



Repair Order Analysis *and Summary*

9/19/2019

Winner Subaru

Dealership

Louis Hitchens

Student

N351-44

Class and ID Number

Tech #	Tech Pay Per FRH
90052	32.00
90087	29.00
90096	17.00
90209	15.00
90337	12.00
90354	10.00

Repair Order Analysis Input Sheet

				Competitive Labor				
	RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH
1	139250	2017	OUTBACK	41,461	20.00	0.30	90087	29.00
2	139254	2019	LEGACY	4,009	44.95	0.70	90337	12.00
3	139262	2014	FORESTE	141,576	20.00	0.30	90096	17.00
4	139263	2016	OUTBACK	51,676	49.22	0.70	90209	15.00
5	139266	2019	ASCENT	3,855	20.00	0.30	90337	12.00
6	139268	2017	FORESTE	67,706				
7	139286	2019	OUTBACK	3,036	20.00	0.30	90337	12.00
8	139287	2016	IMPREZA	75,137	20.00	0.30	90209	15.00
9	139288	2002	IMPREZA	94,048				
10	139291	2016	FORESTE	26,603	20.00	0.30	90209	15.00
11	139295	2018	CROSSTF	17,992	49.22	0.70	90209	15.00
12	139296	2018	CROSSTF	13,162	20.00	0.30	90209	15.00
13	139297	2017	FORESTE	41,524				
14	139298	2019	IMPREZA	5,747	20.00	0.30	90337	12.00
15	139307	2016	FORESTE	38,831	20.00	0.30	90209	15.00
16	139313	2019	ASCENT	12,074	44.95	0.70	90337	12.00
17	139317	2014	FORESTE	11,247	20.00	0.40	90209	15.00
18	139321	2014	OUTBACK	59,320				
19	139322	2017	OUTBACK	44,731	20.00	0.30	90209	15.00
20	139324	2013	IMPREZA	62,185				
21	139325	2015	FORESTE	59,813	59.15	0.50	90209	15.00
22	139326	2018	OUTBACK	31,030	66.94	0.90	90087	29.00
23	139327	2019	OUTBACK	480				
24	139331	2016	FORESTE	24,662	44.95	0.70	90087	29.00
25	139292	2012	IMPREZA	79,048				
26	140168	2019	OUTBACK	11,884				
27	140169	2017	FORESTE	38,185	30.00	0.30	90052	32.00
28	140170	2018	CROSSTF	32,929	20.00	0.30	90337	12.00
29	140172	2012	OUTBACK	136,336	20.00	0.30	90096	17.00
30	140137	2016	FORESTE	51,329	48.00	0.50	90052	32.00
31	140147	2015	LEGACY	74,672	20.00	0.30	90354	10.00
32	140156	2014	OUTBACK	95,125	20.00	0.30	90096	17.00
33	140157	2016	CROSSTF	52,318	179.95	2.70	90096	17.00
34	140158	2014	FORESTE	65,314				
35	140162	2017	OUTBACK	14,347	69.00	0.30	90337	12.00
36	140163	2017	OUTBACK	32,494	20.00	0.30	90337	12.00
37	140166	2018	OUTBACK	18,667	52.50	0.70	90354	10.00
38	140167	2010	OUTBACK	185,931	68.00	0.80	90354	10.00
39	138974	2006	OUTBACK	90,464				
40	140118	2015	CROSSTF	93,306				
41	140120	2009	LEGACY	116,446	44.95	0.70	90337	12.00
42	140122	2015	FORESTE	86,045	44.95	0.70	90096	17.00
43	140123	2017	FORESTE	72,460				
44	140126	2014	OUTBACK	123,695	44.95	0.70	90096	17.00

45	140127	2018	FORESTE	18,802				
46	140128	2016	FORESTE	47,395	70.95	1.00	90337	12.00
47	140129	2016	CROSSTF	34,699	105.00	1.00	90096	17.00
48	140132	2018	OUTBACK	10,510	52.50	0.70	90354	10.00
49	140134	2019	OUTBACK	4,624	44.95	0.70	90337	12.00
50	140135	2017	OUTBACK	39,793				
51	140176	2016	FORESTE	34,708	44.95	0.30	90337	12.00
52	140661	2019	LEGACY	8,820	44.95	0.70	90354	10.00
53	140479	2011	FORESTE	85,812	44.95	0.70	90087	29.00
54	140415	2016	FORESTE	21,329	46.00	0.60	90337	12.00
55	140599	2008	OUTBACK	126,121				
56	140504	2017	SUBARU	66,834				
57	140522	2018	FORESTE	27,123				
58	140450	2018	CROSSTF	24,894				
59	140628	2016	OUTBACK	44,187	20.00	0.30	90354	10.00
60	140191	2015	FORESTE	98,872	20.00	0.30	90052	32.00
61	140597	2011	OUTBACK	59,272	20.00	0.30	90096	17.00
62	140274	2010	IMPENZA	46,898				
63	140519	2010	OUTBACK	103,810				
64	140221	2017	OUTBACK	33,099	20.00	0.30	90052	32.00
65	140288	2016	OUTBACK	68,135	44.95	0.70	90354	10.00
66	140413	2015	OUTBACK	51,153	20.00	0.30	90337	12.00
67	140505	2015	CROSSTF	85,786	44.95	0.70	90354	10.00
68	140498	2019	OUTBACK	6,507	44.95	0.70	90354	10.00
69	140399	2017	OUTBACK	32,189	44.95	0.70	90337	12.00
70	140138	2017	OUTBACK	18,468	44.95	0.70	90096	17.00
71	140289	2017	IMPENZA	30,402	44.95	0.70	90354	10.00
72	140538	2018	OUTBACK	22,701	124.90	1.90	90096	17.00
73	140189	2018	IMPENZA	10,423	52.50	0.70	90337	12.00
74	140215	2018	OUTBACK	12,769	44.95	0.70	90337	12.00
75	140117	2018	IMPENZA	37,762	348.00	3.50	90209	15.00
76	140669	2017	CROSSTF	31,311	44.95	0.70	90096	17.00
77	140475	2015	FORESTE	44,733	20.00	0.30	90337	12.00
78	140603	2016	FORESTE	16,170	44.95	0.70	90337	12.00
79	140626	2011	LEGACY	54,922	79.15	0.80	90087	29.00
80	140322	2015	FORESTE	171,486	44.95	0.70	90096	17.00
81	140374	2015	LEGACY	61,243	44.95	0.70	90337	12.00
82	140632	2016	OUTBACK	91,960				
83	140252	2017	FORESTE	34,385	20.00	0.30	90096	17.00
84	140219	2018	OUTBACK	33,470	44.95	0.70	90337	12.00
85	140392	2018	BRZ	17,267	20.00	0.30	90354	10.00
86	140431	2015	IMPENZA	47,661	48.00	0.50	90087	29.00
87	140605	2016	FORESTE	18,807	44.95	0.70	90096	17.00
88	140477	2017	FORESTE	26,486				
89	140139	2017	OUTBACK	44,221				
90	140373	2014	FORESTE	153,064	44.95	0.70	90087	29.00
91	140180	2019	FORESTE	9,127	44.95	0.70	90337	12.00
92	140560	2013	IMPENZA	135,602	44.95	0.70	90096	17.00
93	140282	2019	ASCENT	11,798	44.95	0.70	90354	10.00
94	140417	2017	CROSSTF	24,047	44.95	0.70	90096	17.00

95	140532	2012	LEGACY	74,317				
96	140297	2017	OUTBACK	32,372				
97	140263	2013	OUTBACK	133,682				
98	140179	2019	OUTBACK	2,854	44.95	0.70	90354	10.00
99								
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Totals				Totals	3,382.53	46.00		
Number of RO's in Sample					Competative Labor			
					Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH

	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
8.70	104.95	1.00	90,087	29.00	29.00				
8.40									
5.10						278.00	1.60	90096	17.00
10.50	104.95	1.00	90209	15.00	15.00				
3.60									
						1,094.90	8.50	90052	32.00
3.60									
4.50						59.15	0.50	90209	15.00
	334.84	3.30	90096	17.00	56.10				
4.50	160.00	2.00	90209	15.00	30.00				
10.50	104.95	1.00	90209	15.00	15.00				
4.50	183.89	2.60	90209	15.00	39.00				
						192.00	1.50	90052	32.00
3.60									
4.50						59.15	0.50	90209	15.00
8.40									
6.00						59.15	0.50	90209	15.00
						125.00	1.00	90096	17.00
4.50									
						254.50	2.00	90337	12.00
7.50						582.23	6.40	90209	15.00
26.10									
						385.80	3.00	90096	17.00
20.30									
						579.67	4.90	90209	15.00
	52.50	0.70	90337	12.00	8.40				
9.60	187.50	2.50	90052	32.00	80.00	59.15	0.50	90052	32.00
3.60									
5.10	586.43	5.70	90096	17.00	96.90	260.80	2.00	90096	17.00
16.00	170.00	2.00	90052	32.00	64.00	59.15	0.50	90052	32.00
3.00	20.00	0.20	90354	10.00	2.00				
5.10									
45.90	169.00	1.90	90096	17.00	32.30	59.15	0.50	90096	17.00
	461.00	3.80	90052	32.00	121.60	245.00	2.20	90052	32.00
3.60									
3.60						118.00	1.00	90096	17.00
7.00									
8.00									
						1,331.00	9.80	90052	32.00
						1,771.00	13.40	90209	15.00
8.40									
11.90						59.00	0.50	90096	17.00
	294.00	3.70	90052	32.00	118.40				
11.90	74.00	0.90	90096	17.00	15.30	105.00	1.00	90096	17.00

						479.00	4.00	90087	29.00	
	208.00	2.20	90052	32.00	70.40					
						136.00	1.70	90209	15.00	
7.00										
727.60	5,661.24	64.00			1387.90	10,743.10	88.80			
	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
	37.70	
	8.40	
27.20	32.30	
	25.50	
	3.60	1
272.00	272.00	
	3.60	1
7.50	12.00	
	56.10	
	34.50	
	25.50	
	43.50	
48.00	48.00	1
	3.60	1
7.50	12.00	
	8.40	
7.50	13.50	
17.00	17.00	1
	4.50	1
24.00	24.00	1
96.00	103.50	
	26.10	
51.00	51.00	
	20.30	
73.50	73.50	
	8.40	1
16.00	105.60	
	3.60	1
34.00	136.00	
16.00	96.00	
	5.00	
	5.10	1
8.50	86.70	
70.40	192.00	
	3.60	1
17.00	20.60	
	7.00	
	8.00	1
313.60	313.60	1
201.00	201.00	1
	8.40	1
8.50	20.40	
	118.40	1
17.00	44.20	

SCENT

	49.30	1
	12.00	1
	17.00	1
	7.00	1
	8.40	1
137.60	137.60	1
16.00	19.60	
	7.00	1
	43.50	
	7.20	1
32.00	32.00	1
	18.00	1
	84.10	1
	43.50	1
	3.00	1
96.00	105.60	
	45.90	
	64.00	1
17.00	93.50	
	35.20	
	7.00	1
	3.60	1
9.60	16.60	
	7.00	1
	8.40	
	11.90	1
	7.00	
	32.30	1
	8.40	1
	8.40	
	52.50	1
8.50	20.40	
	3.60	1
	8.40	1
	23.20	
8.50	20.40	
4.80	13.20	
105.60	169.60	
30.60	35.70	
	8.40	1
	3.00	1
43.50	58.00	
	11.90	1
25.50	69.00	
	12.00	1
29.00	63.80	
	8.40	1
	37.40	
	17.00	
	11.90	

116.00	116.00	1
	70.40	1
25.50	25.50	
	7.00	1
	0.00	
	0.00	
2038.90	4154.40	47
	Total	One Item
Labor	Cost of	Repair
Cost	Labor	Order

Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor		Repair Labor		Total Cost of Labor
				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
139250	2017	OUTBAC	41,461	20.00	0.30	104.95	1.00	0.00	0.00	37.70
139254	2019	LEGACY	4,009	44.95	0.70	0.00	0.00	0.00	0.00	8.40
139262	2014	FOREST	141,576	20.00	0.30	0.00	0.00	278.00	1.60	32.30
139263	2016	OUTBAC	51,676	49.22	0.70	104.95	1.00	0.00	0.00	25.50
139266	2019	ASCENT	3,855	20.00	0.30	0.00	0.00	0.00	0.00	3.60
139268	2017	FOREST	67,706	0.00	0.00	0.00	0.00	1,094.90	8.50	272.00
139286	2019	OUTBAC	3,036	20.00	0.30	0.00	0.00	0.00	0.00	3.60
139287	2016	IMPREZA	75,137	20.00	0.30	0.00	0.00	59.15	0.50	12.00
139288	2002	IMPREZA	94,048	0.00	0.00	334.84	3.30	0.00	0.00	56.10
139291	2016	FOREST	26,603	20.00	0.30	160.00	2.00	0.00	0.00	34.50
139295	2018	CROSST	17,992	49.22	0.70	104.95	1.00	0.00	0.00	25.50
139296	2018	CROSST	13,162	20.00	0.30	183.89	2.60	0.00	0.00	43.50
139297	2017	FOREST	41,524	0.00	0.00	0.00	0.00	192.00	1.50	48.00
139298	2019	IMPREZA	5,747	20.00	0.30	0.00	0.00	0.00	0.00	3.60
139307	2016	FOREST	38,831	20.00	0.30	0.00	0.00	59.15	0.50	12.00
139313	2019	ASCENT	12,074	44.95	0.70	0.00	0.00	0.00	0.00	8.40
139317	2014	FOREST	11,247	20.00	0.40	0.00	0.00	59.15	0.50	13.50
139321	2014	OUTBAC	59,320	0.00	0.00	0.00	0.00	125.00	1.00	17.00
139322	2017	OUTBAC	44,731	20.00	0.30	0.00	0.00	0.00	0.00	4.50
139324	2013	IMPREZA	62,185	0.00	0.00	0.00	0.00	254.50	2.00	24.00
139325	2015	FOREST	59,813	59.15	0.50	0.00	0.00	582.23	6.40	103.50
139326	2018	OUTBAC	31,030	66.94	0.90	0.00	0.00	0.00	0.00	26.10
139327	2019	OUTBAC	480	0.00	0.00	0.00	0.00	385.80	3.00	51.00
139331	2016	FOREST	24,662	44.95	0.70	0.00	0.00	0.00	0.00	20.30
139292	2012	IMPREZA	79,048		0.00	0.00	0.00	579.67	4.90	73.50
140168	2019	OUTBAC	11,884	0.00	0.00	52.50	0.70	0.00	0.00	8.40
140169	2017	FOREST	38,185	30.00	0.30	187.50	2.50	59.15	0.50	105.60
140170	2018	CROSST	32,929	20.00	0.30	0.00	0.00	0.00	0.00	3.60
140172	2012	OUTBAC	136,336	20.00	0.30	586.43	5.70	260.80	2.00	136.00
140137	2016	FOREST	51,329	48.00	0.50	170.00	2.00	59.15	0.50	96.00
140147	2015	LEGACY	74,672	20.00	0.30	20.00	0.20	0.00	0.00	5.00
140156	2014	OUTBAC	95,125	20.00	0.30	0.00	0.00	0.00	0.00	5.10
140157	2016	CROSST	52,318	179.95	2.70	169.00	1.90	59.15	0.50	86.70
140158	2014	FOREST	65,314	0.00	0.00	461.00	3.80	245.00	2.20	192.00
140162	2017	OUTBAC	14,347	69.00	0.30	0.00	0.00	0.00	0.00	3.60
140163	2017	OUTBAC	32,494	20.00	0.30	0.00	0.00	118.00	1.00	20.60
140166	2018	OUTBAC	18,667	52.50	0.70	0.00	0.00	0.00	0.00	7.00
140167	2010	OUTBAC	185,931	68.00	0.80	0.00	0.00	0.00	0.00	8.00
138974	2006	OUTBAC	90,464	0.00	0.00	0.00	0.00	1,331.00	9.80	313.60
140118	2015	CROSST	93,306	0.00	0.00	0.00	0.00	1,771.00	13.40	201.00
140120	2009	LEGACY	116,446	44.95	0.70	0.00	0.00	0.00	0.00	8.40
140122	2015	FOREST	86,045	44.95	0.70	0.00	0.00	59.00	0.50	20.40
140123	2017	FOREST	72,460	0.00	0.00	294.00	3.70	0.00	0.00	118.40
140126	2014	OUTBAC	123,695	44.95	0.70	74.00	0.90	105.00	1.00	44.20
140127	2018	FOREST	18,802	0.00	0.00	204.00	2.90	0.00	0.00	49.30
140128	2016	FOREST	2,016	70.95	1.00	0.00	0.00	0.00	0.00	12.00
140129	2016	CROSST	34699	105.00	1.00	0.00	0.00	0.00	0.00	17.00
140132	2018	OUTBAC	10510	52.50	0.70	0.00	0.00	0.00	0.00	7.00
140134	2019	OUTBAC	4624	44.95	0.70	0.00	0.00	0.00	0.00	8.40

140135	2017	OUTBAC	39793	0.00	0.00	0.00	0.00	353.00	4.30	137.60
ROs 1-50 Totals				1,535.08	20.60	3,212.01	35.20	8,089.80	66.10	2,575.00
Date of Study:				C Labor		M Labor		R Labor		Total Cost of Labor
Study Compiled by				Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	

**One Item
Repair
Order**

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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
140176	2016	FORESTE	34,708	44.95	0.30	0.00	0.00	59.15	0.50	19.60	0
140661	2019	LEGACY	8,820	44.95	0.70	0.00	0.00	0.00	0.00	7.00	1
140479	2011	FORESTE	85,812	44.95	0.70	92.50	0.80	0.00	0.00	43.50	0
140415	2016	FORESTE	21,329	46.00	0.60	0.00	0.00	0.00	0.00	7.20	1
140599	2008	OUTBACK	126,121	0.00	0.00	0.00	0.00	125.00	1.00	32.00	1
140504	2017	SUBARU	66,834	0.00	0.00	80.00	1.20	0.00	0.00	18.00	1
140522	2018	FORESTE	27,123	0.00	0.00	203.89	2.90	0.00	0.00	84.10	1
140450	2018	CROSSTF	24,894	0.00	0.00	203.89	2.90	0.00	0.00	43.50	1
140628	2016	OUTBACK	44,187	20.00	0.30	0.00	0.00	0.00	0.00	3.00	1
140191	2015	FORESTE	98,872	20.00	0.30	0.00	0.00	380.00	3.00	105.60	0
140597	2011	OUTBACK	59,272	20.00	0.30	204.00	2.40	0.00	0.00	45.90	0
140274	2010	IMPENZA	46,898	0.00	0.00	170.00	2.00	0.00	0.00	64.00	1
140519	2010	OUTBACK	103,810	0.00	0.00	463.00	4.50	125.00	1.00	93.50	0
140221	2017	OUTBACK	33,099	20.00	0.30	94.00	0.80	0.00	0.00	35.20	0
140288	2016	OUTBACK	68,135	44.95	0.70	0.00	0.00	0.00	0.00	7.00	1
140413	2015	OUTBACK	51,153	20.00	0.30	0.00	0.00	0.00	0.00	3.60	1
140505	2015	CROSSTF	85,786	44.95	0.70	0.00	0.00	73.00	0.80	16.60	0
140498	2019	OUTBACK	6,507	44.95	0.70	0.00	0.00	0.00	0.00	7.00	1
140399	2017	OUTBACK	32,189	44.95	0.70	0.00	0.00	0.00	0.00	8.40	0
140138	2017	OUTBACK	18,468	44.95	0.70	0.00	0.00	0.00	0.00	11.90	1
140289	2017	IMPENZA	30,402	44.95	0.70	0.00	0.00	0.00	0.00	7.00	0
140538	2018	OUTBACK	22,701	124.90	1.90	0.00	0.00	0.00	0.00	32.30	1
140189	2018	IMPENZA	10,423	52.50	0.70	0.00	0.00	0.00	0.00	8.40	1
140215	2018	OUTBACK	12,769	44.95	0.70	0.00	0.00	0.00	0.00	8.40	0
140117	2018	IMPENZA	37,762	348.00	3.50	0.00	0.00	0.00	0.00	52.50	1
140669	2017	CROSSTF	31,311	44.95	0.70	0.00	0.00	59.00	0.50	20.40	0
140475	2015	FORESTE	44,733	20.00	0.30	0.00	0.00	0.00	0.00	3.60	1
140603	2016	FORESTE	16,170	44.95	0.70	0.00	0.00	0.00	0.00	8.40	1
140626	2011	LEGACY	54,922	79.15	0.80	0.00	0.00	0.00	0.00	23.20	0
140322	2015	FORESTE	171,486	44.95	0.70	0.00	0.00	59.15	0.50	20.40	0
140374	2015	LEGACY	61,243	44.95	0.70	0.00	0.00	32.00	0.40	13.20	0
140632	2016	OUTBACK	91,960	0.00	0.00	170.00	2.00	413.00	3.30	169.60	0
140252	2017	FORESTE	34,385	20.00	0.30	0.00	0.00	213.00	1.80	35.70	0
140219	2018	OUTBACK	33,470	44.95	0.70	0.00	0.00	0.00	0.00	8.40	1
140392	2018	BRZ	17,267	20.00	0.30	0.00	0.00	0.00	0.00	3.00	1
140431	2015	IMPENZA	47,661	48.00	0.50	0.00	0.00	174.00	1.50	58.00	0
140605	2016	FORESTE	18,807	44.95	0.70	0.00	0.00	0.00	0.00	11.90	1
140477	2017	FORESTE	26,486	0.00	0.00	203.00	2.90	201.00	1.70	69.00	0
140139	2017	OUTBACK	44,221	0.00	0.00	104.00	1.20	0.00	0.00	12.00	1
140373	2014	FORESTE	153,064	44.95	0.70	48.00	0.50	125.00	1.00	63.80	0
140180	2019	FORESTE	9,127	44.95	0.70	0.00	0.00	0.00	0.00	8.40	1
140560	2013	IMPENZA	135,602	44.95	0.70	99.95	1.50	0.00	0.00	37.40	0
140282	2019	ASCENT	11,798	44.95	0.70	105.00	1.00	0.00	0.00	17.00	0
140417	2017	CROSSTF	24,047	44.95	0.70	0.00	0.00	0.00	0.00	11.90	0
140532	2012	LEGACY	74,317	0.00	0.00	0.00	0.00	479.00	4.00	116.00	1
140297	2017	OUTBACK	32,372	0.00	0.00	208.00	2.20	0.00	0.00	70.40	1
140263	2013	OUTBACK	133,682	0.00	0.00	0.00	0.00	136.00	1.70	25.50	0
140179	2019	OUTBACK	2,854	44.95	0.70	0.00	0.00	0.00	0.00	7.00	1
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
RO's 51-100 Totals				1,847.45	25.40	2,449.23	28.80	2,653.30	22.70	1,579.40	25
Date of Study: Study Compiled by				C Labor		M Labor Flat		R Labor		Total Cost of Labor	One Item Repair Order
				Labor Sales	Flat Rate Hours	Labor Sales	Rate Hours	Labor Sales	Flat Rate Hours		

Repair Order Analysis Summary R

	Sales in Dollars	FRH's on RO's	Averages
Competitive	\$ 3,383	÷ 46.00	= 73.53
Maintenance	\$ 5,661	÷ 64.00	= 88.46
Repair	\$ 10,743	÷ 88.80	= 120.98
Totals	\$ 19,787	÷ 198.80	= 99.53
		Target Labor Rate	
Total Ro's in Sample	98	Difference	99.53

Cost of Labor

Total Cost of Labor	4154.40	÷ Total Sales	= 21.00%
Total Cost of Labor	4154.40	÷ Total FRHs	= 20.90

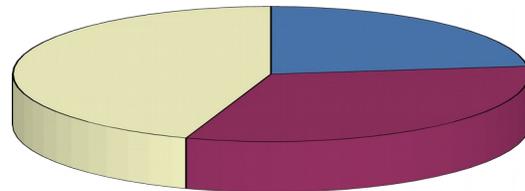
Repair Order Measurements

Total Labor Sales	19,786.87	÷ Total ROs	= 201.91
Total FRHs	198.80	÷ Total ROs	= 2.03
Menu Sales		÷ Total ROs	=
Competitive FRHs	46.00	÷ Total FRHs	= 23.14%
Maintenance FRHs	64.00	÷ Total FRHs	= 32.19%
Repair FRH	88.80	÷ Total FRHs	= 44.67%
One item ROs	47	÷ Total ROs	= 47.96%

Model Year Analysis

2020	2019	2018	2017	2016
0	13	15	20	16
0.00%	13.27%	15.31%	20.41%	16.33%

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	23	98
11.22%	23.47%	

Repair

