

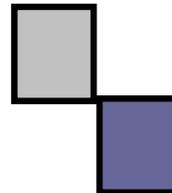
Repair Order Analysis *And Summary*

7/10/2017

Dealership

Student

Class and ID Number



Computer Application by

Tech #	Tech Pay Per FRH
A3	26.80
A5	26.80
A7	26.80
A9	26.80
A12	26.80
A10	10.00
A13	23.00

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Totals		Totals	1,500.90	27.00			569.44	950.00	
Number of RO's in Sample			Competative Labor						
			Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	

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	Flat Rate Hours	Labor Sales	Flat Rate Hours		
35381	2014	300	37,750	79.95	0.50	0.00	0.00	0.00	0.00	13.40	0
0	0	0	-	0.00	1.50	0.00	0.00	0.00	0.00	15.00	0
35382	2015	1500	13,845	18.00	0.30	0.00	0.00	0.00	0.00	8.04	1
0	0	0	-	0.00	0.20	0.00	0.00	0.00	0.00	2.00	0
35383	2015	2500	20,000	13.25	0.50	0.00	0.00	0.00	0.00	13.40	1
35390	2017	2500	6,095	13.25	0.50	0.00	0.00	0.00	0.00	11.50	1
35393	2012	DURANG	17,022	26.45	0.50	0.00	0.00	0.00	0.00	13.40	0
35400	2016	CHEROK	8,435	11.00	0.60	0.00	0.00	0.00	0.00	6.00	0
35401	2017	CHEROK	4,166	26.45	0.50	0.00	0.00	0.00	0.00	11.50	0
35406	2014	GR CHE	61,505	8.45	0.30	0.00	0.00	0.00	0.00	3.00	1
35410	2011	CARAVA	100,040	88.40	1.80	0.00	0.00	0.00	0.00	18.00	0
35413	2008	1500	92,821	58.45	0.80	0.00	0.00	0.00	0.00	8.00	0
35415	2017	1500	17,647	26.45	1.00	0.00	0.00	0.00	0.00	26.80	0
35422	2016	200	15,812	26.45	0.50	0.00	0.00	0.00	0.00	5.00	0
35424	2017	CHEROK	6,246	26.45	0.50	0.00	0.00	0.00	0.00	13.40	0
35425	2006	COMMAI	175,925		0.00	0.00	0.00	100.00	1.00	26.80	1
35430	2016	1500	30,897	26.45	0.50	0.00	0.00	0.00	0.00	13.40	0
35433	2015	1500	31,856	45.00	1.00	0.00	0.00	0.00	0.00	23.00	0
35434	2016	GR CHE	59,851	108.45	1.30	0.00	0.00	0.00	0.00	34.84	0
35439	2005	DURANG	173,728	100.00	1.00	0.00	0.00	0.00	0.00	26.80	1
35440	2014	PATRIOT	26,244	11.00	0.30	0.00	0.00	0.00	0.00	6.90	1
35442	2010	T&C VAN	136,396	0.00	0.00	0.00	0.00	100.00	1.00	26.80	1
35444	2012	T&C VAN	99,964	8.45	0.30	0.00	0.00	0.00	0.00	6.90	0
35445	2017	CHEROK	16,226	26.45	0.50	0.00	0.00	0.00	0.00	13.40	0
35446	2002	300	177,766	100.00	1.00	0.00	0.00	0.00	0.00	26.80	1
35451	2016	2500	18,780	124.50	1.80	0.00	0.00	0.00	0.00	41.40	0
35455	2012	JOURNE	107,848	0.00	0.00	0.00	0.00	100.00	1.00	26.80	0
35456	2017	CHEROK	1,557	0.00	0.00	100.00	1.00	0.00	0.00	26.80	1
35462	2011	WRANG	90,167	0.00	0.00	0.00	0.00	50.00	0.50	13.40	1
35463	2013	GR CHE	12,354	26.45	0.50	0.00	0.00	0.00	0.00	5.00	0
35468	2015	GR CHE	34,211	26.45	0.50	0.00	0.00	0.00	0.00	5.00	0
35469	2007	COMPAS	166,773	0.00	0.00	0.00	0.00	200.00	2.00	53.60	1
35473	2013	T&C VAN	99,925	8.45	0.30	0.00	0.00	0.00	0.00	8.04	1
35475	2001	1500	119,508	0.00	0.00	150.00	1.50	0.00	0.00	40.20	1
35479	2017	GR CAR	11	0.00	0.00	0.00	0.00	150.00	2.00	53.60	1
35482	2014	GR CAR	76,614	0.00	0.00	0.00	0.00	35.25	0.50	13.40	0
35483	2013	GR CAR	40,521	0.00	0.00	150.00	1.50	0.00	0.00	40.20	1
35489	2014	GR CHE	59,316	0.00	0.00	0.00	0.00	100.00	1.00	26.80	1
35496	2005	2500	89,678	13.25	0.50	0.00	0.00	0.00	0.00	5.00	1
35500	2012	1500	44,311	18.45	0.60	0.00	0.00	0.00	0.00	16.08	0
35511	2011	GR CHE	79,221	8.45	0.50	0.00	0.00	129.00	2.20	63.96	0
35517	2013	JOURNE	68,191	0.00	0.00	100.00	1.00	0.00	0.00	26.80	1
35520	2012	JOURNE	107,877	0.00	0.00	0.00	0.00	650.00	6.50	174.20	0
35522	2016	RENEGA	7,066	26.45	0.50	0.00	0.00	0.00	0.00	13.40	0
35529	2010	T&C VAN	123,493	0.00	0.00	0.00	0.00	50.00	0.50	11.50	1
35561	2013	WRANG	2,013	0.00	0.00	150.00	1.50	0.00	0.00	40.20	1
35564	2011	GR CHE	78935	0.00	0.00	300.00	3.00	0.00	0.00	80.40	1
35546	2012	GR CHE	64750	150.00	1.50	0.00	0.00	0.00	0.00	40.20	1
35566	2012	3500	208207	30.00	0.30	0.00	0.00	0.00	0.00	6.90	1
35567	2017	GR CHE	15695	8.45	0.50	0.00	0.00	48.00	0.30	18.40	0
RO's 1-50 Totals				1,281.25	23.40	950.00	9.50	1,712.25	18.50	1,225.36	24
Date of Study:				C Labor		M Labor		R Labor		Total Cost of	One Item Repair
Study Compiled by				Labor	Flat Rate	Labor	Flat Rate	Labor	Flat Rate		

	Sales	Hours	Sales	Hours	Sales	Hours	Labor	Order
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Repair Order Analysis Summary Report

	Sales in Dollars	FRH's on RO's	Averages
Competitive	\$ 1,501	÷ 27.00	= 55.59
Maintenance	\$ 950	÷ 9.50	= 100.00
Repair	\$ 1,712	÷ 18.50	= 92.55
Totals	\$ 4,163	÷ 55.00	= 75.69
		Target Labor Rate	72.50
Total RO's in Sample	50	Difference	3.19

Cost of Labor

Total Cost of Labor	1316.80	÷ Total Sales	= 31.63%
Total Cost of Labor	1316.80	÷ Total FRH's	= 23.94

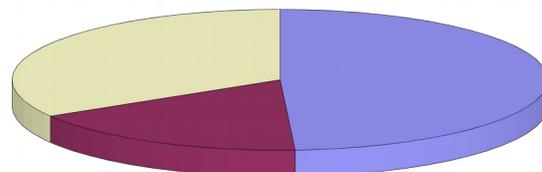
Repair Order Measurements

Total Labor Sales	4,163.15	÷ Total RO's	= 83.26
Total FRH's	55.00	÷ Total RO's	= 1.10
Menu Sales		÷ Total RO's	=
Competitive FRH's	27.00	÷ Total FRH's	= 49.09%
Maintenance FRH's	9.50	÷ Total FRH's	= 17.27%
Repair FRH'	18.50	÷ Total FRH's	= 33.64%
One item RO's	25	÷ Total RO's	= 50.00%

Model Year Analysis

2018	2017	2016	2015	2014
0	9	6	4	6
0.00%	18.00%	12.00%	8.00%	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

2013	Older	Total
5	20	50
10.00%	40.00%	

air

