

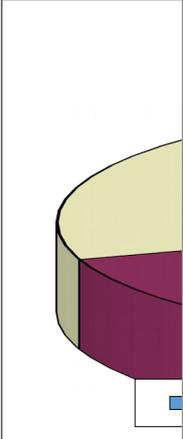
Repair Order Analysis Summary Report

		Sales in Dollars		FRH's on RO's		Averages	Analysis
Competitive		\$ 3,865	÷	83.50	=	46.29	FRH Average
Maintenance		\$ 5,264	÷	54.90	=	95.89	FRH Average
Repair		\$ 7,697	÷	59.40	=	129.57	FRH Average
Totals		\$ 16,826	÷	197.80	=	85.07	Customer ELR
		Target Labor Rate				103.00	Per FRH
Total Ro's in Sample	100	Difference				-17.93	Per FRH
Cost of Labor							
Total Cost of Labor	3902.60	÷	Total Sales	=	23.19%	Percent Cost of Sales	
Total Cost of Labor	3902.60	÷	Total FRH's	=	19.73	Cost per FRH	
Repair Order Measurements							
Total Labor Sales	16,826.18	÷	Total RO's	=	168.26	Avg Labor per RO	
Total FRH's	197.80	÷	Total RO's	=	1.98	Avg FRH's per RO	
Menu Sales		÷	Total RO's	=		Percent Menu Sales	
Competitive FRH's	83.50	÷	Total FRH's	=	42.21%	Percent Competitive	
Maintenance FRH's	54.90	÷	Total FRH's	=	27.76%	Percent Maintenance	
Repair FRH'	59.40	÷	Total FRH's	=	30.03%	Percent Repair	

One item RO's	77	÷	Total RO's	=	77.00%	Percent One Item RO
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Model Year Analysis

2018	2017	2016	2015	2014	2013	Older	Total
0	4	17	15	11	11	42	100
0.00%	4.00%	17.00%	15.00%	11.00%	11.00%	42.00%	



1. How does your repair labor rate compare to your posted door rate?
 1. Our avg. repair labor rate (129.6) is higher than our "posted door rate" (119). This is because we use a grid and our first hour is 119.
2. Is there discounting?

1. Yes, but according to this report we are landing on the higher side of our grid for repair work.

3. What are the hours per R. O.?

1. 1.98 There is room for more upselling. Poor menu sales are most likely a main contributor and one line ROs

4. What is the percent of one line ROs?

1. 77% This seems high. Our ROAMS report show 33% For this report many of our one line ROs were "the works" packages.