



# Repair Order Analysis *and Summary*

9/18/2019

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**Dealership**

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**Student**

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**Class and ID Number**





## Repair Order Analysis Input Sheet

					Competitive Labor			
	RO Number	Year	Model	Mileage	Labor Sales	Hours	Number	FRH
1	37020020B	2013	X5	90,432				
2	37020024B	2013	328	66,443				
3	370200226B	2015	328	107,548				
4	37020040B	2016	X5	89,480				
5	37020046B	2010	328	141,377	489.00	3.25	1051	38.00
6	37020058B	2005	Z4	66,770		0.00		
7	37020060B	2018	X2	15,546				
8	37020064B	2015	320	36,424				
9	37020068B	2016	328	21,660	588.95	3.79	1051	38.00
10	37020076B	2013	X3	173,162				
11	37020083B	2011	328	84,137				
12	37020084B	2017	540	58,133	55.00	0.10	1263	18.00
13	37020085B	2017	X5	34,377	543.95	3.90	1092	19.00
14	37020093B	2017	X5	74,840				
15	37020095B	2015	X5	71,310				
16	37019904B	2016	X1	36,997				
17	37019964B	2015	650	38,812	518.95	3.59	1501	24.00
18	37019975B	2014	528	61,397				
19	37019980B	2009	X3	130,021				
20	37019962B	2017	530	40,071				
21	37019969B	2009	335	90,143				
22	37019912B	2016	528	39,903				
23	37019955B	2008	335	129,622				
24	37019961B	2018	440	39,370				
25	37019976B	2007	650	131,761				
26	37079977B	2010	328	88,157				
27	37019982B	2012	535	53,943				
28	37019741B	2014	528	56,528				
29	37019529B	2017	340	42,205				
30	37019550B	2016	428	32,700				
31	37019562B	2013	X3	105,237				
32	37019400B	2006	X5	207,618				
33	37019190B	2019	X3	465	1,200.00	7.74	1051	38.00
34	37020103B	2011	328	123,654				
35	37020109B	2012	550	85,726				
36	3702012B	2014	528	140,470				
37	37020113B	2011	328	59,549				
38	37020114B	2012	135	54,856				
39	37020118B	2008	528	141,808				
40	37020125B	2016	X5	59,994				
41	37020128B	2013	528	101,086				
42	37019312B	2015	528	42,573				
43	37020185B	2012	528	88,835				

44	37020189B	2014	328	59,720				
45	37020163B	2008	528	106,101				
46	37020176B	2011	335	88,441				
47	37020183B	2016	528	60,875				
48	37020169b	2017	X5	43,408				
49	37020170B	2017	X5	29,511				
50	37020172B	2013	328	59,298				
51	37020175B	2014	X5	59,575	599.90	3.80	1067	31.00
52	37020179B	2013	328	88,511				
53	37016449B	2013	750	61,482	2,418.00	15.60	1026	18.00
54	37018845B	2020	X2	5				
55	37018888BC	2018	X1	2,878				
56	37020301B	2012	750	39,195				
57	37020322B	2015	X3	69,653				
58	37020323B	2004	328	94,752	399.00	1.50	1083	19.00
59	37020338B	2019	440	8,583				
60	37020345B	2015	328	17,026				
61	37020370B	2018	540	27,512				
62	37019716B	2019	X4	3				
63	37019667B	2017	X5	36,167				
64	37020234B	2016	228	74,469				
65	37020237B	2011	328	91,065				
66	37020239B	2016	X3	55,751	895.00	3.50	1067	31.00
67	37020240B	2017	X3	17,600	1,399.00	9.00	1051	38.00
68	37020242B	2013	328	55,861				
69	37020243B	2003	530	127,920				
70	37020244B	2007	328	119,939	2,945.00	18.00	1520	24.00
71	37020246B	2011	328	39,545				
72	37020250B	2014	X1	61,757				
73	37020252B	2015	528	4,542				
74	37020269B	2006	325	93,560	558.00	3.60	1092	19.00
75	37020270B	2013	X5	64,422				
76	37020274B	2016	535	26,262				
77	37020275B	2015	M4	51,803				
78	370202281B	2016	328	29,677				
79	37020289B	2019	240	1,800				
80	3702022905	2016	X5	49,520	3,599.00	21.00	1051	38.00
81	37020292B	2019	X3	65,456				
82	37020293B	2017	X5	74,251				
83	37020522A	2014	328	45,236				
84	37020815B	2017	535	34,125				
85	3702145B	2011	328	115,250	4,985.00	22.00	1051	38.00
86	37075236B	2014	X6	99,520				
87	370211452B	2018	X5	101,250				
88	37025833B	2017	328	24,562	3,997.00	20.00	1092	19.00
89	37054121B	2016	X3	15,253				
90	37069522B	2011	X5	95,623				
91	37045125B	2010	328	115,253	7,942.00	52.00	1030	45.00
92	37052142B	2005	328	179,500	6,431.00	44.00	1030	45.00

93	37052777B	2003	320	162,533				
94	37053914B	2015	535	32,156				
95	3709562B	2016	X4	21,452				
96	37045623B	2002	320	24,561	2,195.00	14.00	1520	24.00
97	3701452B	2018	328	10,710				
98	3709523B	2017	328	9,855				
99	37045266B	2016	X3	6,541				
100								
				<b>Totals</b>	<b>Totals</b>	41,758.75	250.37	
<b>Number of RO's in Sample</b>					<b>Competative Labor</b>			
					<b>Labor Sales</b>	<b>Hours</b>	<b>Number</b>	<b>FRH</b>

Cost	Maintenance Labor					Repair Labor			
	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH
						831.28	5.36	1622	32.00
						1,007.50	6.49	1079	32.00
	50.00	0.10	1067	31.00	3.10				
	193.40	1.24	1520	24.00	29.76				
123.50									
	557.50	3.60	1067	31.00	111.60				
	50.00	0.10	1263	18.00	1.80				
	317.40	2.10	1218	25.00	52.50				
144.02									
	59.95	0.10	1218	25.00	2.50				
						232.50	1.49	1263	18.00
1.80									
74.10									
	380.95	2.45	1026	18.00	44.10				
						269.95	1.59	1051	38.00
	329.95	2.12	1030	45.00	95.40				
86.16									
						1,252.95	8.07	1520	24.00
	178.08	1.14	1067	31.00	35.34				
	1,325.35	8.54	1067	31.00	264.74				
	310.00	2.00	1092	19.00	38.00				
	1,683.35	10.85	1622	32.00	347.20				
	249.95	1.60	1067	31.00	49.60				
						748.50	4.83	1051	38.00
						1,578.45	10.10	1030	45.00
	232.50	1.49	1067	31.00	46.19				
	155.00	1.00	1067	31.00	31.00				
	620.00	4.00	1026	18.00	72.00				
						1,395.00	9.00	1079	32.00
	734.95	4.76	1092	19.00	90.44				
	807.55	5.20	1263	18.00	93.60				
294.12									
	229.95	1.47	1067	31.00	45.57				
	370.00	2.38	1622	32.00	76.16				
	418.50	2.69	1026	18.00	48.42				
						2,128.00	13.72	1051	38.00
	775.00	5.00	1026	18.00	90.00				
	159.00	0.10	1051	38.00	3.80				
	369.90	2.38	1520	24.00	57.12				
	249.50	1.60	1263	18.00	28.80				
						2,366.00	15.39	1218	25.00
	254.00	1.70	1092	19.00	32.30				



						1,245.00	8.00	1622	32.00
	894.00	5.76	1083	19.00	109.44				
	549.00	3.00	1622	32.00	96.00				
336.00									
	209.00	2.20	1622	32.00	70.40				
	396.00	2.40	1092	19.00	45.60				
	699.00	2.50	1085	21.00	52.50				
8771.70	29,996.18	166.95			4460.58	32,987.13	202.74		
	Maintenance Labor					Repair Labor			
<b>Cost</b>	<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Technican Number</b>	<b>Pay Per FRH</b>	<b>Labor Cost</b>	<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Technican Number</b>	<b>Pay Per FRH</b>

Labor Cost	Total Cost of Labor	One Item Repair Order
171.52	171.52	X
207.68	207.68	
	3.10	
	29.76	
	123.50	
	111.60	
	1.80	
	52.50	
	144.02	
	2.50	
26.82	26.82	
	1.80	
	74.10	
	44.10	
60.42	60.42	
	95.40	
	86.16	
193.68	193.68	
	35.34	
	264.74	
	38.00	
	0.00	
	347.20	
	49.60	
183.54	183.54	
454.50	454.50	
	46.19	
	31.00	
	72.00	
288.00	288.00	
	90.44	
	93.60	
	294.12	
	45.57	
	76.16	
	48.42	
521.36	521.36	
	90.00	
	3.80	
	57.12	
	28.80	
384.75	384.75	
	32.30	

	56.24	
240.00	240.00	
	137.60	
	110.40	
	18.00	
	20.90	
	20.80	
	117.80	
	3.20	
	280.80	
	36.10	
	9.50	
	9.50	
	76.80	
	28.50	
	92.80	
	48.00	
	19.00	
	3.80	
	3.80	
	62.50	
	63.00	
	108.50	
	342.00	
	42.00	
	3.80	
	432.00	
	9.60	
231.80	231.80	
	135.00	
	68.40	
	46.50	
	75.96	
	135.00	
342.00	342.00	
	24.00	
	798.00	
912.00	912.00	
399.00	399.00	
	224.00	
	45.00	
	836.00	
	256.00	
882.00	1,198.80	
	380.00	
	190.00	
216.00	216.00	
	2,340.00	
	1,980.00	

256.00	256.00	
	109.44	
	96.00	
	336.00	
	70.40	
	45.60	
	52.50	
	0.00	
5971.07	19203.35	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	
37020020	2013	X5	90,432	0.00	0.00	0.00	0.00	831.28	5.36	171.52
37020024	2013	328	66,443	0.00	0.00	0.00	0.00	1,007.50	6.49	207.68
37020022	2015	328	107,548	0.00	0.00	50.00	0.10	0.00	0.00	3.10
37020040	2016	X5	89,480	0.00	0.00	193.40	1.24	0.00	0.00	29.76
37020046	2010	328	141,377	489.00	3.25	0.00	0.00	0.00	0.00	123.50
37020058	2005	Z4	66,770	0.00	0.00	557.50	3.60	0.00	0.00	111.60
37020060	2018	X2	15,546	0.00	0.00	50.00	0.10	0.00	0.00	1.80
37020064	2015	320	36,424	0.00	0.00	317.40	2.10	0.00	0.00	52.50
37020068	2016	328	21,660	588.95	3.79	0.00	0.00	0.00	0.00	144.02
37020076	2013	X3	173,162	0.00	0.00	59.95	0.10	0.00	0.00	2.50
37020083	2011	328	84,137	0.00	0.00	0.00	0.00	232.50	1.49	26.82
37020084	2017	540	58,133	55.00	0.10	0.00	0.00	0.00	0.00	1.80
37020085	2017	X5	34,377	543.95	3.90	0.00	0.00	0.00	0.00	74.10
37020093	2017	X5	74,840	0.00	0.00	380.95	2.45	0.00	0.00	44.10
37020095	2015	X5	71,310	0.00	0.00	0.00	0.00	269.95	1.59	60.42
37019904	2016	X1	36,997	0.00	0.00	329.95	2.12	0.00	0.00	95.40
37019964	2015	650	38,812	518.95	3.59	0.00	0.00	0.00	0.00	86.16
37019975	2014	528	61,397	0.00	0.00	0.00	0.00	1,252.95	8.07	193.68
37019980	2009	X3	130,021	0.00	0.00	178.08	1.14	0.00	0.00	35.34
37019962	2017	530	40,071	0.00	0.00	1,325.35	8.54	0.00	0.00	264.74
37019969	2009	335	90,143	0.00	0.00	310.00	2.00	0.00	0.00	38.00
37019912	2016	528	39,903	0.00	0.00	0.00	0.00	0.00	0.00	0.00
37019955	2008	335	129,622	0.00	0.00	1,683.35	10.85	0.00	0.00	347.20
37019961	2018	440	39,370	0.00	0.00	249.95	1.60	0.00	0.00	49.60
37019976	2007	650	131,761	0.00	0.00	0.00	0.00	748.50	4.83	183.54
37079977	2010	328	88,157	0.00	0.00	0.00	0.00	1,578.45	10.10	454.50
37019982	2012	535	53,943	0.00	0.00	232.50	1.49	0.00	0.00	46.19
37019741	2014	528	56,528	0.00	0.00	155.00	1.00	0.00	0.00	31.00
37019529	2017	340	42,205	0.00	0.00	620.00	4.00	0.00	0.00	72.00
37019550	2016	428	32,700	0.00	0.00	0.00	0.00	1,395.00	9.00	288.00
37019562	2013	X3	105,237	0.00	0.00	734.95	4.76	0.00	0.00	90.44
37019400	2006	X5	207,618	0.00	0.00	807.55	5.20	0.00	0.00	93.60
37019190	2019	X3	465	1,200.00	7.74	0.00	0.00	0.00	0.00	294.12
37020103	2011	328	123,654	0.00	0.00	229.95	1.47	0.00	0.00	45.57
37020109	2012	550	85,726	0.00	0.00	370.00	2.38	0.00	0.00	76.16
37020125	2014	528	140,470	0.00	0.00	418.50	2.69	0.00	0.00	48.42
37020113	2011	328	59,549	0.00	0.00	0.00	0.00	2,128.00	13.72	521.36
37020114	2012	135	54,856	0.00	0.00	775.00	5.00	0.00	0.00	90.00
37020118	2008	528	141,808	0.00	0.00	159.00	0.10	0.00	0.00	3.80
37020125	2016	X5	59,994	0.00	0.00	369.90	2.38	0.00	0.00	57.12
37020128	2013	528	101,086	0.00	0.00	249.50	1.60	0.00	0.00	28.80
37019312	2015	528	42,573	0.00	0.00	0.00	0.00	2,366.00	15.39	384.75
37020185	2012	528	88,835	0.00	0.00	254.00	1.70	0.00	0.00	32.30
37020189	2014	328	59,720	0.00	0.00	459.90	2.96	0.00	0.00	56.24
37020163	2008	528	106,101	0.00	0.00	0.00	0.00	1,488.00	9.60	240.00
37020176	2011	335	2,011	0.00	0.00	664.00	4.30	0.00	0.00	137.60
37020183	2016	528	60875	0.00	0.00	672.00	4.60	0.00	0.00	110.40

37020169	2017	X5	43408	0.00	0.00	165.00	1.00	0.00	0.00	18.00
37020170	2017	X5	29511	0.00	0.00	186.00	1.10	0.00	0.00	20.90
37020172	2013	328	59298	0.00	0.00	209.00	1.30	0.00	0.00	20.80
<b>ROs 1-50 Totals</b>				<b>3,395.85</b>	<b>22.37</b>	<b>13,417.63</b>	<b>84.97</b>	<b>13,298.13</b>	<b>85.64</b>	<b>5,610.95</b>
Date of Study: Study Compiled by				<b>C Labor</b>		<b>M Labor</b>		<b>R Labor</b>		<b>Total Cost of Labor</b>
				<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
0
0
0
One Item Repair Order

## Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor Flat		Repair Labor		Total Cost of Labor	One Item Repair Order
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Labor Sales	Rate Hours	Labor Sales	Flat Rate Hours		
37020175	2014	X5	59,575	599.90	3.80	0.00	0.00	0.00	0.00	117.80	0
37020179	2013	328	88,511	0.00	0.00	59.95	0.10	0.00	0.00	3.20	0
37016449	2013	750	61,482	2,418.00	15.60	0.00	0.00	0.00	0.00	280.80	0
37018849	2020	X2	5	0.00	0.00	296.00	1.90	0.00	0.00	36.10	0
37018888	2018	X1	2,878	0.00	0.00	150.00	0.50	0.00	0.00	9.50	0
37020301	2012	750	39,195	0.00	0.00	150.00	0.50	0.00	0.00	9.50	0
37020322	2015	X3	69,653	0.00	0.00	416.00	2.40	0.00	0.00	76.80	0
37020323	2004	328	94,752	399.00	1.50	0.00	0.00	0.00	0.00	28.50	0
37020338	2019	440	8,583	0.00	0.00	499.00	2.90	0.00	0.00	92.80	0
37020345	2015	328	17,026	0.00	0.00	356.00	2.00	0.00	0.00	48.00	0
37020370	2018	540	27,512	0.00	0.00	155.00	1.00	0.00	0.00	19.00	0
37019716	2019	X4	3	0.00	0.00	155.00	0.20	0.00	0.00	3.80	0
37019667	2017	X5	36,167	0.00	0.00	155.00	0.20	0.00	0.00	3.80	0
37020234	2016	228	74,469	0.00	0.00	414.00	2.50	0.00	0.00	62.50	0
37020237	2011	328	91,065	0.00	0.00	589.00	3.50	0.00	0.00	63.00	0
37020239	2016	X3	55,751	895.00	3.50	0.00	0.00	0.00	0.00	108.50	0
37020240	2017	X3	17,600	1,399.00	9.00	0.00	0.00	0.00	0.00	342.00	0
37020242	2013	328	55,861	0.00	0.00	209.65	2.00	0.00	0.00	42.00	0
37020243	2003	530	127,920	0.00	0.00	59.95	0.20	0.00	0.00	3.80	0
37020244	2007	328	119,939	2,945.00	18.00	0.00	0.00	0.00	0.00	432.00	0
37020246	2011	328	39,545	0.00	0.00	98.00	0.60	0.00	0.00	9.60	0
37020250	2014	X1	61,757	0.00	0.00	0.00	0.00	1,101.00	6.10	231.80	0
37020252	2015	528	4,542	0.00	0.00	899.00	3.00	0.00	0.00	135.00	0
37020269	2006	325	93,560	558.00	3.60	0.00	0.00	0.00	0.00	68.40	0
37020270	2013	X5	64,422	0.00	0.00	150.00	1.50	0.00	0.00	46.50	0
37020274	2016	535	26,262	0.00	0.00	655.00	4.22	0.00	0.00	75.96	0
37020275	2015	M4	51,803	0.00	0.00	444.00	3.00	0.00	0.00	135.00	0
37020228	2016	328	29,677	0.00	0.00	0.00	0.00	1,500.00	9.00	342.00	0
37020289	2019	240	1,800	0.00	0.00	299.00	1.50	0.00	0.00	24.00	0
3.7E+09	2016	X5	49,520	3,599.00	21.00	0.00	0.00	0.00	0.00	798.00	0
37020292	2019	X3	65,456	0.00	0.00	0.00	0.00	4,299.00	24.00	912.00	0
37020293	2017	X5	74,251	0.00	0.00	0.00	0.00	3,699.00	19.00	399.00	0
37020522	2014	328	45,236	0.00	0.00	1,125.00	7.00	0.00	0.00	224.00	0
37020815	2017	535	34,125	0.00	0.00	699.00	2.50	0.00	0.00	45.00	0
37021456	2011	328	115,250	4,985.00	22.00	0.00	0.00	0.00	0.00	836.00	0
37075236	2014	X6	99,520	0.00	0.00	2,499.00	8.00	0.00	0.00	256.00	0
37021145	2018	X5	101,250	0.00	0.00	2,349.00	9.90	5,349.00	42.00	1,198.80	0
37025833	2017	328	24,562	3,997.00	20.00	0.00	0.00	0.00	0.00	380.00	0
37054121	2016	X3	15,253	0.00	0.00	950.00	5.00	0.00	0.00	190.00	0
37069522	2011	X5	95,623	0.00	0.00	0.00	0.00	2,496.00	9.00	216.00	0
37045125	2010	328	115,253	7,942.00	52.00	0.00	0.00	0.00	0.00	2,340.00	0
37052142	2005	328	179,500	6,431.00	44.00	0.00	0.00	0.00	0.00	1,980.00	0
37052777	2003	320	162,533	0.00	0.00	0.00	0.00	1,245.00	8.00	256.00	0
37053914	2015	535	32,156	0.00	0.00	894.00	5.76	0.00	0.00	109.44	0
37095628	2016	X4	21,452	0.00	0.00	549.00	3.00	0.00	0.00	96.00	0
37045623	2002	320	24,561	2,195.00	14.00	0.00	0.00	0.00	0.00	336.00	0
37014528	2018	328	10,710	0.00	0.00	209.00	2.20	0.00	0.00	70.40	0
37095238	2017	328	9,855	0.00	0.00	396.00	2.40	0.00	0.00	45.60	0
37045266	2016	X3	6,541	0.00	0.00	699.00	2.50	0.00	0.00	52.50	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
<b>RO's 51-100 Totals</b>				<b>38,362.90</b>	<b>228.00</b>	<b>16,578.55</b>	<b>81.98</b>	<b>19,689.00</b>	<b>117.10</b>	<b>13,592.40</b>	<b>0</b>
Date of Study:				<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>
Study Compiled by				<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 R

	Sales in Dollars	FRH's on RO's	Averages
Competitive	\$ 41,759	÷ 250.37	= 166.79
Maintenance	\$ 29,996	÷ 166.95	= 179.67
Repair	\$ 32,987	÷ 202.74	= 162.71
Totals	\$ 104,742	÷ 620.06	= 168.92
		Target Labor Rate	
Total Ro's in Sample	100	Difference	168.92

### Cost of Labor

Total Cost of Labor	19203.35	÷ Total Sales	= 18.33%
Total Cost of Labor	19203.35	÷ Total FRHs	= 30.97

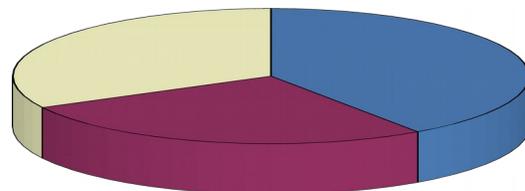
### Repair Order Measurements

Total Labor Sales	104,742.06	÷ Total ROs	= 1047.42
Total FRHs	620.06	÷ Total ROs	= 6.20
Menu Sales		÷ Total ROs	=
Competitive FRHs	250.37	÷ Total FRHs	= 40.38%
Maintenance FRHs	166.95	÷ Total FRHs	= 26.92%
Repair FRH	202.74	÷ Total FRHs	= 32.70%
One item ROs	0	÷ Total ROs	= 0.00%

### Model Year Analysis

2020	2019	2018	2017	2016
1	5	6	13	15
1.01%	5.05%	6.06%	13.13%	15.15%

### 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
10	49	99
10.10%	49.49%	

Repair

