



Repair Order Analysis *and Summary*

7/18/2019

Dealership

Student

Class and ID Number

Repair Order Analysis Input Sheet

				Competitive Labor				
	RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Technician Number	Pay Per FRH
1	892392	2018	CM	26,314	179.95	4.50	1423	28.00
2	892581	2008	HT	102,523	80.00	1.00	157	33.00
3	892623	2017	CM	38,931	54.03	0.70	349	35.50
4	892674	2005	HT	137,523	39.50	1.00	349	35.50
5	892713	2014	HT	100,146	186.95	1.90	3157	31.00
6	892745	2011	HT	82,510	24.95	0.50	160	29.50
7	892757	2009	CLUB	131,566	10.00	0.10	1538	33.00
8	892758	2014	HT	54,305				
9	892787	2013	HT	46,227	73.38	0.50	355	28.50
10	892789	2006	HT	90,345	24.95	0.50	172	35.00
11	892790	2009	HT	81,280				
12	892802	2015	HT	73,813	30.00	0.70	349	35.50
13	892805	2012	CM	64,920	40.00	1.00	355	28.50
14	892819	2013	HT	73,614	24.95	0.50	157	33.00
15	892820	2015	CONVER	4,034	24.95	0.50	1490	22.50
16	892825	2017	CONVER	7,154	49.95	1.00	1470	35.00
17	892827	2014	CM	34,535	189.39	4.50	1453	34.00
18	892830	2019	CM	14,894	19.95	0.30	160	29.50
19	892834	2011	HT	29,018				
20	892840	2017	CLUB	14,580	19.95	0.30	1423	28.00
21	892847	2012	HT	85,072	24.95	0.30	1463	28.00
22	892853	2015	4-HT	43,140	239.95	5.00	1463	28.00
23	892854	2013	HT	34,013	160.00	1.00	160	29.50
24	892856	2012	HT	32,862	24.95	0.30	1453	34.00
25	892860	2013	HT	57,195	24.95	0.50	1423	28.00
26	892863	2014	CM	44,316	19.95	0.50	1470	35.00
27	892867	2014	HT	89,731	179.95	3.90	1453	34.00
28	892868	2013	HT	39,091				
29	892871	2008	HT	78,165				
30	892873	2012	HT	92,478	19.95	0.50	349	35.50
31	892877	2011	HT	57,328	170.00	1.50	1490	22.50
32	892879	2013	HT	112,273	55.95	0.70	355	28.50
33	892880	2011	HT	72,265	57.95	0.70	1423	28.00
34	892881	2008	HT	102,745				
35	892883	2012	HT	57,609	24.95	0.50	847	34.00
36	892884	2019	HT	8,763				
37	892885	2009	HT	116,180	24.95	0.50	160	29.50
38	892886	2001	HT	80,195	24.95	0.50	1423	28.00
39	892887	2017	HT	17,604	19.95	0.30	157	33.00
40	892888	2007	HT	112,121				
41	892892	2015	HT	28,960	24.95	0.50	355	28.50
42	892983	2013	HT	63,695				
43	892894	2003	HT	161,123				
44	892896	2011	HT	50,409	80.00	0.50	349	35.50

45	892897	2014	HT	73,259				
46	892898	2019	HT	6,084	19.95	0.30	3157	31.00
47	892899	2015	HT	33,091				
48	892900	2017	HT	11,827	19.95	0.30	1538	33.00
49	892901	2018	HT	10,885	30.00	0.70	1490	22.50
50	892903	2003	HT	97,241				
51	892908	2016	CM	58,459				
52	892925	2016	CONV.	16,568	19.95	0.30	157	33.00
53	892926	2014	CM	56,693	19.95	0.50	847	34.00
54	892927	2017	HT	30,647	120.00	2.80	1423	28.00
55	892928	2012	HT	77,430				
56	892931	2012	HT	30,199	24.95	0.50	157	33.00
57	892933	2013	CM	56,693	124.95	1.50	1463	28.00
58	892934	2016	CM	27,956	24.95	0.50	1538	33.00
59	892936	2015	CM	37,770	19.95	0.30	1423	28.00
60	892937	2014	HT	56,069				
61	892939	2016	CM	36,783	19.95	0.30	172	35.00
62	892942	2018	HT	11,107	19.95	0.30	157	33.00
63	892943	2013	HT	77,239	24.95	0.50	1538	33.00
64	892948	2015	PACE	17,041	44.89	0.80	3157	31.00
65	892949	2015	HT	27,333	204.01	2.20	157	33.00
66	892951	2011	HT	107,538	24.95	0.50	355	28.50
67	892955	2012	CM	85,928	484.85	5.30	1453	34.00
68	892956	2019	HT	6,258	19.95	0.30	1470	35.00
69	892957	2013	HT	72,732				
70	892958	2017	HT	17,569	19.95	0.30	1490	22.50
71	892961	2017	HT	42,191				
72	892962	2012	MERCED	63,036	24.95	0.50	3157	31.00
73	892963	2018	CM	14,767	60.00	1.40	157	33.00
74	892964	2019	HT	3,624	19.95	0.30	157	33.00
75	892965	2017	CM	36,496	30.00	0.70	172	35.00
76	892966	2019	HT	7,512	19.95	0.30	157	33.00
77	892967	2010	CONVER	56,311				
78	892970	13	HT	38,308	100.95	1.00	1423	28.00
79	892971	19	HT	9,053	19.95	0.30	172	35.00
80	892972	10	CLUB	106,963	44.90	0.80	1470	35.00
81	892973	17	BMW	20,419	120.00	4.00	1423	28.00
82	892974	13	CM	83,328	58.53	0.40	355	28.50
83	892975	12	HT	70,755	24.95	0.50	1463	28.00
84	892978	18	HT	7,119	19.95	0.30	1463	28.00
85	892979	15	HT	46,396	24.95	0.50	1453	34.00
86	892982	13	HT	39,306	24.95	0.50	1463	28.00
87	892989	13	HT	40,212	427.93	6.70	847	34.00
88	892989	14	CM	72,662				
89	892991	10	HT	140,498	24.95	0.50	157	33.00
90	892992	14	ROAD	24,486	154.98	1.70	3157	31.00
91	892993	16	CM	17,841	19.95	0.30	172	35.00
92	892994	15	HT	37,177	60.00	1.40	1470	35.00
93	892995	17	HT	14,241	19.95	0.10	1538	33.00
94	892997	13	CM	52,354	120.95	1.30	1470	35.00

95	892998	13	HT	30,227	44.90	0.80	1423	28.00
96	8923000	19	HT	10,806	19.95	0.30	847	34.00
97	893001	2006	CONVE	104,080				
98	893002	2014	CM	45,666				
99	893004	2011	CONVER	42,380	390.96	4.90	1453	34.00
100	893008	2015	CM	80,587	24.95	0.30	1423	28.00
Totals				Totals	5,442.65	85.20		
Number of RO's in Sample					Competative Labor			
					Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH

	160.00	1.00	3157	31.00	31.00	246.06	1.80	3157	31.00
9.30									
	73.38	0.50	160	29.50	14.75				
9.90									
15.75									
						518.40	3.00	3157	31.00
	29.08	0.20	1538	33.00	6.60	89.95	1.00	1538	33.00
9.90						160.00	1.00	157	33.00
17.00						304.80	2.50	847	34.00
78.40	119.95	2.00	1423	28.00	56.00				
	332.80	2.00	3157	31.00	62.00	244.80	1.50		
16.50									
42.00	190.08	1.20	1463	28.00	33.60				
16.50	129.08	1.20	1538	33.00	39.60				
8.40									
	43.76	0.30	160	29.50	8.85	518.40	3.00		
10.50									
9.90									
16.50									
24.80	129.08	1.20	3157	31.00	37.20	160.00	1.00	3157	31.00
72.60									
14.25									
180.20									
10.50						165.00	1.00	1470	35.00
						29.08	0.20	1470	35.00
6.75									
						73.38	0.50	355	28.50
15.50									
46.20									
9.90									
24.50									
9.90									
	332.80	2.00	1463	28.00	56.00				
28.00	591.70	3.50	1423	28.00	98.00	0.00			
10.50									
28.00	165.00	1.00	1470	35.00	35.00	318.18	2.00	1470	35.00
112.00									
11.40									
14.00									
8.40									
17.00	320.00	2.00	1453	34.00	68.00	73.38	0.50	1453	34.00
14.00									
227.80									
	160.00	1.00	1423	28.00	28.00				
16.50						160.00	1.00	157	33.00
52.70						111.58	0.70	3157	31.00
10.50									
49.00									
3.30									
45.50						424.00	2.50	1470	35.00

22.40	160.00	1.00	1423	28.00	28.00					
10.20										
						942.40	5.50	1538	33.00	
						422.75	3.20	1463	28.00	
166.60	160.00	1.00								
8.40										
2677.15	6,119.81	42.40			1286.30	17,144.05	106.20			
	Maintenance Labor					Repair Labor				
Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	

Labor Cost	Total Cost of Labor	One Item Repair Order
	126.00	2
	33.00	1
	60.35	2
106.50	142.00	2
176.70	235.60	6
103.25	118.00	3
445.50	448.80	5
132.00	132.00	1
	14.25	1
	17.50	1
63.00	63.00	1
	24.85	1
585.75	685.50	4
16.50	66.00	3
11.25	22.50	2
	35.00	2
	187.00	4
	8.85	1
31.00	31.00	1
	8.40	1
70.00	106.40	3
	140.00	2
	88.50	3
	91.80	4
	14.00	1
35.00	87.50	3
136.00	268.60	3
52.50	87.50	2
186.00	186.00	1
	17.75	1
	33.75	3
151.05	171.00	6
112.00	131.60	4
	33.00	1
	91.80	4
	17.75	1
	14.75	1
	22.40	2
	9.90	1
	29.50	1
	54.15	4
	33.00	1
	35.00	1
	17.75	1

55.80	86.80	2
	9.30	1
	14.75	1
	9.90	1
	15.75	1
93.00	93.00	1
33.00	39.60	2
33.00	42.90	2
85.00	102.00	3
	134.40	2
	62.00	2
	16.50	1
	75.60	4
	56.10	3
	8.40	1
	8.85	2
	10.50	1
	9.90	1
	16.50	1
31.00	93.00	5
	72.60	5
	14.25	1
	180.20	5
35.00	45.50	2
7.00	7.00	1
	6.75	1
14.25	14.25	1
	15.50	1
	46.20	1
	9.90	1
	24.50	1
	9.90	1
	56.00	1
	126.00	3
	10.50	1
70.00	133.00	5
	112.00	1
	11.40	1
	14.00	1
	8.40	1
17.00	102.00	4
	14.00	1
	227.80	6
	28.00	1
33.00	49.50	2
21.70	74.40	5
	10.50	1
	49.00	1
	3.30	1
87.50	133.00	3

	50.40	3
	10.20	1
181.50	181.50	2
89.60	89.60	2
	166.60	7
	8.40	1
3301.35	7264.80	52
	Total	One Item
Labor	Cost of	Repair
Cost	Labor	Order

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	
892392	2018	CM	26,314	179.95	4.50	0.00	0.00	0.00	0.00	126.00
892581	2008	HT	102,523	80.00	1.00	0.00	0.00	0.00	0.00	33.00
892623	2017	CM	38,931	54.03	0.70	160.00	1.00	0.00	0.00	60.35
892674	2005	HT	137,523	39.50	1.00	0.00	0.00	280.00	3.00	142.00
892713	2014	HT	100,146	186.95	1.90	0.00	0.00	1,023.30	5.70	235.60
892745	2011	HT	82,510	24.95	0.50	0.00	0.00	490.00	3.50	118.00
892757	2009	CLUB	131,566	10.00	0.10	0.00	0.00	2,445.00	13.50	448.80
892758	2014	HT	54,305	0.00	0.00	0.00	0.00	716.80	4.00	132.00
892787	2013	HT	46,227	73.38	0.50	0.00	0.00	0.00	0.00	14.25
892789	2006	HT	90,345	24.95	0.50	0.00	0.00	0.00	0.00	17.50
892790	2009	HT	81,280	0.00	0.00	0.00	0.00	246.86	1.80	63.00
892802	2015	HT	73,813	30.00	0.70	0.00	0.00	0.00	0.00	24.85
892805	2012	CM	64,920	40.00	1.00	393.38	2.50	2,255.55	16.50	685.50
892819	2013	HT	73,614	24.95	0.50	160.00	1.00	73.38	0.50	66.00
892820	2015	CONVER	4,034	24.95	0.50	0.00	0.00	40.00	0.50	22.50
892825	2017	CONVER	7,154	49.95	1.00	0.00	0.00	0.00	0.00	35.00
892827	2014	CM	34,535	189.39	4.50	160.00	1.00	0.00	0.00	187.00
892830	2019	CM	14,894	19.95	0.30	0.00	0.00	0.00	0.00	8.85
892834	2011	HT	29,018	0.00	0.00	0.00	0.00	165.00	1.00	31.00
892840	2017	CLUB	14,580	19.95	0.30	0.00	0.00	0.00	0.00	8.40
892847	2012	HT	85,072	24.95	0.30	160.00	1.00	424.00	2.50	106.40
892853	2015	4-HT	43,140	239.95	5.00	0.00	0.00	0.00	0.00	140.00
892854	2013	HT	34,013	160.00	1.00	320.00	2.00	0.00	0.00	88.50
892856	2012	HT	32,862	24.95	0.30	368.16	2.40	0.00	0.00	91.80
892860	2013	HT	57,195	24.95	0.50	0.00	0.00	0.00	0.00	14.00
892863	2014	CM	44,316	19.95	0.50	160.00	1.00	160.00	1.00	87.50
892867	2014	HT	89,731	179.95	3.90	0.00	0.00	716.80	4.00	268.60
892868	2013	HT	39,091	0.00	0.00	160.00	1.00	244.80	1.50	87.50
892871	2008	HT	78,165	0.00	0.00	0.00	0.00	1,080.00	6.00	186.00
892873	2012	HT	92,478	19.95	0.50	0.00	0.00	0.00	0.00	17.75
892877	2011	HT	57,328	170.00	1.50			0.00	0.00	33.75
892879	2013	HT	112,273	55.95	0.70	0.00	0.00	1,142.00	5.30	171.00
892880	2011	HT	72,265	57.95	0.70	0.00	0.00	678.40	4.00	131.60
892881	2008	HT	102,745	0.00	0.00	89.95	1.00	0.00	0.00	33.00
892883	2012	HT	57,609	24.95	0.50	294.00	2.20	0.00	0.00	91.80
892884	2019	HT	8,763	0.00	0.00	73.00	0.50	0.00	0.00	17.75
892885	2009	HT	116,180	24.95	0.50	0.00	0.00	0.00	0.00	14.75
892886	2001	HT	80,195	24.95	0.50	43.76	0.30	0.00	0.00	22.40
892887	2017	HT	17,604	19.95	0.30	0.00	0.00	0.00	0.00	9.90
892888	2007	HT	112,121	0.00	0.00	89.95	1.00	0.00	0.00	29.50
892892	2015	HT	28,960	24.95	0.50	140.95	1.40	0.00	0.00	54.15
892983	2013	HT	63,695	0.00	0.00	160.00	1.00	0.00	0.00	33.00
892894	2003	HT	161,123	0.00	0.00	89.95	1.00	0.00	0.00	35.00
892896	2011	HT	50,409	80.00	0.50	0.00	0.00	0.00	0.00	17.75
892897	2014	HT	73,259	0.00	0.00	160.00	1.00	246.06	1.80	86.80
892898	2019	HT	2,019	19.95	0.30	0.00	0.00	0.00	0.00	9.30
892899	2015	HT	33091	0.00	0.00	73.38	0.50	0.00	0.00	14.75
892900	2017	HT	11827	19.95	0.30	0.00	0.00	0.00	0.00	9.90
892901	2018	HT	10885	30.00	0.70	0.00	0.00	0.00	0.00	15.75

892903	2003	HT	97241	0.00	0.00	0.00	0.00	518.40	3.00	93.00
ROs 1-50 Totals				2,321.05	38.50	3,256.48	22.80	12,946.35	79.10	4,472.50
Date of Study: Study Compiled by				C Labor		M Labor		R Labor		Total Cost of Labor
				Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	

**One Item
Repair
Order**

2
1
2
2
6
3
5
1
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1

25

**One Item
Repair
Order**

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
892908	2016	CM	58,459	0.00	0.00	29.08	0.20	89.95	1.00	39.60	2
892925	2016	CONV.	16,568	19.95	0.30	0.00	0.00	160.00	1.00	42.90	2
892926	2014	CM	56,693	19.95	0.50	0.00	0.00	304.80	2.50	102.00	3
892927	2017	HT	30,647	120.00	2.80	119.95	2.00	0.00	0.00	134.40	2
892928	2012	HT	77,430	0.00	0.00	332.80	2.00	244.80	1.50	62.00	2
892931	2012	HT	30,199	24.95	0.50	0.00	0.00	0.00	0.00	16.50	1
892933	2013	CM	56,693	124.95	1.50	190.08	1.20	0.00	0.00	75.60	4
892934	2016	CM	27,956	24.95	0.50	129.08	1.20	0.00	0.00	56.10	3
892936	2015	CM	37,770	19.95	0.30	0.00	0.00	0.00	0.00	8.40	1
892937	2014	HT	56,069	0.00	0.00	43.76	0.30	518.40	3.00	8.85	2
892939	2016	CM	36,783	19.95	0.30	0.00	0.00	0.00	0.00	10.50	1
892942	2018	HT	11,107	19.95	0.30	0.00	0.00	0.00	0.00	9.90	1
892943	2013	HT	77,239	24.95	0.50	0.00	0.00	0.00	0.00	16.50	1
892948	2015	PACE	17,041	44.89	0.80	129.08	1.20	160.00	1.00	93.00	5
892949	2015	HT	27,333	204.01	2.20	0.00	0.00	0.00	0.00	72.60	5
892951	2011	HT	107,538	24.95	0.50	0.00	0.00	0.00	0.00	14.25	1
892955	2012	CM	85,928	484.85	5.30	0.00	0.00	0.00	0.00	180.20	5
892956	2019	HT	6,258	19.95	0.30	0.00	0.00	165.00	1.00	45.50	2
892957	2013	HT	72,732	0.00	0.00	0.00	0.00	29.08	0.20	7.00	1
892958	2017	HT	17,569	19.95	0.30	0.00	0.00	0.00	0.00	6.75	1
892961	2017	HT	42,191	0.00	0.00	0.00	0.00	73.38	0.50	14.25	1
892962	2012	MERCEDE	63,036	24.95	0.50	0.00	0.00	0.00	0.00	15.50	1
892963	2018	CM	14,767	60.00	1.40	0.00	0.00	0.00	0.00	46.20	1
892964	2019	HT	3,624	19.95	0.30	0.00	0.00	0.00	0.00	9.90	1
892965	2017	CM	36,496	30.00	0.70	0.00	0.00	0.00	0.00	24.50	1
892966	2019	HT	7,512	19.95	0.30	0.00	0.00	0.00	0.00	9.90	1
892967	2010	CONVER	56,311	0.00	0.00	332.80	2.00	0.00	0.00	56.00	1
892970	13	HT	38,308	100.95	1.00	591.70	3.50	0.00	0.00	126.00	3
892971	19	HT	9,053	19.95	0.30	0.00	0.00	0.00	0.00	10.50	1
892972	10	CLUB	106,963	44.90	0.80	165.00	1.00	318.18	2.00	133.00	5
892973	17	BMW	20,419	120.00	4.00	0.00	0.00	0.00	0.00	112.00	1
892974	13	CM	83,328	58.53	0.40	0.00	0.00	0.00	0.00	11.40	1
892975	12	HT	70,755	24.95	0.50	0.00	0.00	0.00	0.00	14.00	1
892978	18	HT	7,119	19.95	0.30	0.00	0.00	0.00	0.00	8.40	1
892979	15	HT	46,396	24.95	0.50	320.00	2.00	73.38	0.50	102.00	4
892982	13	HT	39,306	24.95	0.50	0.00	0.00	0.00	0.00	14.00	1
892989	13	HT	40,212	427.93	6.70	0.00	0.00	0.00	0.00	227.80	6
892989	14	CM	72,662	0.00	0.00	160.00	1.00	0.00	0.00	28.00	1
892991	10	HT	140,498	24.95	0.50	0.00	0.00	160.00	1.00	49.50	2
892992	14	ROAD	24,486	154.98	1.70	0.00	0.00	111.58	0.70	74.40	5
892993	16	CM	17,841	19.95	0.30	0.00	0.00	0.00	0.00	10.50	1
892994	15	HT	37,177	60.00	1.40	0.00	0.00	0.00	0.00	49.00	1
892995	17	HT	14,241	19.95	0.10	0.00	0.00	0.00	0.00	3.30	1
892997	13	CM	52,354	120.95	1.30	0.00	0.00	424.00	2.50	133.00	3
892998	13	HT	30,227	44.90	0.80	160.00	1.00	0.00	0.00	50.40	3
8923000	19	HT	10,806	19.95	0.30	0.00	0.00	0.00	0.00	10.20	1
893001	2006	CONVE	104,080	0.00	0.00	0.00	0.00	942.40	5.50	181.50	2
893002	2014	CM	45,666	0.00	0.00	0.00	0.00	422.75	3.20	89.60	2
893004	2011	CONVER	42,380	390.96	4.90	160.00	1.00	0.00	0.00	166.60	7
893008	2015	CM	80,587	24.95	0.30	0.00	0.00	0.00	0.00	8.40	1
RO's 51-100 Totals				3,121.60	46.70	2,863.33	19.60	4,197.70	27.10	2,792.30	27
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	Flat Rate Hours	Labor Sales	Flat Rate Hours		

Repair Order Analysis Summary Report

	Sales in Dollars	FRH's on RO's	Averages
Competitive	\$ 5,443	85.20	63.88
Maintenance	\$ 6,120	42.40	144.34
Repair	\$ 17,144	106.20	161.43
Totals	\$ 28,707	233.80	122.78
Target Labor Rate			136.70
Total Ro's in Sample	100	Difference	-13.92

Cost of Labor

Total Cost of Labor	7264.80	Total Sales	=	25.31%
Total Cost of Labor	7264.80	Total FRHs	=	31.07

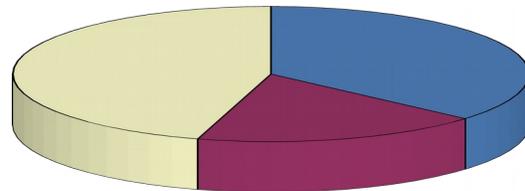
Repair Order Measurements

Total Labor Sales	28,706.51	Total ROs	=	287.07
Total FRHs	233.80	Total ROs	=	2.34
Menu Sales		Total ROs	=	
Competitive FRHs	85.20	Total FRHs	=	36.44%
Maintenance FRHs	42.40	Total FRHs	=	18.14%
Repair FRH	106.20	Total FRHs	=	45.42%
One item ROs	52	Total ROs	=	52.00%

Model Year Analysis

2020	2019	2018	2017	2016
0	6	4	9	4
0.00%	6.00%	4.00%	9.00%	4.00%

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	68	100
9.00%	68.00%	

Repair

