



# Repair Order Analysis *and Summary*

8/6/2019

**Atlanta Toyota**  

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**Dealership**

***Erick Ligon***  

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**Student**

**PAG 014**  

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**Class and ID Number**

Tech #	Tech Pay Per FRH
<b>11839</b>	<b>27.0</b>
<b>12059</b>	<b>22.5</b>
<b>12599</b>	<b>17.0</b>
<b>12452</b>	<b>22.0</b>
<b>11883</b>	<b>27.0</b>
<b>12873</b>	<b>16.5</b>
<b>13041</b>	<b>30.0</b>
<b>12059</b>	<b>24.0</b>
<b>12967</b>	<b>21.5</b>
<b>12156</b>	<b>19.5</b>
<b>12691</b>	<b>17.5</b>
<b>11739</b>	<b>24.0</b>
<b>12780</b>	<b>27.0</b>
<b>12602</b>	<b>16.0</b>
<b>13026</b>	<b>16.0</b>
<b>13031</b>	<b>16.0</b>
<b>12755</b>	<b>16.0</b>
<b>12964</b>	<b>16.0</b>
<b>33400</b>	<b>24.5</b>
<b>12217</b>	<b>23.0</b>
<b>12553</b>	<b>20.5</b>
<b>13005</b>	<b>16.0</b>
<b>12903</b>	<b>12.0</b>
<b>13047</b>	<b>12.0</b>
<b>12708</b>	<b>12.0</b>
<b>13053</b>	<b>12.0</b>
<b>13002</b>	<b>12.0</b>
<b>12760</b>	<b>12.0</b>
<b>12837</b>	<b>12.0</b>
<b>13013</b>	<b>12.0</b>
<b>13011</b>	<b>12.0</b>
<b>12866</b>	<b>12.0</b>
<b>12957</b>	<b>17.5</b>
<b>99129</b>	<b>27.0</b>
<b>12871</b>	<b>18.0</b>
<b>13040</b>	<b>12.0</b>
<b>12428</b>	<b>21.4</b>
12997	24
12842	22
13069	25



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## Repair Order Analysis Input Sheet

				Competitive Labor				
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	
1	402908	2015	COROLLA	58,366				
2	402905	2018	86	12,674				
3	402910	2019	C-HR	4,932				
4	402913	2017	86	9,497				
5	402915	2016	CAMRY	32,388	12.00	0.30	12866	12.00
6	402904	2008	CAMRY	98,633	179.73	2.00	12780	27.00
7	402906	2015	COROLLA	77,602	21.00	0.20	12602	16.00
8	402907	2013	VENZA	98,885	21.00	0.20	12691	17.50
9	402909	2003	CAMRY	208,194	10.00	0.30	12602	16.00
10	402911	2009	HIGHLAN	151,344	19.73	0.20	12842	22.00
11	402914	2007	YARIS	112,196	119.68	1.40	12957	17.50
12	402916	2015	TACOMA	69,558	39.68	0.40	13026	16.00
13	402917	2018	TACOMA	4,545				
14	402918	2018	RAV4	19,439				
15	402919	2015	RAV4	100,434	21.00	0.20	13047	12.00
16	402920	2018	CAMRY	10,104				
17	402921	2018	RAV4	5,104				
18	402922	2019	CAMRY	5,897				
19	402923	2017	CAMRY	36,547	140.90	1.60	12964	16.00
20	402924	2013	AVALON	9,695	31.00	0.40	13031	16.00
21	402925	2002	SIENNA	168,248	39.68	0.40	11739	24.00
22	402926	2013	SIENNA	103,257	10.00	0.20	12708	12.00
23	402927	2017	RAV4	21,715	99.95	1.20	13026	16.00
24	402928	2010	COROLLA	49,643	183.95	2.00	13040	12.00
25	402930	2008	XB	134,121	99.95	1.20	12957	17.50
26	402931	2011	CAMRY	150,036	179.95	2.80	13069	25.00
27	402932	2015	RAV4	35,290	21.00	0.20	13002	12.00
28	402933	2012	PRIUS	147,381	116.91	1.20	12842	22.00
29	402934	2018	HIGHLAN	9,117				
30	402935	2018	CAMRY	35,039				
31	402936	2008	SIENNA	201,620	19.73	0.20	13013	12.00
32	402937	1996	4RUNNER	240,034	150.00	1.50	12957	17.50
33	402938	2019	COROLLA	5,405				
34	402939	2019	C-HR	3,900				
35	402940	2018	C-HR	14,574				
36	402941	2018	RAV4	10,397	119.95	1.60	12452	22.00
37	402943	2017	RAV4	15,034				
38	402944	2019	HIGHLAN	10,618				
39	402945	2006	HIGHLAN	167,143	19.73	0.20	12602	16.00
40	402946	2017	4RUNNER	19,855	99.95	1.20	12602	16.00
41	402948	2018	CAMRY	30,141	10.00	0.30	12964	16.00
42	402950	2017	TACOMA	24,972	10.00	0.30	12964	16.00
43	402955	2018	PRIUS	6,786				
44	402960	2013	PRIUS	80,607				

45	402967	2012	PRIUS	101,240	21.00	0.20	99129	27.00
46	402969	2013	SIENNA	103,859	21.00	0.20	10340	
47	402970	2018	RAV4	24,746	10.00	0.30	12964	16.00
48	402971	2018	TACOMA	14,251				
49	402974	2017	RAV4	90,151	21.00	0.20	13002	12.00
50	402975	2017	RAV4	29,576	116.91	1.20	13031	16.00
51	402976	2020	COROLLA	9,911				
52	402977	2012	CAMRY	190,807	21.00	0.20	12602	16.00
53	402978	2016	CAMRY	49,657	167.13	1.50	12156	19.50
54	402979	2018	CAMRY	6,220				
55	402981	2010	COROLLA	123,044	21.00	0.20	13013	12.00
56	402983	2004	TUNDRA	293,111	171.00	1.70	11839	27.00
57	402985	2016	CAMRY	62,895	40.95	0.40	13031	16.00
58	402986	2013	CAMRY	96,651	21.00	0.20	13013	12.00
59	402987	2019	COROLLA	26,254				
60	402988	2004	TUNDRA	188,940				
61	403150	2017	CAMRY	65,407	19.95	0.20	12837	12.00
62	403149	2017	TUNDRA	13,322				
63	403148	2013	CAMRY	63,239	31.00	0.50	13047	12.00
64	403147	2008	HIGHLAN	90,475	49.68	0.70	11883	27.00
65	403146	2017	HIGHLAN	35,096				
66	403145	2018	RAV4	20,685				
67	403143	2013	HIGHLAN	40,456	21.00	0.20	13031	16.00
68	403142	2018	SEQUOIA	23,754	99.95	1.20	11739	24.00
69	403141	2018	HIGHLAN	30,848	75.96	0.80	12997	24.00
70	403138	2018	COROLLA	20,809	99.95	1.20	13031	16.00
71	403136	2010	HIGHLAN	113,062				
72	403135	2017	SIENNA	33,196	179.95	2.80	11839	27.00
73	403134	2014	CAMRY	112,256	31.00	0.50	12708	12.00
74	403133	2017	COROLLA	4,283				
75	403132	2015	SIENNA	71,191	120.95	1.40	12691	17.50
76	403131	2018	CAMRY	13,926	99.95	1.20	12755	16.00
77	403130	2018	CAMRY	22,231				
78	403127	2018	COROLLA	5,345				
79	403125	2017	RAV4	31,323	20.00	0.50	12755	16.00
80	403124	2017	RAV4	29,868	75.96	0.80	12781	18.00
81	403123	2016	PRIUS	50,895	179.95	2.80	12602	16.00
82	403122	2018	COROLLA	30,968				
83	403119	2009	PRIUS	169,545	119.68	1.40	12957	17.50
84	403117	2007	SEQUOIA	187,708	39.73	0.60	13026	16.00
85	403116	2017	CAMRY	25,127				
86	403115	2015	COROLLA	93,542	195.00	2.50	13026	16.00
87	403151	2013	CAMRY	107,718	21.00	0.20	13026	16.00
88	403152	2015	SIENNA	66,804	40.95	0.40	12837	12.00
89	403153	2015	RAV4	52,983	150.00	1.50	99129	27.00
90	403154	2015	COROLLA	85,735	139.95	2.00	12691	17.50
91	403155	2007	RAV4	97,225	40.95	0.40	12755	16.00
92	403156	2016	4RUNNER	37,958	179.95	2.80	12781	18.00
93	403157	2018	COROLLA	14,754	20.00	0.40	13026	16.00

94	403158	2018	COROLLA	6,482				
95	403159	2018	AVALON	15,319				
96	403162	2017	COROLLA	15,140				
97	403163	2015	CAMRY	396,137				
98	403164	2018	HIGHLAN	9,091				
99	403165	2019	COROLLA	4,792				
100	403199	2005	CAMRY	145,566	19.73	0.20	13053	12.00
<b>Totals</b>				<b>Totals</b>	4,500.65	55.20		
<b>Number of RO's in Sample</b>					<b>Competative Labor</b>			
					<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Technican Number</b>	<b>Pay Per FRH</b>

	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
						1,349.50	10.00	12997	24.00
	77.99	0.70	13026	16.00	11.20				
	33.43	0.30	12837	12.00	3.60				
	77.99	0.70	12964	16.00	11.20				
3.60									
54.00									
3.20	172.86	1.80	12602	16.00	28.80				
3.50	39.95	0.80	12691	17.50	14.00				
4.80									
4.40	39.95	0.80	12842	22.00	17.60				
24.50	243.70	3.30	12957	17.50	57.75				
6.40									
	33.43	0.30	12760	12.00	3.60				
	55.71	0.50	13013	12.00	6.00				
2.40									
	82.66	1.10	12964	16.00	17.60				
	33.43	0.30	12964	16.00	4.80				
	31.29	0.30	12866	12.00	3.60				
25.60	29.95	0.80	12964	16.00	12.80				
6.40									
9.60						804.85	7.00	11739	24.00
2.40									
19.20	112.61	1.90	13026	16.00	30.40				
24.00	40.95	0.40	10340						
21.00									
70.00									
2.40									
26.40									
	55.71	0.50	12602	16.00	8.00				
	158.98	2.00	12428	21.40	42.80				
2.40									
26.25									
	33.43	0.30	13031	16.00	4.80				
						404.85	3.00	12065	28.00
	55.71	0.50	12602	16.00	8.00				
35.20									
	55.71	0.50	13026	16.00	8.00				
	55.71	0.50	12602	16.00	8.00				
3.20									
19.20									
4.80									
4.80	33.43	0.30	13013	12.00	3.60	29.95	0.80	12964	16.00
						15.00	0.80	13031	16.00
						512.81	5.00	11883	27.00

5.40	173.71	2.00	99129	27.00	54.00				
4.80	33.43	0.30	12964	16.00	4.80				
	55.71	0.50	13013	12.00	6.00				
2.40									
19.20									
	55.71	0.50	13013	12.00	6.00				
3.20									
29.25									
	55.71	0.50	13040	12.00	6.00				
2.40									
45.90	1,042.86	9.20	11839	27.00	248.40				
6.40									
2.40									
	33.43	0.30	13040	12.00	3.60				
	121.09	1.50	11883	27.00	40.50				
2.40									
	55.71	0.50	12866	12.00	6.00	29.95	0.80	12780	27.00
6.00									
18.90	168.00	1.90	11883	27.00	51.30	40.49	0.30	11883	27.00
	43.01	0.40	12760	12.00	4.80				
	55.71	0.50	13053	12.00	6.00				
3.20									
28.80	33.43	0.30	11739	24.00	7.20				
19.20									
19.20	55.71	0.50	13031	16.00	8.00				
						134.95	1.00	13069	25.00
75.60									
6.00									
	55.71	0.50	13047	12.00	6.00				
24.50						269.90	2.00	12691	17.50
19.20	55.71	0.50	12755	16.00	8.00				
	55.71	0.50	13031	16.00	8.00				
	33.43	0.30	12964	16.00	4.80				
8.00									
14.40									
44.80									
	119.03	1.20	12842	22.00	26.40				
24.50	26.95	0.60	12957	17.50	10.50				
9.60									
	60.38	0.90	13031	16.00	14.40				
40.00	219.05	2.20	13026	16.00	35.20				
3.20									
4.80									
40.50									
35.00									
6.40	72.84	0.80	12755	16.00	12.80				
50.40									
6.40	55.71	0.50	12780	27.00	13.50				

	55.71	0.50	12760	12.00	6.00				
	82.66	1.10	12964	16.00	17.60				
	55.71	0.50	12428	21.40	10.70				
	82.51	1.00	12602	16.00	16.00				
	55.71	0.50	13053	12.00	6.00				
	33.43	0.30	12755	16.00	4.80	29.95	0.80	12755	16.00
2.40						10.00	0.20	13053	12.00
1044.40	4,658.05	49.40			959.45	3,632.20	31.70		

<b>Maintenance Labor</b>					<b>Repair Labor</b>				
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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
240.00	240.00	
	11.20	
	3.60	
	11.20	
	3.60	
	54.00	
	32.00	
	17.50	
	4.80	
	22.00	
	82.25	
	6.40	
	3.60	
	6.00	
	2.40	
	17.60	
	4.80	
	3.60	
	38.40	
	6.40	
168.00	177.60	
	2.40	
	49.60	
	24.00	
	21.00	
	70.00	
	2.40	
	26.40	
	8.00	
	42.80	
	2.40	
	26.25	
	4.80	
84.00	84.00	
	8.00	
	35.20	
	8.00	
	8.00	
	3.20	
	19.20	
	4.80	
12.80	21.20	
12.80	12.80	
135.00	135.00	

	59.40	
	0.00	
	9.60	
	6.00	
	2.40	
	19.20	
	6.00	
	3.20	
	29.25	
	6.00	
	2.40	
	294.30	
	6.40	
	2.40	
	3.60	
	40.50	
	2.40	
21.60	27.60	
	6.00	
8.10	78.30	
	4.80	
	6.00	
	3.20	
	36.00	
	19.20	
	27.20	
25.00	25.00	
	75.60	
	6.00	
	6.00	
35.00	59.50	
	27.20	
	8.00	
	4.80	
	8.00	
	14.40	
	44.80	
	26.40	
	35.00	
	9.60	
	14.40	
	75.20	
	3.20	
	4.80	
	40.50	
	35.00	
	19.20	
	50.40	
	19.90	

	6.00	
	17.60	
	10.70	
	16.00	
	6.00	
12.80	17.60	
2.40	4.80	
757.50	2761.35	0
	<b>Total Cost of Labor</b>	<b>One Item Repair Order</b>
<b>Labor Cost</b>		



## 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	
402908	2015	COROLL	58,366	0.00	0.00	0.00	0.00	1,349.50	10.00	240.00
402905	2018	86	12,674	0.00	0.00	77.99	0.70	0.00	0.00	11.20
402910	2019	C-HR	4,932	0.00	0.00	33.43	0.30	0.00	0.00	3.60
402913	2017	86	9,497	0.00	0.00	77.99	0.70	0.00	0.00	11.20
402915	2016	CAMRY	32,388	12.00	0.30	0.00	0.00	0.00	0.00	3.60
402904	2008	CAMRY	98,633	179.73	2.00	0.00	0.00	0.00	0.00	54.00
402906	2015	COROLL	77,602	21.00	0.20	172.86	1.80	0.00	0.00	32.00
402907	2013	VENZA	98,885	21.00	0.20	39.95	0.80	0.00	0.00	17.50
402909	2003	CAMRY	208,194	10.00	0.30	0.00	0.00	0.00	0.00	4.80
402911	2009	HIGHLAN	151,344	19.73	0.20	39.95	0.80	0.00	0.00	22.00
402914	2007	YARIS	112,196	119.68	1.40	243.70	3.30	0.00	0.00	82.25
402916	2015	TACOMA	69,558	39.68	0.40	0.00	0.00	0.00	0.00	6.40
402917	2018	TACOMA	4,545	0.00	0.00	33.43	0.30	0.00	0.00	3.60
402918	2018	RAV4	19,439	0.00	0.00	55.71	0.50	0.00	0.00	6.00
402919	2015	RAV4	100,434	21.00	0.20	0.00	0.00	0.00	0.00	2.40
402920	2018	CAMRY	10,104	0.00	0.00	82.66	1.10	0.00	0.00	17.60
402921	2018	RAV4	5,104	0.00	0.00	33.43	0.30	0.00	0.00	4.80
402922	2019	CAMRY	5,897	0.00	0.00	31.29	0.30	0.00	0.00	3.60
402923	2017	CAMRY	36,547	140.90	1.60	29.95	0.80	0.00	0.00	38.40
402924	2013	AVALON	9,695	31.00	0.40	0.00	0.00	0.00	0.00	6.40
402925	2002	SIENNA	168,248	39.68	0.40	0.00	0.00	804.85	7.00	177.60
402926	2013	SIENNA	103,257	10.00	0.20	0.00	0.00	0.00	0.00	2.40
402927	2017	RAV4	21,715	99.95	1.20	112.61	1.90	0.00	0.00	49.60
402928	2010	COROLL	49,643	183.95	2.00	40.95	0.40	0.00	0.00	24.00
402930	2008	XB	134,121	99.95	1.20	0.00	0.00	0.00	0.00	21.00
402931	2011	CAMRY	150,036	179.95	2.80	0.00	0.00	0.00	0.00	70.00
402932	2015	RAV4	35,290	21.00	0.20	0.00	0.00	0.00	0.00	2.40
402933	2012	PRIUS	147,381	116.91	1.20	0.00	0.00	0.00	0.00	26.40
402934	2018	HIGHLAN	9,117	0.00	0.00	55.71	0.50	0.00	0.00	8.00
402935	2018	CAMRY	35,039	0.00	0.00	158.98	2.00	0.00	0.00	42.80
402936	2008	SIENNA	201,620	19.73	0.20	0.00	0.00	0.00	0.00	2.40
402937	1996	4RUNNE	240,034	150.00	1.50	0.00	0.00	0.00	0.00	26.25
402938	2019	COROLL	5,405	0.00	0.00	33.43	0.30	0.00	0.00	4.80
402939	2019	C-HR	3,900	0.00	0.00	0.00	0.00	404.85	3.00	84.00
402940	2018	C-HR	14,574	0.00	0.00	55.71	0.50	0.00	0.00	8.00
402941	2018	RAV4	10,397	119.95	1.60	0.00	0.00	0.00	0.00	35.20
402943	2017	RAV4	15,034	0.00	0.00	55.71	0.50	0.00	0.00	8.00
402944	2019	HIGHLAN	10,618	0.00	0.00	55.71	0.50	0.00	0.00	8.00
402945	2006	HIGHLAN	167,143	19.73	0.20	0.00	0.00	0.00	0.00	3.20
402946	2017	4RUNNE	19,855	99.95	1.20	0.00	0.00	0.00	0.00	19.20
402948	2018	CAMRY	30,141	10.00	0.30	0.00	0.00	0.00	0.00	4.80
402950	2017	TACOMA	24,972	10.00	0.30	33.43	0.30	29.95	0.80	21.20
402955	2018	PRIUS	6,786	0.00	0.00	0.00	0.00	15.00	0.80	12.80
402960	2013	PRIUS	80,607	0.00	0.00	0.00	0.00	512.81	5.00	135.00
402967	2012	PRIUS	101,240	21.00	0.20	173.71	2.00	0.00	0.00	59.40
402969	2013	SIENNA	2,013	21.00	0.20	0.00	0.00	0.00	0.00	0.00
402970	2018	RAV4	24746	10.00	0.30	33.43	0.30	0.00	0.00	9.60
402971	2018	TACOMA	14251	0.00	0.00	55.71	0.50	0.00	0.00	6.00
402974	2017	RAV4	90151	21.00	0.20	0.00	0.00	0.00	0.00	2.40
402975	2017	RAV4	29576	116.91	1.20	0.00	0.00	0.00	0.00	19.20

<b>ROs 1-50</b>	<b>Totals</b>		<b>1,986.38</b>	<b>23.80</b>	<b>1,817.43</b>	<b>21.40</b>	<b>3,116.96</b>	<b>26.60</b>	<b>1,465.00</b>
Date of Study:	<b>C Labor</b>		<b>M Labor</b>		<b>R Labor</b>		<b>Total Cost of Labor</b>		
Study Compiled by	<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Labor Sales</b>	<b>Flat Rate Hours</b>			



0

One Item  
Repair  
Order

## Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor Flat		Repair Labor		Total Cost of Labor	One Item Repair Order
				Labor Sales	Flat Rate Hours	Labor Sales	Rate Hours	Labor Sales	Flat Rate Hours		
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Labor Sales	Rate Hours	Labor Sales	Flat Rate Hours	Total Cost of Labor	One Item Repair Order
402976	2020	COROLLA	9,911	0.00	0.00	55.71	0.50	0.00	0.00	6.00	0
402977	2012	CAMRY	190,807	21.00	0.20	0.00	0.00	0.00	0.00	3.20	0
402978	2016	CAMRY	49,657	167.13	1.50	0.00	0.00	0.00	0.00	29.25	0
402979	2018	CAMRY	6,220	0.00	0.00	55.71	0.50	0.00	0.00	6.00	0
402981	2010	COROLLA	123,044	21.00	0.20	0.00	0.00	0.00	0.00	2.40	0
402983	2004	TUNDRA	293,111	171.00	1.70	1,042.86	9.20	0.00	0.00	294.30	0
402985	2016	CAMRY	62,895	40.95	0.40	0.00	0.00	0.00	0.00	6.40	0
402986	2013	CAMRY	96,651	21.00	0.20	0.00	0.00	0.00	0.00	2.40	0
402987	2019	COROLLA	26,254	0.00	0.00	33.43	0.30	0.00	0.00	3.60	0
402988	2004	TUNDRA	188,940	0.00	0.00	121.09	1.50	0.00	0.00	40.50	0
403150	2017	CAMRY	65,407	19.95	0.20	0.00	0.00	0.00	0.00	2.40	0
403149	2017	TUNDRA	13,322	0.00	0.00	55.71	0.50	29.95	0.80	27.60	0
403148	2013	CAMRY	63,239	31.00	0.50	0.00	0.00	0.00	0.00	6.00	0
403147	2008	HIGHLAN	90,475	49.68	0.70	168.00	1.90	40.49	0.30	78.30	0
403146	2017	HIGHLAN	35,096	0.00	0.00	43.01	0.40	0.00	0.00	4.80	0
403145	2018	RAV4	20,685	0.00	0.00	55.71	0.50	0.00	0.00	6.00	0
403143	2013	HIGHLAN	40,456	21.00	0.20	0.00	0.00	0.00	0.00	3.20	0
403142	2018	SEQUOIA	23,754	99.95	1.20	33.43	0.30	0.00	0.00	36.00	0
403141	2018	HIGHLAN	30,848	75.96	0.80	0.00	0.00	0.00	0.00	19.20	0
403138	2018	COROLLA	20,809	99.95	1.20	55.71	0.50	0.00	0.00	27.20	0
403136	2010	HIGHLAN	113,062	0.00	0.00	0.00	0.00	134.95	1.00	25.00	0
403135	2017	SIENNA	33,196	179.95	2.80	0.00	0.00	0.00	0.00	75.60	0
403134	2014	CAMRY	112,256	31.00	0.50	0.00	0.00	0.00	0.00	6.00	0
403133	2017	COROLLA	4,283	0.00	0.00	55.71	0.50	0.00	0.00	6.00	0
403132	2015	SIENNA	71,191	120.95	1.40	0.00	0.00	269.90	2.00	59.50	0
403131	2018	CAMRY	13,926	99.95	1.20	55.71	0.50	0.00	0.00	27.20	0
403130	2018	CAMRY	22,231	0.00	0.00	55.71	0.50	0.00	0.00	8.00	0
403127	2018	COROLLA	5,345	0.00	0.00	33.43	0.30	0.00	0.00	4.80	0
403125	2017	RAV4	31,323	20.00	0.50	0.00	0.00	0.00	0.00	8.00	0
403124	2017	RAV4	29,868	75.96	0.80	0.00	0.00	0.00	0.00	14.40	0
403123	2016	PRIUS	50,895	179.95	2.80	0.00	0.00	0.00	0.00	44.80	0
403122	2018	COROLLA	30,968	0.00	0.00	119.03	1.20	0.00	0.00	26.40	0
403119	2009	PRIUS	169,545	119.68	1.40	26.95	0.60	0.00	0.00	35.00	0
403117	2007	SEQUOIA	187,708	39.73	0.60	0.00	0.00	0.00	0.00	9.60	0
403116	2017	CAMRY	25,127	0.00	0.00	60.38	0.90	0.00	0.00	14.40	0
403115	2015	COROLLA	93,542	195.00	2.50	219.05	2.20	0.00	0.00	75.20	0
403151	2013	CAMRY	107,718	21.00	0.20	0.00	0.00	0.00	0.00	3.20	0
403152	2015	SIENNA	66,804	40.95	0.40	0.00	0.00	0.00	0.00	4.80	0
403153	2015	RAV4	52,983	150.00	1.50	0.00	0.00	0.00	0.00	40.50	0
403154	2015	COROLLA	85,735	139.95	2.00	0.00	0.00	0.00	0.00	35.00	0
403155	2007	RAV4	97,225	40.95	0.40	72.84	0.80	0.00	0.00	19.20	0
403156	2016	4RUNNER	37,958	179.95	2.80	0.00	0.00	0.00	0.00	50.40	0
403157	2018	COROLLA	14,754	20.00	0.40	55.71	0.50	0.00	0.00	19.90	0
403158	2018	COROLLA	6,482	0.00	0.00	55.71	0.50	0.00	0.00	6.00	0
403159	2018	AVALON	15,319	0.00	0.00	82.66	1.10	0.00	0.00	17.60	0
403162	2017	COROLLA	15,140	0.00	0.00	55.71	0.50	0.00	0.00	10.70	0
403163	2015	CAMRY	396,137	0.00	0.00	82.51	1.00	0.00	0.00	16.00	0
403164	2018	HIGHLAN	9,091	0.00	0.00	55.71	0.50	0.00	0.00	6.00	0
403165	2019	COROLLA	4,792	0.00	0.00	33.43	0.30	29.95	0.80	17.60	0
403199	2005	CAMRY	145,566	19.73	0.20	0.00	0.00	10.00	0.20	4.80	0
<b>RO's 51-100 Totals</b>				<b>2,514.27</b>	<b>31.40</b>	<b>2,840.62</b>	<b>28.00</b>	<b>515.24</b>	<b>5.10</b>	<b>1,296.35</b>	<b>0</b>
Date of Study: Study Compiled by				<b>C Labor</b>		<b>M Labor Flat</b>		<b>R Labor</b>		<b>Total Cost of Labor</b>	<b>One Item Repair Order</b>
				<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Labor Sales</b>	<b>Rate Hours</b>	<b>Labor Sales</b>	<b>Flat Rate Hours</b>		

## Repair Order Analysis Summary Report

	Sales in Dollars	FRH's on RO's	Averages
Competitive	\$ 4,501	÷ 55.20	= 81.53
Maintenance	\$ 4,658	÷ 49.40	= 94.29
Repair	\$ 3,632	÷ 31.70	= 114.58
Totals	\$ 12,791	÷ 136.30	= 93.84
			Target Labor Rate 113.42
Total Ro's in Sample	100	Difference -19.58	

### Cost of Labor

Total Cost of Labor	2761.35	÷ Total Sales	= 21.59%
Total Cost of Labor	2761.35	÷ Total FRHs	= 20.26

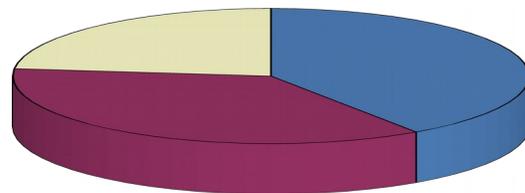
### Repair Order Measurements

Total Labor Sales	12,790.90	÷ Total ROs	= 127.91
Total FRHs	136.30	÷ Total ROs	= 1.36
Menu Sales		÷ Total ROs	=
Competitive FRHs	55.20	÷ Total FRHs	= 40.50%
Maintenance FRHs	49.40	÷ Total FRHs	= 36.24%
Repair FRH	31.70	÷ Total FRHs	= 23.26%
One item ROs	0	÷ Total ROs	= 0.00%

### Model Year Analysis

2020	2019	2018	2017	2016
1	7	26	17	5
1.00%	7.00%	26.00%	17.00%	5.00%

### 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
11	33	100
11.00%	33.00%	

Repair

