



# Repair Order Analysis *and Summary*

3/9/2020

darrell waltrip honda

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**Dealership**

Jimmy Stephens

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**Student**

hendrick 108

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**Class and ID Number**

















## Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor		Repair Labor		Total Cost of Labor	One Item Repair Order
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours		
116883	2009	civ	105,992	0.00	0.00	307.30	3.00	0.00	0.00	42.00	1
117048	2018	acc	27,637	17.73	0.30	0.00	0.00	0.00	0.00	4.20	0
117061	2017	crv	50,721	35.68	0.60	0.00	0.00	0.00	0.00	8.40	0
116905	2015	civ	80,151	2.78	0.10	0.00	0.00	0.00	0.00	1.40	1
116997	2016	pilot	52,888	0.00	0.00	0.00	0.00	141.68	1.00	14.00	0
117010	2013	civ	100,204	0.00	0.00	0.00	0.00	145.68	1.00	14.50	0
116829	2011	ody	175,458	0.00	0.00	0.00	0.00	671.83	5.50	77.00	0
117071	2013	civ	69,225	17.73	0.30	0.00	0.00	0.00	0.00	4.20	1
117064	2019	crv	10,975	35.68	0.60	0.00	0.00	0.00	0.00	8.40	1
117038	2016	ody	20,255	65.68	0.50	0.00	0.00	0.00	0.00	7.00	1
117044	2013	acc	93,925	77.68	0.60	0.00	0.00	0.00	0.00	14.40	0
117041	2019	ody	16,557	258.63	1.80	0.00	0.00	0.00	0.00	25.20	0
117032	2017	ody	36,864	222.78	1.50	0.00	0.00	0.00	0.00	21.00	0
117025	2018	acc	39,628	127.73	1.00	0.00	0.00	0.00	0.00	14.00	0
116996	2010	fit	204,754	0.00	0.00	255.68	2.00	0.00	0.00	28.00	0
117023	2011	ody	95,519	17.73	0.30	0.00	0.00	0.00	0.00	4.20	1
117002	2017	pilot	46,420	0.00	0.00	147.68	1.20	0.00	0.00	17.40	1
116998	2016	crv	72,610	0.00	0.00	127.73	0.90	0.00	0.00	15.30	1
117004	2018	crv	41,160	17.73	0.30	0.00	0.00	0.00	0.00	4.20	1
117012	2016	civ	36,419	17.75	0.30	0.00	0.00	0.00	0.00	4.20	1
116994	2010	element	133,479	17.73	0.30	0.00	0.00	0.00	0.00	4.20	1
116421	2017	acc	55,738	0.00	0.00	0.00	0.00	170.00	1.50	21.00	1
116924	2013	crv	74,377	0.00	0.00	312.63	3.00	0.00	0.00	42.00	0
116893	2016	crv	38,245	2.78	0.60	0.00	0.00	0.00	0.00	8.40	1
116956	2018	crv	30,311	17.75	0.30	89.95	1.20	0.00	0.00	21.00	0
116929	2019	hrv	5,343	35.68	0.60	0.00	0.00	0.00	0.00	8.40	1
116951	2018	acc	40,720	0.00	0.00	224.63	1.80	0.00	0.00	37.80	0
116915	2014	crv	87,392	0.00	0.00	0.00	0.00	139.00	1.00	14.00	1
116957	2017	pilot	54,860	0.00	0.00	220.00	2.00	0.00	0.00	32.00	0
116962	2019	hrv	13,968	62.73	0.60	0.00	0.00	0.00	0.00	11.40	0
116958	2017	fit	25,985	0.00	0.00	0.00	0.00	35.00	0.50	7.25	1
116835	2015	acc	79,890	0.00	0.00	0.00	0.00	385.00	3.50	49.00	0
116960	2018	civ	31,213	2.78	0.30	0.00	0.00	0.00	0.00	4.20	1
116954	2014	acc	88,089	0.00	0.00	167.63	2.20	0.00	0.00	41.80	0
116923	2009	crv	103,363	17.73	0.30	169.95	2.00	0.00	0.00	32.20	0
116944	2008	crv	115,410	2.78	0.30	0.00	0.00	0.00	0.00	4.20	0
116939	2014	acc	64,886	17.73	0.30	480.00	4.00	0.00	0.00	62.35	0
116946	2018	clarity	16,763	2.78	0.30	0.00	0.00	0.00	0.00	4.20	1
116946	2019	pilot	5,053	35.75	0.60	0.00	0.00	0.00	0.00	8.40	0
116940	2019	civ	5,301	35.75	0.60	0.00	0.00	0.00	0.00	11.40	0
116950	2016	ody	66,111	17.73	0.30	0.00	0.00	0.00	0.00	4.20	1
116914	2010	acc	55,714	0.00	0.00	0.00	0.00	416.78	3.50	73.50	0
116937	2019	passp	8,568	354.68	0.60	0.00	0.00	0.00	0.00	8.40	0
116899	2014	civ	101,744	0.00	0.00	429.68	4.00	0.00	0.00	56.00	0
116921	2016	ody	83,813	0.00	0.00	0.00	0.00	165.00	1.50	21.75	1
116908	2018	civ	2,018	17.73	0.30	0.00	0.00	209.54	1.50	41.40	0
116897	2016	ody	38319	157.73	1.80	0.00	0.00	0.00	0.00	25.20	0
116910	2015	ody	82996	17.73	0.30	110.00	1.00	0.00	0.00	18.20	0
116898	2016	acc	77943	17.73	0.30	170.00	2.00	0.00	0.00	32.20	0
116932	2013	pilot	59328	0.00	0.00	34.00	0.40	0.00	0.00	7.60	1
<b>ROs 1-50 Totals</b>				<b>1,750.61</b>	<b>16.90</b>	<b>3,246.86</b>	<b>30.70</b>	<b>2,479.51</b>	<b>20.50</b>	<b>1,042.65</b>	<b>21</b>
Date of Study: ##### 3/9/2020				<b>C Labor</b>		<b>M Labor</b>		<b>R Labor</b>		<b>Total Cost of Labor</b>	<b>One Item Repair Order</b>
Study Compiled by jimmy				<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>		





## Repair Order Analysis Summary Report

	Sales in Dollars	FRH's on RO's	Averages
Competitive	\$ 1,751 ÷	16.90 =	103.59
Maintenance	\$ 3,247 ÷	30.70 =	105.76
Repair	\$ 2,480 ÷	20.50 =	120.95
Totals	\$ 7,477 ÷	68.10 =	109.79
		Target Labor Rate	139.00
Total Ro's in Sample	50	Difference	-29.21

### Cost of Labor

Total Cost of Labor	1042.65 ÷	Total Sales	=	13.94%
Total Cost of Labor	1042.65 ÷	Total FRHs	=	15.31

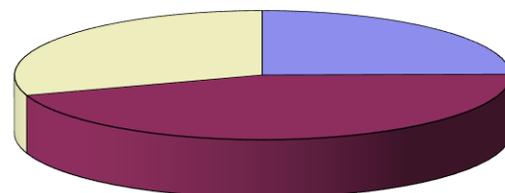
### Repair Order Measurements

Total Labor Sales	7,476.98 ÷	Total ROs	=	149.54
Total FRHs	68.10 ÷	Total ROs	=	1.36
Menu Sales	÷	Total ROs	=	
Competitive FRHs	16.90 ÷	Total FRHs	=	24.82%
Maintenance FRHs	30.70 ÷	Total FRHs	=	45.08%
Repair FRH	20.50 ÷	Total FRHs	=	30.10%
One item ROs	21 ÷	Total ROs	=	42.00%

### Model Year Analysis

2021	2020	2019	2018	2017
0	0	7	8	6
0.00%	0.00%	14.00%	16.00%	12.00%

### 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

2016	Older	Total
9	20	50
18.00%	40.00%	

Repair