

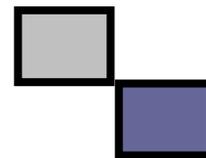
# Repair Order Analysis *And Summary*



Dealership \_\_\_\_\_

Student \_\_\_\_\_

Class and ID Number \_\_\_\_\_



Computer Application by \_\_\_\_\_

8/7/2017





## Repair Order Analysis Input Sheet

				Competitive Labor				
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	
1	16014278	2016	Malibu	22,901	26.45	0.80	775	32.30
2	16014279	2014	Silverado	67,044				
3	16014281	2014	Silverado	40,221	15.95	0.40	1296	32.30
4	16014285	2011	Cruze	55,914	334.45			
5	16014288	2013	Corvette	914	18.45	0.40	775	32.30
6	16014293	2011	Equinox	65,079	26.45	0.60	1493	12.30
7	16014302	2015	Suburban	146,285				
8	16014307	2014	Express	33,293	12.99	0.40	1498	10.25
9	16014308	2013	Impala	63,811				
10	16014310	2014	Cruze	34,704	35.04	0.80	1493	12.30
11	16014311	2012	Suburban	94,440				
12	16014312	2011	Silverado	73,553	12.95	0.40	1498	10.25
13	16014314	2015	Malibu	31,063	26.49	0.60	1531	11.80
14	16014315	2015	Sonic	25,539	26.45	0.60	1498	10.25
15	16014316	2010	Equinox	127,319				
16	16014320	2014	Corvette	10,007	28.45	0.40	775	32.30
17	16014322	2008	Trailblazer	150,138				
18	16014323	2015	Tahoe	45,338				
19	16014234	2015	C20Pickup	37,867	32.99	0.60	1493	12.30
20	16014326	2017	Silverado	8,035	65.00	0.50	1296	32.30
21	16014331	2012	Equinox	119,798				
22	16014332	2015	Tahoe	39,015	25.95	0.60	1521	13.30
23	16014333	2007	Impala	48,148				
24	16014334	2015	Equinox	53,685				
25	16014335	2013	Terrain	48,424				
26	16014336	2016	Silverado	25,213	32.00	0.40	923	33.30
27	16014337	2008	Vue	82,300				
28	16014343	2008	Aura	89,603	23.95	0.60	1531	11.80
29	16014344	2006	Van	240,256	10.95	0.40	1531	11.80
30	16014346	2014	Impala	33,329	13.00	0.40	1521	13.30
31	16014347	2015	Corvette	9,816	51.45	0.40	775	32.30
32	16014351	2008	Vue	111,705	168.90	2.10	1516	16.59
33	16014358	2010	Impala	34,544	13.95	0.40	1498	10.25
34	16014359	2013	Suburban	52,854	38.99	0.60	1493	12.30
35	16014363	2000	Corvette	14,099	23.49	0.40	775	32.30
36	16014364	2008	Tahoe	124,565				
37	16014368	2014	Cruze	44,489	46.50	0.80	1498	10.25
38	16014372	2011	Traverse	108,292				
39	16014375	2010	Equinox	77,685	13.95	0.40	1493	12.30
40	16014379	2011	Traverse	80,909				
41	16014380	2013	Impala	73,257				
42	16013281	2014	Equinox	64,724				
43	16014383	2015	Camaro	13,262	29.00	0.40	1493	12.30
44	16014385	2009	Malibu	64,251	14.00	0.40	1521	13.30
45	16014386	2013	C20Pickup	34,962				
46	16014389	2011	Traverse	21,340	22.99	0.60	1521	13.30

47	16014390	2012	Silverado	105,018	13.00	0.40	1516	16.59
48	16014394	2011	HHR	78,787	89.95	1.00	923	33.30
49	16014395	2012	SRX	79,149	12.95	0.40	1498	10.25
50	16014397	2014	Malibu	33,647	16.45	0.40	1498	10.25
51								
52								
53								
54								
55								
56								
57								
58								
59								
60								
61								
62								
63								
64								
65								
66								
67								
68								
69								
70								
71								
72								
73								
74								
75								
76								
77								
78								
79								
80								
81								
82								
83								
84								
85								
86								
87								
88								
89								
90								
91								
92								
93								
94								
95								
96								
97								

98									
99									
100									
<b>Totals</b>					<b>Totals</b>		1,323.53	17.60	
<b>Number of RO's in Sample</b>					<b>Competative Labor</b>				
					Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	





316.84	2,104.32	18.60			516.48	5,541.74	46.80		
	<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
	25.84	
	193.80	
	12.92	1
	93.67	
16.15	29.07	
	7.38	1
32.30	32.30	
	4.10	1
64.60	64.60	
	9.84	
16.15	16.15	
	4.10	1
	7.08	1
	6.15	
113.05	113.05	
	12.92	
100.13	100.13	
129.20	129.20	1
	7.38	1
	16.15	
4.92	4.92	1
	7.98	1
16.59	16.59	
	83.25	
26.60	59.85	
	13.32	
116.28	116.28	
	7.08	
	4.72	1
	5.32	1
	12.92	1
	34.84	
	4.10	1
	7.38	
397.29	410.21	
266.40	266.40	
	8.20	
16.59	16.59	
	4.92	
13.30	13.30	
77.52	77.52	
	83.25	
	4.92	1
	34.58	
6.65	6.65	
	7.98	1



	0.00	
	0.00	
	0.00	
1413.72	2247.04	19
Labor Cost	Total Cost of Labor	One Item Repair Order

## Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor		Repair Labor	
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours
16014278	2016	Malibu	22,901	26.45	0.80	0.00	0.00	0.00	0.00
16014279	2014	Silverado	67,044	0.00	0.00	691.28	6.00	0.00	0.00
16014281	2014	Silverado	40,221	15.95	0.40	0.00	0.00	0.00	0.00
16014285	2011	Cruze	55,914	334.45	0.00	334.45	2.90	0.00	0.00
16014288	2013	Corvette	914	18.45	0.40	0.00	0.00	65.00	0.50
16014293	2011	Equinox	65,079	26.45	0.60	0.00	0.00	0.00	0.00
16014302	2015	Suburban	146,285	0.00	0.00	0.00	0.00	135.00	1.00
16014307	2014	Express	33,293	12.99	0.40	0.00	0.00	0.00	0.00
16014308	2013	Impala	63,811	0.00	0.00	0.00	0.00	160.00	2.00
16014310	2014	Cruze	34,704	35.04	0.80	0.00	0.00	0.00	0.00
16014311	2012	Suburban	94,440	0.00	0.00	0.00	0.00	65.00	0.50
16014312	2011	Silverado	73,553	12.95	0.40	0.00	0.00	0.00	0.00
16014314	2015	Malibu	31,063	26.49	0.60	0.00	0.00	0.00	0.00
16014315	2015	Sonic	25,539	26.45	0.60	0.00	0.00	0.00	0.00
16014316	2010	Equinox	127,319	0.00	0.00	0.00	0.00	472.50	3.50
16014320	2014	Corvette	10,007	28.45	0.40	0.00	0.00	0.00	0.00
16014322	2008	Trailblazer	150,138	0.00	0.00	0.00	0.00	312.98	3.10
16014323	2015	Tahoe	45,338	0.00	0.00	0.00	0.00	540.00	4.00
16014234	2015	C20Pickup	37,867	32.99	0.60	0.00	0.00	0.00	0.00
16014326	2017	Silverado	8,035	65.00	0.50	0.00	0.00	0.00	0.00
16014331	2012	Equinox	119,798	0.00	0.00	0.00	0.00	16.45	0.40
16014332	2015	Tahoe	39,015	25.95	0.60	0.00	0.00	0.00	0.00
16014333	2007	Impala	48,148	0.00	0.00	0.00	0.00	135.00	1.00
16014334	2015	Equinox	53,685	0.00	0.00	253.62	2.50	0.00	0.00
16014335	2013	Terrain	48,424	0.00	0.00	274.35	2.50	160.00	2.00
16014336	2016	Silverado	25,213	32.00	0.40	0.00	0.00	0.00	0.00
16014337	2008	Vue	82,300	0.00	0.00	0.00	0.00	376.00	3.60
16014343	2008	Aura	89,603	23.95	0.60	0.00	0.00	0.00	0.00
16014344	2006	Van	240,256	10.95	0.40	0.00	0.00	0.00	0.00
16014346	2014	Impala	33,329	13.00	0.40	0.00	0.00	0.00	0.00
16014347	2015	Corvette	9,816	51.45	0.40	0.00	0.00	0.00	0.00
16014351	2008	Vue	111,705	168.90	2.10	0.00	0.00	0.00	0.00
16014358	2010	Impala	34,544	13.95	0.40	0.00	0.00	0.00	0.00
16014359	2013	Suburban	52,854	38.99	0.60	0.00	0.00	0.00	0.00
16014363	2000	Corvette	14,099	23.49	0.40	0.00	0.00	1,681.07	12.30
16014364	2008	Tahoe	124,565	0.00	0.00	0.00	0.00	798.24	8.00
16014368	2014	Cruze	44,489	46.50	0.80	0.00	0.00	0.00	0.00
16014372	2011	Traverse	108,292	0.00	0.00	0.00	0.00	135.00	1.00
16014375	2010	Equinox	77,685	13.95	0.40	0.00	0.00	0.00	0.00
16014379	2011	Traverse	80,909	0.00	0.00	0.00	0.00	132.50	1.00
16014380	2013	Impala	73,257	0.00	0.00	0.00	0.00	292.00	2.40
16013281	2014	Equinox	64,724	0.00	0.00	253.62	2.50	0.00	0.00
16014383	2015	Camaro	13,262	29.00	0.40	0.00	0.00	0.00	0.00

16014385	2009	Malibu	64,251	14.00	0.40	297.00	2.20	0.00	0.00
16014386	2013	C20Picku	34,962	0.00	0.00	0.00	0.00	65.00	0.50
16014389	2011	Traverse	2,011	22.99	0.60	0.00	0.00	0.00	0.00
16014390	2012	Silverado	105,018	13.00	0.40	0.00	0.00	0.00	0.00
16014394	2011	HHR	78,787	89.95	1.00	0.00	0.00	0.00	0.00
16014395	2012	SRX	79,149	12.95	0.40	0.00	0.00	0.00	0.00
16014397	2014	Malibu	33,647	16.45	0.40	0.00	0.00	0.00	0.00
<b>RO's 1-50 Totals</b>				<b>1,323.53</b>	<b>17.60</b>	<b>2,104.32</b>	<b>18.60</b>	<b>5,541.74</b>	<b>46.80</b>
Date of Study:				<b>C Labor</b>		<b>M Labor</b>		<b>R 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>



Total Cost of Labor	One Item Repair Order
25.84	0
193.80	0
12.92	1
93.67	0
29.07	0
7.38	1
32.30	0
4.10	1
64.60	0
9.84	0
16.15	0
4.10	1
7.08	1
6.15	0
113.05	0
12.92	0
100.13	0
129.20	1
7.38	1
16.15	0
4.92	1
7.98	1
16.59	0
83.25	0
59.85	0
13.32	0
116.28	0
7.08	0
4.72	1
5.32	1
12.92	1
34.84	0
4.10	1
7.38	0
410.21	0
266.40	0
8.20	0
16.59	0
4.92	0
13.30	0
77.52	0
83.25	0
4.92	1

34.58	0
6.65	0
7.98	1
6.64	1
33.30	1
4.10	1
4.10	1
<b>2,247.04</b>	<b>19</b>
<b>Total Cost of Labor</b>	<b>One Item Repair Order</b>



0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00
<b>RO's 51-100 Totals</b>				<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
Date of Study: Study Compiled by				<b>C Labor</b>		<b>M Labor</b>		<b>R Labor</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>



0.00	0
0.00	0
0.00	0
0.00	0
0.00	0
0.00	0
0.00	0
0.00	0
<b>Total Cost of Labor</b>	<b>One Item Repair Order</b>

## Repair Order Analysis Summary R

	Sales in Dollars	FRH's on RO's	Averages
Competitive	\$ 1,324 ÷	17.60 =	75.20
Maintenance	\$ 2,104 ÷	18.60 =	113.14
Repair	\$ 5,542 ÷	46.80 =	118.41
Totals	\$ 8,970 ÷	83.00 =	108.07
		Target Labor Rate	131.32
Total Ro's in Sample	50	Difference	-23.25

### Cost of Labor

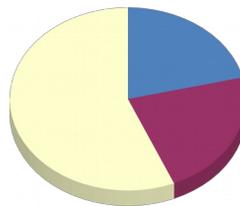
Total Cost of Labor	2247.04 ÷	Total Sales =	25.05%
Total Cost of Labor	2247.04 ÷	Total FRH's =	27.07

### Repair Order Measurements

Total Labor Sales	8,969.59 ÷	Total RO's =	179.39
Total FRH's	83.00 ÷	Total RO's =	1.66
Menu Sales		Total RO's =	
Competitive FRH's	17.60 ÷	Total FRH's =	21.20%
Maintenance FRH's	18.60 ÷	Total FRH's =	22.41%
Repair FRH'	46.80 ÷	Total FRH's =	56.39%
One item RO's	19 ÷	Total RO's =	38.00%

### Model Year Analysis

2018	2017	2016	2015	2014
0	1	2	9	9
0.00%	2.00%	4.00%	18.00%	18.00%



■ 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

2013	Older	Total
6	23	50
12.00%	46.00%	