



# Repair Order Analysis *and Summary*

11/6/2019

**Stamford Subaru**

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**Dealership**

***Jon DiMeglio***

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**Student**

**N349/20**

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**Class and ID Number**





## Repair Order Analysis Input Sheet

### Competitive Labor

	RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH
1	66821	2012	LEGACY	121,058				
2	66931	2014	IMPREZA	73,115	244.95	2.00	A10	22.00
3	66824	2018	FORESTER	20,413				
4	66825	2016	FORESTR	44,181				
5	66932	2019	FORESTER	6,515				
6	66936	2013	FORESTER	30,288	218.00	2.00	A50	22.50
7	66828	2018	OUTBACK	9,707				
8	66829	2014	CROSSTREK	49,335	15.00	0.20	A68	17.00
9	66937	2016	OUTBACK	26,262				
10	66831	2016	FORESTER	23,199				
11	66832	2016	IMPREZA	54,637				
12	66938	2019	OUTBACK	7,038				
13	66834	2017	LEGACY	24,744				
14	66835	2009	FORESTER	95,871				
15	66836	2015	LEGACY	31,568				
16	66939	2005	FORESTER	97,164	218.00	2.00	A62	24.00
17	66838	2019	FORESTER	4,561				
18	66940	2012	IMPREZA	77,088				
19	66840	2019	CROSSTREX	23,353				
20	66941	2010	FORESTER	110,446				
21	66842	2018	FORESTER	11,005				
22	66843	2012	IMPREZA	84,714	290.00	3.00	A44	28.00
23	66844	2017	FORESTER	15,265				
24	66845	2004	FORESTER	108,337	507.50	3.50	A59	26.00
25	66846	2017	FORESTER	6,477				
26	66942	2009	IMPREZA	56,737				
27	66848	2015	OUTBACK	55,459				
28	66849	2019	LEGACY	5,875				
29	66943	2019	WRX	12,254				
30	66851	2018	LEGACY	11,371				
31	66852	2016	OUTBACK	37,150				
32	66853	2018	FORESTER	16,939				
33	66854	2018	OUTBACK	7,051				
34	66855	2019	IMPREZA	3,692				
35	66856	2015	FORESTER	142,645				
36	66857	2019	CROSSTREK	5,389				
37	66945	2013	LEGACY	75,342				
38	66859	2015	LEGACY	42,919				
39	66860	2017	FORESTER	30,772				
40	66947	2016	IMPREZA	49,804	218.00	2.00	A44	28.00
41	66862	2015	CROSSTREK	30,037	217.50	1.50	A56	17.00
42	66948	2010	OUTBACK	137,335				
43	66949	2016	IMPREZA	50,719				

44	66865	2017	FORESTER	46,139	29.00	0.20	A50	22.50
45	66866	2014	CROSSTREK	38,590	43.50	0.30	A87	19.00
46	66951	2009	FORESTER	76,760				
47	66952	2017	IMPREZA	27,805				
48	66869	2018	FORESTER	25,698	33.00	0.30	A50	22.50
49	66870	2019	IMPREZA	7,415				
50	66871	2016	FORESTER	39,607				
51	66872	2017	CROSSTREK	19,921				
52	66873	2017	CROSSTREK	29,333				
53	66874	2010	ALTIMA	120,548	140.00	4.00	A59	26.00
54	66875	2019	IMPREZA	5,471				
55	66876	2019	FORESTER	7,909				
56	66877	2018	IMPREZA	5,376	389.95	3.00	A10	22.00
57	66953	2015	FORESTER	64,818				
58	66954	2018	OUTBACK	10,857				
59	66955	2018	FORESTER	5,025				
60	66956	2011	OUTBACK	36,029				
61	66882	2019	FORESTER	4,012				
62	66883	2017	CROSSTREK	26,773				
63	66884	2019	OUTBACK	5,568				
64	66957	2016	IMPREZA	12,260				
65	66886	2018	FORESTER	19,517				
66	66959	2017	OUTBACK	37,075				
67	66964	2016	OUTBACK	33,748	218.00	2.00	A10	22.00
68	66889	2018	CROSSTREK	9,398				
69	66967	2014	FORESTER	31,543				
70	66891	2010	FORESTER	151,167				
71	66892	2015	LEGACY	58,340	436.00	4.00	A10	22.00
72	66893	2018	WRX	18,123				
73	66894	2011	IMPREZA	96,410	100.00	1.00	A55	16.00
74	66968	2019	FORESTER	2,876				
75	66896	2019	ASCENT	2,064				
76	66897	2017	CROSSTREK	19,450				
77	66898	2014	OUTBACK	85,225	15.00	0.20	A55	16.00
78	66899	2019	CROSSTREK	6,768				
79	66901	2019	LEGACY	3,212				
80	66970	2017	OUTBACK	16,001				
81	66903	2013	OUTBACK	33,363	527.02	5.00	A62	24.00
82	66972	2017	IMPREZA	22,019				
83	66905	2010	FORESTER	47,482	362.50	2.50	A55	16.00
84	66906	2011	FORESTER	33,622	580.00	4.00	A62	24.00
85	66907	2014	CROSSTREK	51,613	26.52	0.30	A44	28.00
86	66973	2018	OUTBACK	14,941				
87	66909	2019	ASCENT	3,261	50.00	0.30	A50	22.50
88	66910	2002	LEGACY	128,170	217.50	1.50	A14	28.00
89	66911	2018	CROSSTREK	18,314				
90	66912	2011	OUTBACK	64,168	72.50	0.50	A55	16.00
91	66976	2007	IMPREZA	144,186	183.50	1.30	A68	17.00
92	66914	2018	FORESTER	8,506				

93	66915	2011	OUTBACK	154,380	72.50	0.50	A14	28.00
94	66977	2016	LEGACY	18,989				
95	66917	2010	LEGACY	76,972	36.18	0.30	A10	22.00
96	66978	2013	OUTBACK	151,290				
97	66919	2018	CROSSTREK	21,315				
98	66920	2017	OUTBACK	29,063				
99	66981	2015	LEGACY	29,690				
100	66922	2015	IMPREZA	70,565				
<b>Totals</b>				<b>Totals</b>	5,461.62	47.40		
<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
	520.00	4.50	A59	26.00	117.00	15.00	0.20	A59	26.00
44.00						507.50	4.50	A10	22.00
	27.23	0.70	A62	24.00	16.80				
	20.07	0.30	A87	19.00	5.70				
	45.02	0.80	A62	24.00	19.20				
45.00									
	52.50	0.90	A50	22.50	20.25				
3.40									
	187.50	2.60	A44	28.00	72.80				
	187.50	2.60	A62	24.00	62.40				
	20.07	0.30	A55	16.00	4.80				
	37.50	0.70	A87	19.00	13.30				
	200.55	2.00	A68	17.00	34.00				
	23.48	0.30	A87	19.00	5.70				
	237.07	2.80	A10	22.00	61.60				
48.00	91.02	1.00	A65	28.00	28.00	870.00	6.00	A62	24.00
	20.07	0.30	A87	19.00	5.70				
	297.12	1.40	A10	22.00	30.80				
	27.23	0.70	A59	26.00	18.20				
	48.43	0.80	A14	28.00	22.40	725.00	5.00	A14	28.00
	9.48	0.20	A50	22.50	4.50				
84.00									
	458.76	3.50	A59	26.00	91.00				
91.00									
	20.07	0.30	A87	19.00	5.70				
						362.50	2.50	A55	16.00
	45.02	0.80	A62	24.00	19.20				
	75.07	0.70	A68	17.00	11.90				
	52.50	0.90	A62	24.00	21.60				
	52.50	0.90	A68	17.00	15.30				
	75.07	0.70	A62	24.00	16.80				
	52.50	0.90	A59	26.00	23.40				
	37.50	0.70	A50	22.50	15.75				
	75.07	0.70	A68	17.00	11.90				
	20.07	0.30	A55	16.00	4.80				
	30.43	0.80	A62	24.00	19.20				
						145.00	1.00	A68	17.00
	75.07	0.70	A50	22.50	15.75				
	187.50	2.60	A14	28.00	72.80				
56.00	151.09	1.70	A44	28.00	47.60				
25.50									
						507.50	3.50	A50	22.50
	216.04	2.40	A62	24.00	57.60				

4.50									
5.70									
	23.48	0.30	A87	19.00	5.70				
	93.88	1.40	A87	19.00	26.60				
6.75									
	20.07	0.30	A87	19.00	5.70				
	158.05	1.50	A62	24.00	36.00				
	20.07	0.30	A87	19.00	5.70				
	413.12	3.00	A59	26.00	78.00				
104.00									
	45.02	1.30	A10	22.00	28.60				
	75.07	0.70	A50	22.50	15.75				
66.00									
	20.07	0.30	A87	19.00	5.70				
	158.05	1.50	A87	19.00	28.50				
	52.50	0.90	A62	24.00	21.60				
	24.95	0.50	A68	17.00	8.50				
	37.50	0.70	A87	19.00	13.30				
	176.57	1.40	A10	22.00	30.80				
	20.07	0.30	A87	19.00	5.70				
						15.00	0.20	A10	22.00
	27.23	0.70	A62	24.00	16.80				
	48.43	0.80	A62	24.00	19.20				
44.00	158.05	1.50	A10	22.00	33.00				
	52.50	0.90	A50	22.50	20.25				
	158.05	1.50	A62	24.00	36.00				
	82.98	1.30	A87	19.00	24.70				
88.00	91.02	1.00	A10	22.00	22.00				
	75.07	0.70	A68	17.00	11.90				
16.00									
	5.48	0.20	A50	22.50	4.50				
	45.02	0.80	A62	24.00	19.20				
	27.23	0.70	A50	22.50	15.75				
3.20									
	52.50	0.90	A55	16.00	14.40				
	37.50	0.70	A14	28.00	19.60				
	52.50	0.90	A50	22.50	20.25				
120.00									
	200.55	2.00	A44	28.00	56.00				
40.00									
96.00									
8.40									
	27.23	0.70	A55	16.00	11.20				
6.75									
42.00	23.48	0.30	A14	28.00	8.40				
	20.07	0.30	A87	19.00	5.70				
8.00									
22.10	108.48	0.70	A68	17.00	11.90				
	52.50	0.90	A87	19.00	17.10				

14.00	23.48	0.30	A14	28.00	8.40					
	75.07	0.70	A50	22.50	15.75					
6.60	19.00	0.30	A10	22.00	6.60					
						290.00	2.00	A10	22.00	
	20.07	0.30	A50	22.50	6.75					
	187.50	2.60	A10	22.00	57.20					
	430.00	3.50	A62	24.00	84.00					
	20.07	0.30	A50	22.50	6.75					
1098.90	7,135.63	81.40			1882.90	3,437.50	24.90			
	<b>Maintenance Labor</b>					<b>Repair Labor</b>				
<b>Labor 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
5.20	122.20	
99.00	143.00	
	16.80	1
	5.70	1
	19.20	
	45.00	1
	20.25	1
	3.40	1
	72.80	
	62.40	1
	4.80	1
	13.30	1
	34.00	
	5.70	
	61.60	
144.00	220.00	
	5.70	1
	30.80	
	18.20	1
140.00	162.40	
	4.50	1
	84.00	
	91.00	1
	91.00	1
	5.70	1
40.00	40.00	1
	19.20	
	11.90	
	21.60	1
	15.30	
	16.80	1
	23.40	1
	15.75	
	11.90	1
	4.80	
	19.20	
17.00	17.00	1
	15.75	1
	72.80	1
	103.60	
	25.50	1
78.75	78.75	
	57.60	

	4.50	1
	5.70	1
	5.70	1
	26.60	
	6.75	1
	5.70	1
	36.00	
	5.70	
	78.00	
	104.00	1
	28.60	
	15.75	1
	66.00	
	5.70	
	28.50	1
	21.60	1
	8.50	1
	13.30	1
	30.80	
	5.70	
4.40	4.40	
	16.80	1
	19.20	
	77.00	
	20.25	
	36.00	
	24.70	
	110.00	
	11.90	1
	16.00	1
	4.50	1
	19.20	
	15.75	
	3.20	1
	14.40	1
	19.60	1
	20.25	1
	120.00	
	56.00	
	40.00	1
	96.00	1
	8.40	1
	11.20	1
	6.75	1
	50.40	
	5.70	1
	8.00	1
	34.00	
	17.10	1

	22.40	
	15.75	
	13.20	
44.00	44.00	
	6.75	
	57.20	1
	84.00	
	6.75	
572.35	3554.15	51
	<b>Total</b>	<b>One Item</b>
<b>Labor</b>	<b>Cost of</b>	<b>Repair</b>
<b>Cost</b>	<b>Labor</b>	<b>Order</b>



## Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor		Repair 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
66821	2012	LEGACY	121,058	0.00	0.00	520.00	4.50	15.00	0.20
66931	2014	IMPENZA	73,115	244.95	2.00	0.00	0.00	507.50	4.50
66824	2018	FORESTER	20,413	0.00	0.00	27.23	0.70	0.00	0.00
66825	2016	FORESTR	44,181	0.00	0.00	20.07	0.30	0.00	0.00
66932	2019	FORESTER	6,515	0.00	0.00	45.02	0.80	0.00	0.00
66936	2013	FORESTER	30,288	218.00	2.00	0.00	0.00	0.00	0.00
66828	2018	OUTBACK	9,707	0.00	0.00	52.50	0.90	0.00	0.00
66829	2014	CROSSTREK	49,335	15.00	0.20	0.00	0.00	0.00	0.00
66937	2016	OUTBACK	26,262	0.00	0.00	187.50	2.60	0.00	0.00
66831	2016	FORESTER	23,199	0.00	0.00	187.50	2.60	0.00	0.00
66832	2016	IMPENZA	54,637	0.00	0.00	20.07	0.30	0.00	0.00
66938	2019	OUTBACK	7,038	0.00	0.00	37.50	0.70	0.00	0.00
66834	2017	LEGACY	24,744	0.00	0.00	200.55	2.00	0.00	0.00
66835	2009	FORESTER	95,871	0.00	0.00	23.48	0.30	0.00	0.00
66836	2015	LEGACY	31,568	0.00	0.00	237.07	2.80	0.00	0.00
66939	2005	FORESTER	97,164	218.00	2.00	91.02	1.00	870.00	6.00
66838	2019	FORESTER	4,561	0.00	0.00	20.07	0.30	0.00	0.00
66940	2012	IMPENZA	77,088	0.00	0.00	297.12	1.40	0.00	0.00
66840	2019	CROSSTREX	23,353	0.00	0.00	27.23	0.70	0.00	0.00
66941	2010	FORESTER	110,446	0.00	0.00	48.43	0.80	725.00	5.00
66842	2018	FORESTER	11,005	0.00	0.00	9.48	0.20	0.00	0.00
66843	2012	IMPENZA	84,714	290.00	3.00	0.00	0.00	0.00	0.00
66844	2017	FORESTER	15,265	0.00	0.00	458.76	3.50	0.00	0.00
66845	2004	FORESTER	108,337	507.50	3.50	0.00	0.00	0.00	0.00
66846	2017	FORESTER	6,477	0.00	0.00	20.07	0.30	0.00	0.00
66942	2009	IMPENZA	56,737	0.00	0.00	0.00	0.00	362.50	2.50
66848	2015	OUTBACK	55,459	0.00	0.00	45.02	0.80	0.00	0.00
66849	2019	LEGACY	5,875	0.00	0.00	75.07	0.70	0.00	0.00
66943	2019	WRX	12,254	0.00	0.00	52.50	0.90	0.00	0.00
66851	2018	LEGACY	11,371	0.00	0.00	52.50	0.90	0.00	0.00
66852	2016	OUTBACK	37,150	0.00	0.00	75.07	0.70	0.00	0.00
66853	2018	FORESTER	16,939	0.00	0.00	52.50	0.90	0.00	0.00
66854	2018	OUTBACK	7,051	0.00	0.00	37.50	0.70	0.00	0.00
66855	2019	IMPENZA	3,692	0.00	0.00	75.07	0.70	0.00	0.00
66856	2015	FORESTER	142,645	0.00	0.00	20.07	0.30	0.00	0.00
66857	2019	CROSSTREK	5,389	0.00	0.00	30.43	0.80	0.00	0.00
66945	2013	LEGACY	75,342	0.00	0.00	0.00	0.00	145.00	1.00
66859	2015	LEGACY	42,919	0.00	0.00	75.07	0.70	0.00	0.00
66860	2017	FORESTER	30,772	0.00	0.00	187.50	2.60	0.00	0.00
66947	2016	IMPENZA	49,804	218.00	2.00	151.09	1.70	0.00	0.00
66862	2015	CROSSTREK	30,037	217.50	1.50	0.00	0.00	0.00	0.00
66948	2010	OUTBACK	137,335	0.00	0.00	0.00	0.00	507.50	3.50
66949	2016	IMPENZA	50,719	0.00	0.00	216.04	2.40	0.00	0.00
66865	2017	FORESTER	46,139	29.00	0.20	0.00	0.00	0.00	0.00
66866	2014	CROSSTREK	38,590	43.50	0.30	0.00	0.00	0.00	0.00
66951	2009	FORESTER	2,009	0.00	0.00	23.48	0.30	0.00	0.00
66952	2017	IMPENZA	27805	0.00	0.00	93.88	1.40	0.00	0.00

66869	2018	FORESTER	25698	33.00	0.30	0.00	0.00	0.00	0.00
66870	2019	IMPREZA	7415	0.00	0.00	20.07	0.30	0.00	0.00
66871	2016	FORESTER	39607	0.00	0.00	158.05	1.50	0.00	0.00
<b>ROs 1-50 Totals</b>				<b>2,034.45</b>	<b>17.00</b>	<b>3,971.58</b>	<b>45.00</b>	<b>3,132.50</b>	<b>22.70</b>
Date of Study:			06/01 - 06/11	<b>C Labor</b>		<b>M Labor</b>		<b>R Labor</b>	
Study Compiled by			Jon D	<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>

Total Cost of Labor	One Item Repair Order
122.20	0
143.00	0
16.80	1
5.70	1
19.20	0
45.00	1
20.25	1
3.40	1
72.80	0
62.40	1
4.80	1
13.30	1
34.00	0
5.70	0
61.60	0
220.00	0
5.70	1
30.80	0
18.20	1
162.40	0
4.50	1
84.00	0
91.00	1
91.00	1
5.70	1
40.00	1
19.20	0
11.90	0
21.60	1
15.30	0
16.80	1
23.40	1
15.75	0
11.90	1
4.80	0
19.20	0
17.00	1
15.75	1
72.80	1
103.60	0
25.50	1
78.75	0
57.60	0
4.50	1
5.70	1
5.70	1
26.60	0

6.75	1
5.70	1
36.00	0
<b>2,005.25</b>	<b>28</b>
<b>Total Cost of Labor</b>	<b>One Item Repair Order</b>

## 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		
66872	2017	CROSSTREK	19,921	0.00	0.00	20.07	0.30	0.00	0.00	5.70	0
66873	2017	CROSSTREK	29,333	0.00	0.00	413.12	3.00	0.00	0.00	78.00	0
66874	2010	ALTIMA	120,548	140.00	4.00	0.00	0.00	0.00	0.00	104.00	1
66875	2019	IMPENZA	5,471	0.00	0.00	45.02	1.30	0.00	0.00	28.60	0
66876	2019	FORESTER	7,909	0.00	0.00	75.07	0.70	0.00	0.00	15.75	1
66877	2018	IMPENZA	5,376	389.95	3.00	0.00	0.00	0.00	0.00	66.00	0
66953	2015	FORESTER	64,818	0.00	0.00	20.07	0.30	0.00	0.00	5.70	0
66954	2018	OUTBACK	10,857	0.00	0.00	158.05	1.50	0.00	0.00	28.50	1
66955	2018	FORESTER	5,025	0.00	0.00	52.50	0.90	0.00	0.00	21.60	1
66956	2011	OUTBACK	36,029	0.00	0.00	24.95	0.50	0.00	0.00	8.50	1
66882	2019	FORESTER	4,012	0.00	0.00	37.50	0.70	0.00	0.00	13.30	1
66883	2017	CROSSTREK	26,773	0.00	0.00	176.57	1.40	0.00	0.00	30.80	0
66884	2019	OUTBACK	5,568	0.00	0.00	20.07	0.30	0.00	0.00	5.70	0
66957	2016	IMPENZA	12,260	0.00	0.00	0.00	0.00	15.00	0.20	4.40	0
66886	2018	FORESTER	19,517	0.00	0.00	27.23	0.70	0.00	0.00	16.80	1
66959	2017	OUTBACK	37,075	0.00	0.00	48.43	0.80	0.00	0.00	19.20	0
66964	2016	OUTBACK	33,748	218.00	2.00	158.05	1.50	0.00	0.00	77.00	0
66889	2018	CROSSTREK	9,398	0.00	0.00	52.50	0.90	0.00	0.00	20.25	0
66967	2014	FORESTER	31,543	0.00	0.00	158.05	1.50	0.00	0.00	36.00	0
66891	2010	FORESTER	151,167	0.00	0.00	82.98	1.30	0.00	0.00	24.70	0
66892	2015	LEGACY	58,340	436.00	4.00	91.02	1.00	0.00	0.00	110.00	0
66893	2018	WRX	18,123	0.00	0.00	75.07	0.70	0.00	0.00	11.90	1
66894	2011	IMPENZA	96,410	100.00	1.00	0.00	0.00	0.00	0.00	16.00	1
66968	2019	FORESTER	2,876	0.00	0.00	5.48	0.20	0.00	0.00	4.50	1
66896	2019	ASCENT	2,064	0.00	0.00	45.02	0.80	0.00	0.00	19.20	0
66897	2017	CROSSTREK	19,450	0.00	0.00	27.23	0.70	0.00	0.00	15.75	0
66898	2014	OUTBACK	85,225	15.00	0.20	0.00	0.00	0.00	0.00	3.20	1
66899	2019	CROSSTREK	6,768	0.00	0.00	52.50	0.90	0.00	0.00	14.40	1
66901	2019	LEGACY	3,212	0.00	0.00	37.50	0.70	0.00	0.00	19.60	1
66970	2017	OUTBACK	16,001	0.00	0.00	52.50	0.90	0.00	0.00	20.25	1
66903	2013	OUTBACK	33,363	527.02	5.00	0.00	0.00	0.00	0.00	120.00	0
66972	2017	IMPENZA	22,019	0.00	0.00	200.55	2.00	0.00	0.00	56.00	0
66905	2010	FORESTER	47,482	362.50	2.50	0.00	0.00	0.00	0.00	40.00	1
66906	2011	FORESTER	33,622	580.00	4.00	0.00	0.00	0.00	0.00	96.00	1
66907	2014	CROSSTREK	51,613	26.52	0.30	0.00	0.00	0.00	0.00	8.40	1
66973	2018	OUTBACK	14,941	0.00	0.00	27.23	0.70	0.00	0.00	11.20	1
66909	2019	ASCENT	3,261	50.00	0.30	0.00	0.00	0.00	0.00	6.75	1
66910	2002	LEGACY	128,170	217.50	1.50	23.48	0.30	0.00	0.00	50.40	0
66911	2018	CROSSTREK	18,314	0.00	0.00	20.07	0.30	0.00	0.00	5.70	1
66912	2011	OUTBACK	64,168	72.50	0.50	0.00	0.00	0.00	0.00	8.00	1
66976	2007	IMPENZA	144,186	183.50	1.30	108.48	0.70	0.00	0.00	34.00	0
66914	2018	FORESTER	8,506	0.00	0.00	52.50	0.90	0.00	0.00	17.10	1
66915	2011	OUTBACK	154,380	72.50	0.50	23.48	0.30	0.00	0.00	22.40	0
66977	2016	LEGACY	18,989	0.00	0.00	75.07	0.70	0.00	0.00	15.75	0
66917	2010	LEGACY	76,972	36.18	0.30	19.00	0.30	0.00	0.00	13.20	0
66978	2013	OUTBACK	151,290	0.00	0.00	0.00	0.00	290.00	2.00	44.00	0
66919	2018	CROSSTREK	21,315	0.00	0.00	20.07	0.30	0.00	0.00	6.75	0
66920	2017	OUTBACK	29,063	0.00	0.00	187.50	2.60	0.00	0.00	57.20	1
66981	2015	LEGACY	29,690	0.00	0.00	430.00	3.50	0.00	0.00	84.00	0
66922	2015	IMPENZA	70,565	0.00	0.00	20.07	0.30	0.00	0.00	6.75	0
<b>RO's 51-100 Totals</b>				<b>3,427.17</b>	<b>30.40</b>	<b>3,164.05</b>	<b>36.40</b>	<b>305.00</b>	<b>2.20</b>	<b>1,548.90</b>	<b>23</b>
Date of Study: 6/12 - 6/20				<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: Jon D				<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	\$ 5,462	÷ 47.40	= 115.22
Maintenance	\$ 7,136	÷ 81.40	= 87.66
Repair	\$ 3,438	÷ 24.90	= 138.05
Totals	\$ 16,035	÷ 153.70	= 104.32
Target Labor Rate			122.60
Total Ro's in Sample	100	Difference	-18.28

### Cost of Labor

Total Cost of Labor	3554.15	÷ Total Sales	= 22.17%
Total Cost of Labor	3554.15	÷ Total FRHs	= 23.12

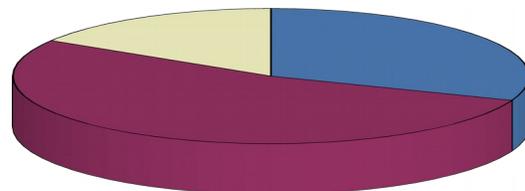
### Repair Order Measurements

Total Labor Sales	16,034.75	÷ Total ROs	= 160.35
Total FRHs	153.70	÷ Total ROs	= 1.54
Menu Sales		÷ Total ROs	=
Competitive FRHs	47.40	÷ Total FRHs	= 30.84%
Maintenance FRHs	81.40	÷ Total FRHs	= 52.96%
Repair FRH	24.90	÷ Total FRHs	= 16.20%
One item ROs	51	÷ Total ROs	= 51.00%

### Model Year Analysis

2020	2019	2018	2017	2016
0	18	17	14	11
0.00%	18.00%	17.00%	14.00%	11.00%

### Labor Mix



■ Percent Competitive    
 ■ Percent Maintenance    
 ■ Percent Re



# 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	31	100
9.00%	31.00%	

Repair

