

NADA



ACADEMY

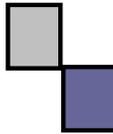
Repair Order Analysis *And Summary*

6/27/2017

Napleton Ford
Dealership

Kevin Gordon
Student

322 40
Class and ID Number



Computer Application by
George A. Parker
Management
Instructor NADA
Dealer Academy

Repair Order Analysis Input Sheet

				Competitive Labor			
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH
1	6058000	2016	edge	9,108			
2	6058001	2011	mariner	93,581			
3	6058002	2013	must	39,186	42.90	0.70	813
4	6058003	2006	escape	211,455	52.90	0.80	440
5	6058005	2012	fusion	52,795	72.90	1.20	862
6	6058007	2008	acura	178,074	77.90	1.20	828
7	6058010	2016	f150	12,450	20.00	0.40	892
8	6058012	2014	explorer	44,551	42.90	0.70	837
9	6058013	2013	edge	54,371	52.90	0.80	813
10	6058015	2015	edge	24,147	67.85	1.20	427
11	6058016	2016	explorer	7,874	42.90	0.70	886
12	6058019	2014	fusion	33,667	37.90	0.60	837
13	6058026	2017	must	5,880	42.90	0.70	427
14	6058028	2011	escape	74,129			
15	6058032	2011	navigator	92,566	42.90	0.70	427
16	6058034	2006	focus	179,969	42.90	0.70	440
17	6058035	2013	expedition	41,734	42.90	0.70	828
18	6058039	2004	f250	176,026	42.90	0.70	840
19	6058040	2015	f150	23,305	42.90	0.70	840
20	6058044	2010	fusion	78,498			
21	6058047	2009	escape	161,400	42.90	0.70	886
22	6058048	2014	escape	56,040	55.85	0.80	862
23	6058061	2011	edge	73,565	36.95	0.50	440
24	6058064	2014	f150	44,335			
25	6058065	2013	focus	29,500	159.95	1.00	886
26	6058067	2013	cmax	57,101	42.90	0.70	862
27	6058070	2013	f150	50,145	42.90	0.70	427
28	6058071	2016	explorer	12,909	42.90	0.70	837
29	6058072	2017	expedition	5,247	42.90	0.70	840
30	6058073	2012	fusion	70,922			
31	6058075	2013	focus	40,151	67.90	1.20	427
32	6058076	2016	escape	20,712	67.90	1.20	427
33	6058077	2014	escape	36,140	52.90	0.80	892
34	6058078	2016	edge	20,826	42.90	0.70	800
35	6058080	2009	escape	159,328			
36	6058060	2011	explorer	59,547			
37	6058087	2017	escape	5,360	42.90	0.70	892
38	6058091	2006	fusion	100,741	70.85	1.00	813
39	6058092	2012	econoline	34,920	42.90	0.70	892
40	6058098	2011	fusion	74,752	80.85	1.30	427
41	6058099	2015	f150	28,263	12.95	0.10	862
42	6058100	2016	f450	20,274	39.90	0.60	892
43	6058101	2013	focus	96,983	55.85	0.80	837

44	6058102	2014	focus	47,570	42.90	0.70	800	32.30
45	6058105	2013	focus	62,078	42.90	0.70	813	32.30
46	6058106	2011	escape	50,768	42.90	0.70	837	33.30
47	6058117	2015	explorer	56,257				
48	6058119	2015	edge	12,105	42.90	0.70	862	32.30
49	6058120	2015	fusion	39,897	87.80	1.40	828	32.30
50	6058121	2005	must	45,414	42.90	0.70	862	32.30
51	6058122	2010	must	103,879	42.90	0.70	837	33.30
52	6058123	2016	escape	12,386	42.90	0.70	837	33.30
53	6058124	2009	fusion	85,018	42.90	0.70	427	33.30
54	6058130	2012	fiesta	70,262				
55	6058132	2011	sorento	92,387	42.90	0.70	440	14.36
56	6058135	2009	escape	110,813				
57	6058138	2011	explorer	102,933	42.90	0.70	837	33.30
58	6058139	2016	f150	8,728	50.00	0.50	886	32.30
59	6058140	2015	fusion	30,203	81.90	1.10	427	33.30
60	6058141	2014	explorer	51,167	55.85	0.80	440	14.36
61	6058144	2014	f150	30,496	119.95	1.50	813	32.30
62	6058145	2010	escape	66,969				
63	6058177	2012	edge	46,598	25.00	0.30	862	32.30
64	6058179	2016	focus	3,459	15.00	0.20	440	14.36
65	6058180	2014	explorer	14,687	67.90	1.20	440	14.36
66	6058182	2017	escape	11,129	42.90	0.70	800	32.30
67	6058184	2016	fusion	9,568	42.90	0.70	828	32.30
68	6058152	2016	explorer	14,499	42.90	0.70	800	32.30
69	6058156	2012	fusion	141,622	72.90	1.20	440	14.36
70	6058167	2013	escape	36,161	42.90	0.70	427	33.30
71	6058171	2013	edge	44,443	42.90	0.70	837	33.30
72	6058172	1993	e350	52,631	272.90	2.30	886	32.30
73	6058173	2015	escape	35,121	74.87	1.30	440	14.36
74	6058184	2016	fusion	9,568	42.90	0.70	828	32.30
75	6058185	2009	edge	108,565				
76	6058188	2012	econoline	72,298	119.95	1.00	886	32.30
77	6058190	2007	expedition	147,048	42.90	0.70	813	32.30
78	6058192	2013	fusion	26,309	67.85	1.20	800	32.30
79	6058193	2012	focus	81,781	42.90	0.70	840	32.30
80	6058195	2016	explorer	11,817	42.90	0.70	440	14.36
81	6058196	2010	escape	90,623	12.95	0.20	862	32.30
82	6058197	2015	cmax	23,866	37.90	0.70	427	33.30
83	6058200	2015	focus	28,777	42.90	0.70	440	14.36
84	6058203	2010	escape	114,113	55.85	0.90	813	32.30
85	6058204	2015	explorer	31,218	42.90	0.70	892	32.30
86	6058205	2016	escape	43,445	42.90	0.70	440	14.36
87	6058207	2016	focus	7,502	42.90	0.70	813	32.30
88	6058208	2016	fusion	7,821	42.90	0.70	440	14.36
89	6058217	2015	focus	34,876	42.90	0.70	440	14.36
90	6058218	2014	fusion	70,442	77.90	1.30	840	32.30
91	6058220	2011	fusion	41,458	92.85	1.30	886	32.30
92	6058221	2009	focus	115,759	42.90	0.70	427	33.30

93	6058222	2013	focus	103,383	29.90	0.50	837	33.30
94	6058223	2008	milan	143,667	42.90	0.70	440	14.36
95	6058224	2012	fusion	131,062	42.90	0.70	837	33.30
96	6058227	2011	fusion	57,534	42.90	0.70	886	32.30
97	6058229	2006	escape	91,138	42.90	0.70	440	14.36
98	6058230	2015	edge	20,052	78.80	1.30	440	14.36
99	6058232	2015	edge	9,226	42.90	0.70	837	33.30
100	6058233	2009	focus	84,519	52.90	0.80	837	33.30
Totals				Totals	4,694.32	70.10		
Number of RO's in Sample				100	Competative Labor			
				Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	

22.61									
22.61									
23.31									
	169.00	1.50	800	32.30	48.45				
22.61									
45.22									
22.61						150.00	1.00	862	32.30
23.31									
23.31									
23.31	320.00	3.00	427	33.30	99.90				
						150.00	1.00	886	32.30
10.05									
						450.00	3.00	840	32.30
23.31	160.00	1.50	837	33.30	49.95	225.00	2.00	837	33.30
16.15									
36.63									
11.49									
48.45	267.55	2.00	813	32.30	64.60				
						75.00	0.50	837	33.30
9.69									
2.87									
17.23									
22.61									
22.61									
22.61									
17.23									
23.31									
23.31	100.00	1.00	837	33.30	33.30				
74.29	351.00	3.10	886	32.30	100.13	690.00	4.60	886	32.30
18.67									
22.61									
						300.00	2.00	862	32.30
32.30	260.00	2.60	886	32.30	83.98	560.00	4.50	886	32.30
22.61	340.00	3.00	813	32.30	96.90				
38.76	109.95	1.00	800	32.30	32.30				
22.61									
10.05									
6.46	823.56	7.30	862	32.30	235.79	375.00	2.50	862	32.30
23.31									
10.05									
29.07	422.46	3.50	813	32.30	113.05	375.00	2.50	813	32.30
22.61	109.95	1.00	892	32.30	32.30				
10.05									
22.61									
10.05									
10.05									
41.99									
41.99						175.00	1.00	886	32.30
23.31	110.00	1.00	427	33.30	33.30	375.00	2.50	427	33.30

16.65									
10.05									
23.31									
22.61						310.00	2.00	886	32.30
10.05									
18.67									
23.31									
26.64	287.56	2.50	837	33.30	83.25	300.00	2.00	837	33.30
2040.15	6,212.00	53.30			1737.59	6,160.00	42.60		

	Maintenance Labor					Repair Labor			
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Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH
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Labor Cost	Total Cost of Labor	One Item Repair Order
32.30	32.30	1
64.60	64.60	1
	22.61	1
	11.49	
	38.76	
	38.76	
	12.92	1
	23.31	1
	25.84	
	39.96	
	22.61	1
	53.28	
	56.61	
149.85	149.85	
	123.21	
	10.05	1
	151.81	
	22.61	1
	22.61	1
16.15	16.15	1
	22.61	1
	25.84	
	7.18	1
	80.75	
	32.30	1
	22.61	1
	23.31	1
	23.31	1
	22.61	1
	33.30	1
	39.96	
	39.96	
	25.84	
	22.61	1
	32.30	1
64.60	64.60	1
	22.61	1
	64.60	
48.45	193.80	
	76.59	
	3.23	
	19.38	
	26.64	

	22.61	
	22.61	
	23.31	1
	48.45	1
	22.61	
	45.22	
32.30	54.91	
	23.31	
	23.31	
	123.21	
32.30	32.30	
	10.05	1
96.90	96.90	1
66.60	139.86	
	16.15	
	36.63	
	11.49	
	113.05	
16.65	16.65	1
	9.69	
	2.87	1
	17.23	
	22.61	1
	22.61	
	22.61	
	17.23	
	23.31	
	56.61	
148.58	323.00	
	18.67	
	22.61	
64.60	64.60	1
145.35	261.63	
	119.51	
	71.06	
	22.61	1
	10.05	1
80.75	323.00	
	23.31	
	10.05	1
80.75	222.87	
	54.91	
	10.05	1
	22.61	1
	10.05	1
	10.05	1
	41.99	
32.30	74.29	
83.25	139.86	

	16.65	
	10.05	
	23.31	1
64.60	87.21	
	10.05	
	18.67	
	23.31	1
66.60	176.49	
1387.48	5165.22	39
	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	
6058000	2016	edge	9,108	0.00	0.00	0.00	0.00	75.00	1.00	32.30
6058001	2011	mariner	93,581	0.00	0.00	0.00	0.00	300.00	2.00	64.60
6058002	2013	must	39,186	42.90	0.70			0.00	0.00	22.61
6058003	2006	escape	211,455	52.90	0.80	0.00	0.00	0.00	0.00	11.49
6058005	2012	fusion	52,795	72.90	1.20	0.00	0.00	0.00	0.00	38.76
6058007	2008	acura	178,074	77.90	1.20	0.00	0.00			38.76
6058010	2016	f150	12,450	20.00	0.40	0.00	0.00	0.00	0.00	12.92
6058012	2014	explorer	44,551	42.90	0.70	0.00	0.00	0.00	0.00	23.31
6058013	2013	edge	54,371	52.90	0.80	0.00	0.00	0.00	0.00	25.84
6058015	2015	edge	24,147	67.85	1.20	0.00	0.00	0.00	0.00	39.96
6058016	2016	explorer	7,874	42.90	0.70	0.00	0.00	0.00	0.00	22.61
6058019	2014	fusion	33,667	37.90	0.60	111.05	1.00	0.00	0.00	53.28
6058026	2017	must	5,880	42.90	0.70	119.95	1.00	0.00	0.00	56.61
6058028	2011	escape	74,129			0.00	0.00	675.00	4.50	149.85
6058032	2011	navigator	92,566	42.90	0.70	360.00	3.00	0.00	0.00	123.21
6058034	2006	focus	179,969	42.90	0.70	0.00	0.00	0.00	0.00	10.05
6058035	2013	expeditio	41,734	42.90	0.70	497.46	4.00	0.00	0.00	151.81
6058039	2004	f250	176,026	42.90	0.70	0.00	0.00	0.00	0.00	22.61
6058040	2015	f150	23,305	42.90	0.70	0.00	0.00	0.00	0.00	22.61
6058044	2010	fusion	78,498		0.00			75.00	0.50	16.15
6058047	2009	escape	161,400	42.90	0.70	0.00	0.00	0.00	0.00	22.61
6058048	2014	escape	56,040	55.85	0.80	0.00	0.00	0.00	0.00	25.84
6058061	2011	edge	73,565	36.95	0.50	0.00	0.00	0.00	0.00	7.18
6058064	2014	f150	44,335	0.00	0.00	270.00	2.50	0.00	0.00	80.75
6058065	2013	focus	29,500	159.95	1.00	0.00	0.00	0.00	0.00	32.30
6058067	2013	cmax	57,101	42.90	0.70	0.00	0.00	0.00	0.00	22.61
6058070	2013	f150	50,145	42.90	0.70	0.00	0.00	0.00	0.00	23.31
6058071	2016	explorer	12,909	42.90	0.70	0.00	0.00	0.00	0.00	23.31
6058072	2017	expeditio	5,247	42.90	0.70	0.00	0.00	0.00	0.00	22.61
6058073	2012	fusion	70,922	0.00	0.00	150.00	1.00	0.00	0.00	33.30
6058075	2013	focus	40,151	67.90	1.20	0.00	0.00	0.00	0.00	39.96
6058076	2016	escape	20,712	67.90	1.20	0.00	0.00	0.00	0.00	39.96
6058077	2014	escape	36,140	52.90	0.80	0.00	0.00	0.00	0.00	25.84
6058078	2016	edge	20,826	42.90	0.70	0.00	0.00	0.00	0.00	22.61
6058080	2009	escape	159,328	0.00	0.00	150.00	1.00	0.00	0.00	32.30
6058060	2011	explorer	59,547	0.00	0.00	0.00	0.00	300.00	2.00	64.60
6058087	2017	escape	5,360	42.90	0.70	0.00	0.00	0.00	0.00	22.61
6058091	2006	fusion	100,741	70.85	1.00	137.51	1.00	0.00	0.00	64.60
6058092	2012	econoline	34,920	42.90	0.70	435.00	3.80	225.00	1.50	193.80
6058098	2011	fusion	74,752	80.85	1.30	150.00	1.00	0.00	0.00	76.59
6058099	2015	f150	28,263	12.95	0.10	0.00	0.00	0.00	0.00	3.23
6058100	2016	f450	20,274	39.90	0.60	0.00	0.00	0.00	0.00	19.38
6058101	2013	focus	96,983	55.85	0.80	0.00	0.00	0.00	0.00	26.64
6058102	2014	focus	47,570	42.90	0.70	0.00	0.00	0.00	0.00	22.61
6058105	2013	focus	62,078	42.90	0.70	0.00	0.00	0.00	0.00	22.61
6058106	2011	escape	2,011	42.90	0.70	0.00	0.00	0.00	0.00	23.31
6058117	2015	explorer	56257	0.00	0.00	169.00	1.50	0.00	0.00	48.45
6058119	2015	edge	12105	42.90	0.70	0.00	0.00	0.00	0.00	22.61

6058120	2015	fusion	39897	87.80	1.40	0.00	0.00	0.00	0.00	45.22
6058121	2005	must	45414	42.90	0.70	0.00	0.00	150.00	1.00	54.91
RO's 1-50 Totals				2,115.80	32.30	2,549.97	20.80	1,800.00	12.50	2,105.00
Date of Study:			C Labor		M Labor		R Labor			
Study Compiled by			Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Total Cost of Labor	



**One Item
Repair
Order**

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24
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		
6058122	2010	must	103,879	42.90	0.70	0.00	0.00	0.00	0.00	23.31	0
6058123	2016	escape	12,386	42.90	0.70	0.00	0.00	0.00	0.00	23.31	0
6058124	2009	fusion	85,018	42.90	0.70	320.00	3.00	0.00	0.00	123.21	0
6058130	2012	fiesta	70,262	0.00	0.00	0.00	0.00	150.00	1.00	32.30	0
6058132	2011	sorento	92,387	42.90	0.70	0.00	0.00	0.00	0.00	10.05	1
6058135	2009	escape	110,813	0.00	0.00	0.00	0.00	450.00	3.00	96.90	1
6058138	2011	explorer	102,933	42.90	0.70	160.00	1.50	225.00	2.00	139.86	0
6058139	2016	f150	8,728	50.00	0.50	0.00	0.00	0.00	0.00	16.15	0
6058140	2015	fusion	30,203	81.90	1.10	0.00	0.00	0.00	0.00	36.63	0
6058141	2014	explorer	51,167	55.85	0.80	0.00	0.00	0.00	0.00	11.49	0
6058144	2014	f150	30,496	119.95	1.50	267.55	2.00	0.00	0.00	113.05	0
6058145	2010	escape	66,969	0.00	0.00	0.00	0.00	75.00	0.50	16.65	1
6058177	2012	edge	46,598	25.00	0.30	0.00	0.00	0.00	0.00	9.69	0
6058179	2016	focus	3,459	15.00	0.20	0.00	0.00	0.00	0.00	2.87	1
6058180	2014	explorer	14,687	67.90	1.20	0.00	0.00	0.00	0.00	17.23	0
6058182	2017	escape	11,129	42.90	0.70	0.00	0.00	0.00	0.00	22.61	1
6058184	2016	fusion	9,568	42.90	0.70	0.00	0.00	0.00	0.00	22.61	0
6058152	2016	explorer	14,499	42.90	0.70	0.00	0.00	0.00	0.00	22.61	0
6058156	2012	fusion	141,622	72.90	1.20	0.00	0.00	0.00	0.00	17.23	0
6058167	2013	escape	36,161	42.90	0.70	0.00	0.00	0.00	0.00	23.31	0
6058171	2013	edge	44,443	42.90	0.70	100.00	1.00	0.00	0.00	56.61	0
6058172	1993	e350	52,631	272.90	2.30	351.00	3.10	690.00	4.60	323.00	0
6058173	2015	escape	35,121	74.87	1.30	0.00	0.00	0.00	0.00	18.67	0
6058184	2016	fusion	9,568	42.90	0.70	0.00	0.00	0.00	0.00	22.61	0
6058185	2009	edge	108,565	0.00	0.00	0.00	0.00	300.00	2.00	64.60	1
6058188	2012	econoline	72,298	119.95	1.00	260.00	2.60	560.00	4.50	261.63	0
6058190	2007	expedition	147,048	42.90	0.70	340.00	3.00	0.00	0.00	119.51	0
6058192	2013	fusion	26,309	67.85	1.20	109.95	1.00	0.00	0.00	71.06	0
6058193	2012	focus	81,781	42.90	0.70	0.00	0.00	0.00	0.00	22.61	1
6058195	2016	explorer	11,817	42.90	0.70	0.00	0.00	0.00	0.00	10.05	1
6058196	2010	escape	90,623	12.95	0.20	823.56	7.30	375.00	2.50	323.00	0
6058197	2015	cmx	23,866	37.90	0.70	0.00	0.00	0.00	0.00	23.31	0
6058200	2015	focus	28,777	42.90	0.70	0.00	0.00	0.00	0.00	10.05	1
6058203	2010	escape	114,113	55.85	0.90	422.46	3.50	375.00	2.50	222.87	0
6058204	2015	explorer	31,218	42.90	0.70	109.95	1.00	0.00	0.00	54.91	0
6058205	2016	escape	43,445	42.90	0.70	0.00	0.00	0.00	0.00	10.05	1
6058207	2016	focus	7,502	42.90	0.70	0.00	0.00	0.00	0.00	22.61	1
6058208	2016	fusion	7,821	42.90	0.70	0.00	0.00	0.00	0.00	10.05	1
6058217	2015	focus	34,876	42.90	0.70	0.00	0.00	0.00	0.00	10.05	1
6058218	2014	fusion	70,442	77.90	1.30	0.00	0.00	0.00	0.00	41.99	0
6058220	2011	fusion	41,458	92.85	1.30	0.00	0.00	175.00	1.00	74.29	0
6058221	2009	focus	115,759	42.90	0.70	110.00	1.00	375.00	2.50	139.86	0
6058222	2013	focus	103,383	29.90	0.50	0.00	0.00	0.00	0.00	16.65	0
6058223	2008	milan	143,667	42.90	0.70	0.00	0.00	0.00	0.00	10.05	0
6058224	2012	fusion	131,062	42.90	0.70	0.00	0.00	0.00	0.00	23.31	1
6058227	2011	fusion	57,534	42.90	0.70	0.00	0.00	310.00	2.00	87.21	0
6058229	2006	escape	91,138	42.90	0.70	0.00	0.00	0.00	0.00	10.05	0
6058230	2015	edge	20,052	78.80	1.30	0.00	0.00	0.00	0.00	18.67	0
6058232	2015	edge	9,226	42.90	0.70	0.00	0.00	0.00	0.00	23.31	1
6058233	2009	focus	84,519	52.90	0.80	287.56	2.50	300.00	2.00	176.49	0
RO's 51-100 Totals				2,578.52	37.80	3,662.03	32.50	4,360.00	30.10	3,060.22	15
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		\$ 4,694	÷	70.10	=	66.97
Maintenance		\$ 6,212	÷	53.30	=	116.55
Repair		\$ 6,160	÷	42.60	=	144.60
Totals		\$ 17,066	÷	166.00	=	102.81
				Target Labor Rate		120.00
Total Ro's in Sample	100			Difference		-17.19

Cost of Labor

Total Cost of Labor	5165.22	÷	Total Sales	=	30.27%
Total Cost of Labor	5165.22	÷	Total FRH's	=	31.12

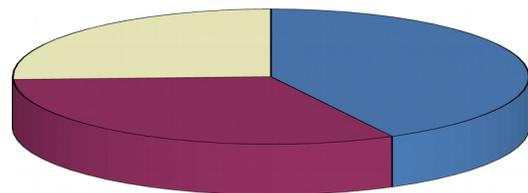
Repair Order Measurements

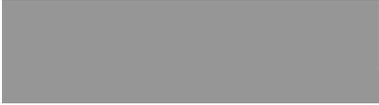
Total Labor Sales	17,066.32	÷	Total RO's	=	170.66
Total FRH's	166.00	÷	Total RO's	=	1.66
Menu Sales	0	÷	Total RO's	=	0
Competitive FRH's	70.10	÷	Total FRH's	=	42.23%
Maintenance FRH's	53.30	÷	Total FRH's	=	32.11%
Repair FRH'	42.60	÷	Total FRH's	=	25.66%
One item RO's	39	÷	Total RO's	=	39.00%

Model Year Analysis

2018	2017	2016	2015	2014
0	4	17	14	10
0.00%	4.00%	17.00%	14.00%	10.00%

Labor Mix





■ Percent Competitive ■ Percent Maintenance ■ Percent Re



Report

Analysis

FRH Average

FRH Average

FRH Average

Customer ELR

Per FRH

Per FRH

Per FRH

Per FRH

Per FRH

Percent Cost of Sales

Cost per FRH

Cost per FRH

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

2013	Older	Total
13	42	100
13.00%	42.00%	

pair