2010	COROLLA	73,611	0.00	0.00	0.00	0.00	0.00	1.70	53.55	0
397027	2016	RAV 4	92,435	91.43	1.70	0.00	0.00	0.00	0.00	59.50	0
397029	2014	CAMRY	53,927	0.00	0.00	0.00	5.60	0.00	0.00	196.00	0
397037	2012	CAMRY	73,445	263.95	2.50	0.00	0.00	0.00	0.00	85.00	0
397038	2016	TACOMA	27,542	0.00	0.00	93.95	0.80	0.00	0.00	28.00	0
397041	2013	COROLLA	102,597	0.00	0.00	149.00	1.20	0.00	0.00	32.40	0
397047	2008	RAV 4	117,162	0.00	0.00	0.00	0.00	0.00	3.10	108.50	0
397041	2013	COROLLA	102,597	0.00	0.00	149.00	1.20	0.00	0.00	32.40	0
397047	2008	RAV 4	117,162	0.00	0.00	0.00	3.10	0.00	0.00	108.50	0
397055	2007	CAMRY	170,361	51.95	0.80	0.00	0.00	0.00	0.00	28.00	0
397058	2006	SEQUOIA	207,165	600.45	5.50	0.00	0.00	0.00	0.00	181.50	0
411175	2011	SIENNA	181,029	0.00	2.70	0.00	0.00	0.00	0.00	94.50	0
411174	2015	AVALON	115,687	244.00	2.20	0.00	0.00	0.00	0.00	70.40	0
411171	2015	RAV 4	57,425	0.00	0.00	0.00	0.00	488.25	4.30	150.50	0
411169	2018	RAV 4	29,826	0.00	0.00	61.95	0.80	0.00	0.00	20.00	0
411167	2014	4RUNNER	120,523	0.00	0.00	0.00	0.00	0.00	3.30	115.50	0
411159	2007	PRIUS	210,460	0.00	0.00	0.00	0.00	50.00	1.00	35.00	0
411152	2003	CAMRY	133,655	0.00	0.00	0.00	0.00	629.95	4.90	154.35	0
411145	2007	TUNDRA	158,189	163.45	1.50	0.00	0.00	0.00	0.00	37.50	0
411144	2015	TACOMA	62,505	0.00	0.00	180.00	1.80	0.00	0.00	36.00	0
411142	2011	4RUNNER	236,579	240.00	2.00	0.00	0.00	0.00	0.00	63.00	0
411138	2016	CAMRY	27,779	0.00	0.00	0.00	2.50	0.00	0.00	87.50	0
411135	2013	SIENNA	74,532	0.00	0.00	475.15	6.60	0.00	0.00	178.20	0
411124	2016	4RUNNER	25,524	0.00	2.00	0.00	0.00	0.00	0.00	64.00	0
411121	2014	4RUNNER	76,680	0.00	0.00	0.00	0.00	0.00	3.00	105.00	0
411120	2016	4RUNNER	50,927	0.00	3.30	0.00	0.00	0.00	0.00	115.50	0
411115	2008	RAV 4	155,296	0.00	0.00	0.00	0.00	790.00	6.70	211.05	0
411111	2016	4RUNNER	57,020	0.00	3.30	0.00	0.00	0.00	0.00	108.90	0
411098	2013	COROLLA	127,368	0.00	0.00	0.00	2.00	0.00	0.00	70.00	0
411094	2008	TACOMA	37,360	0.00	0.00	0.00	0.00	0.00	2.60	91.00	0
411089	2011	CAMRY	128,583	0.00	0.00	264.00	2.50	0.00	0.00	78.75	0
411087	2012	RAV 4	103,370	0.00	0.00	654.45	5.20	0.00	0.00	104.00	0
411077	2014	4RUNNER	112,477	0.00	0.00	0.00	0.00	332.05	2.70	89.10	0
411071	2016	4RUNNER	41,831	0.00	3.00	0.00	0.00	0.00	0.00	81.00	0
411067	2003	MATRIX	102,256	0.00	0.90	0.00	0.00	0.00	0.00	18.00	0
411064	2012	PRIUS	181,319	0.00	0.00	0.00	0.00	601.95	5.00	175.00	0
400340	2014	SIENNA	36,362	0.00	3.00	0.00	0.00	0.00	0.00	105.00	0
400310	2012	SIENNA	55,025	0.00	0.00	0.00	2.40	0.00	0.00	84.00	0
400301	2018	CAMRY	26,859	0.00	0.00	0.00	1.80	0.00	0.00	56.70	0
400331	2018	RAV 4	10,133	0.00	0.00	0.00	2.00	0.00	0.00	70.00	0
<b>RO's 51-100 Totals</b>				<b>1,956.61</b>	<b>41.91</b>	<b>2,799.85</b>	<b>47.50</b>	<b>3,429.10</b>	<b>84.30</b>	<b>5,636.04</b>	<b>0</b>
Date of Study: Study Compiled by				<b>C Labor</b>		<b>M Labor Flat</b>		<b>R Labor</b>		<b>Total Cost of Labor</b>	<b>One Item Repair Order</b>
				<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Labor Sales</b>	<b>Rate Hours</b>	<b>Labor Sales</b>	<b>Flat Rate Hours</b>		

## Repair Order Analysis Summary Report

	Sales in Dollars	FRH's on RO's	Averages
Competitive	\$ 4,621 ÷	79.51 =	58.12
Maintenance	\$ 4,287 ÷	61.00 =	70.28
Repair	\$ 11,452 ÷	176.90 =	64.74
Totals	\$ 20,360 ÷	317.41 =	64.15
		Target Labor Rate	
Total RO's in Sample	0	Difference	64.15

### Cost of Labor

Total Cost of Labor	10085.14 ÷	Total Sales	=	49.53%
Total Cost of Labor	10085.14 ÷	Total FRHs	=	31.77

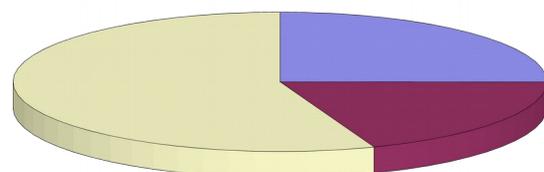
### Repair Order Measurements

Total Labor Sales	20,360.46 ÷	Total ROs	=	
Total FRHs	317.41 ÷	Total ROs	=	
Menu Sales		Total ROs	=	
Competitive FRHs	79.51 ÷	Total FRHs	=	25.05%
Maintenance FRHs	61.00 ÷	Total FRHs	=	19.22%
Repair FRH	176.90 ÷	Total FRHs	=	55.73%
One item ROs	0 ÷	Total ROs	=	

### Model Year Analysis

2020	2019	2018	2017	2016
0	1	3	2	12
0.00%	1.00%	3.00%	2.00%	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
9	73	100
9.00%	73.00%	

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