Metric	Store	><	Target	Budget	Points Available	Points Earned	Description
Totals	-	-	-	-	**100**	**40**	-
# of Service Advisors	9						Memo
Avg RO Time	82	<=	60		5	0	QS calculation- Excludes ROs under 10 min and over 4 hours (CP & Warr only)
CP LBR Gross NOD Growth	-12.0%	>=	8.0%	9.7%	5	0	Year over Year growth % for CP Labor Gross NOD
CP RO Count Growth	4.0%	>=	6.0%	8.9%	10	0	Year over Year growth % for CP RO Count
CSI Service	Green	>=	93.4		10	10	
Facility Utilization	63.17%	>=	72.00%		5	0	% of time service bays are used
Loaner Vehicle - Length of Loan	2.8	<=	3.1		5	5	Will read "no loaners" if loaners are not used. Points possible/earned be omitted.
Loaner Vehicle - Utilization %	45.2%	>=	85.0%		5	0	Will read "no loaners" if loaners are not used. Points possible/earned be omitted.
Minimum Tech HC (A/B Techs)	19	>=	13		5	5	
Mobile / Web Appt %	20.8%	>=	40.0%		5	0	% of appointments initiated on online
Open ROs with Cost > 5 Days	23.1%	<=	31.0%		5	5	
ROs Per Consultant Per Day (CP & Warranty)	16.93	>=	15.00		10	10	Amount of CP&Warranty Ros per Consultant per Day
Service Retention	70.1%	>=	55.0%		5	5	Retention based on 1 or more visit for 12 months (New/Used/Svc)-1 Year
Svc Net to Gross %	40.3%	>=	43.9%	46.2%	10	0	
Total Gross Svc as % of Budget	-28.7%	>=	0.0%	$449,867	10	0	
Warranty Receivables over 30 Days	6.6%	<=	5.0%		5	0	Warranty Reciveables $ over 30 Days/Total Warranty Recivables $

Back to Total Dealership

Metric	Aug 2019	Jul 2019	Jun 2019	May 2019	Apr 2019	Mar 2019	Feb 2019	Jan 2019	Dec 2018	Nov 2018	Oct 2018	Sep 2018	Aug 2018
# of Service Advisors	9	11	11	11	9	9	11	10	10	10	10	10	11
Avg RO Time	82	85	85	82	87	85	90	89	88	87	86	87	86
CP LBR Gross NOD Growth	-12.0%	-2.7%	0.4%	-4.1%	2.2%	2.0%	-6.3%	27.0%	30.5%	21.5%	33.9%	18.9%	24.6%
CP RO Count Growth	4.0%	1.1%	-0.5%	-2.0%	-1.6%	5.7%	4.3%	14.0%	8.5%	13.0%	13.0%	6.9%	14.7%
CSI Service	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Facility Utilization	63.17%	59.56%	61.01%	56.58%	60.68%	56.81%	72.50%	72.35%	69.68%	0.00%	0.00%	0.00%	0.00%
Loaner Vehicle - Length of Loan	2.8	2.1	2.1	2.4	3.2	2.8	2.2	2.5	2.9	0.0	0.0	0.0	0.0
Loaner Vehicle - Utilization %	45.2%	44.2%	49.0%	41.2%	56.0%	54.4%	46.4%	50.9%	42.6%	0.0%	0.0%	0.0%	0.0%
Minimum Tech HC (A/B Techs)	19	20	21	18	18	19	20	20	20	20	20	18	16
Mobile / Web Appt %	20.8%	26.3%	24.5%	24.1%	24.1%	21.6%	21.6%	22.3%	21.0%	0.0%	0.0%	0.0%	0.0%
Open ROs with Cost > 5 Days	23.1%	23.1%	23.1%	23.1%	23.1%	23.1%	23.1%	23.1%	23.1%	23.1%	23.1%	23.1%	23.1%
ROs Per Consultant Per Day (CP & Warranty)	16.93	13.14	12.96	12.45	14.27	16.61	12.17	14.35	13.81	14.35	15.55	13.78	14.02
Service Retention	70.1%	70.1%	70.1%	70.1%	70.1%	70.1%	70.1%	70.1%	70.1%	70.1%	70.1%	70.1%	70.1%
Svc Net to Gross %	40.3%	29.1%	39.3%	29.9%	40.9%	46.8%	39.9%	42.2%	40.9%	36.3%	41.8%	41.6%	43.3%
Total Gross Svc as % of Budget	-28.7%	-31.6%	-24.2%	-30.9%	-19.2%	-13.6%	-21.5%	-7.3%	-19.9%	-14.7%	-11.9%	-10.9%	2.4%
Warranty Receivables over 30 Days	6.6%	-	-	-	-	-	-	-	-	-	-	-	-