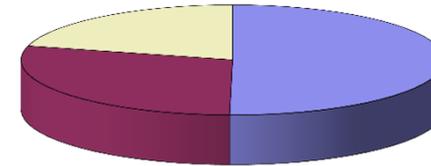


Repair Order Analysis Summary Report

Total RO's in Sample		86					
Model Year Analysis							
2019	2018	2017	2016	2015	Older	Total	
4	11	9	20	9	33	86	
4.65%	12.79%	10.47%	23.26%	10.47%	38.37%	100.00%	
Repair Order Measurements							
Total Labor Sales	11,234.03	÷	Total RO's	=	130.63	Avg Labor per RO	
Total FRH's	112.30	÷	Total RO's	=	1.31	Avg FRH's per RO	
Menu Sales	25	÷	Total RO's	=	29%	Percent Menu Sales	
Competitive FRH's	56.40	÷	Total FRH's	=	50%	Percent Competitive	
Maintenance FRH's	32.40	÷	Total FRH's	=	29%	Percent Maintenance	
Repair FRH'	23.50	÷	Total FRH's	=	21%	Percent Repair	
One item RO's	48	÷	Total RO's	=	56%	Percent One Item RO	
Cost of Labor							
Total Cost of Labor	2649.20	÷	Total Sales	=	23.58%	Percent Cost of Sales	
Total Cost of Labor	2649.20	÷	Total FRH's	=	23.59	Cost per FRH	
Target Labor Rate			Per FRH		Difference		Per FRH
Repair Labor Types							
	Sales in Dollars		FRH's on RO's		Averages	Analysis	
Competitive	4,204.15	÷	56.40	=	74.54	FRH Average	
Maintenance	3,560.88	÷	32.40	=	109.90	FRH Average	
Repair	3469	÷	23.50	=	147.62	FRH Average	
Totals	11,234.03	÷	112.30	=	100.04	Customer ELR	

*FRH= Flat Rate Hours *ELR=Effective Labor Rate

Labor Mix



■ Percent Competitive
 ■ Percent Maintenance
 ■ Percent Repair