

Repair Order Analysis Summary Report

	Sales in Dollars	FRH's on RO's	Averages	Analysis
Competitive	\$ 15,220	÷ 158.15	= 96.24	FRH Average
Maintenance	\$ 21,105	÷ 131.80	= 160.13	FRH Average
Repair	\$ 40,473	÷ 228.47	= 177.15	FRH Average
Totals	\$ 76,798	÷ 518.42	= 148.14	Customer ELR
Target Labor Rate			170.00	Per FRH
Total Ro's in Sample	100	Difference		-21.86 Per FRH

Cost of Labor

Total Cost of Labor	11576.14	÷ Total Sales	= 15.07%	Percent Cost of Sales
Total Cost of Labor	11576.14	÷ Total FRHs	= 22.33	Cost per FRH

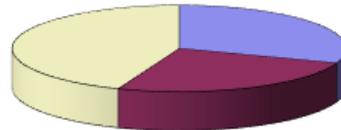
Repair Order Measurements

Total Labor Sales	76,798.11	÷ Total ROs	= 767.98	Avg Labor per RO
Total FRHs	518.42	÷ Total ROs	= 5.18	Avg FRH's per RO
Menu Sales		÷ Total ROs	=	Percent Menu Sales
Competitive FRHs	158.15	÷ Total FRHs	= 30.51%	Percent Competitive
Maintenance FRHs	131.80	÷ Total FRHs	= 25.42%	Percent Maintenance
Repair FRH	228.47	÷ Total FRHs	= 44.07%	Percent Repair
One item ROs	16	÷ Total ROs	= 16.00%	Percent One Item RO

Model Year Analysis

2021	2020	2019	2018	2017	2016	Older	Total
0	3	11	12	14	11	49	100
0.00%	3.00%	11.00%	12.00%	14.00%	11.00%	49.00%	

Labor Mix



■ Percent Competitive ■ Percent Maintenance ■ Percent Repair

Questions to review:

- How does your repair labor rate compare to your posted door rate?
- Is there discounting?
- What are the hours per R. O.?
- What is the percent of one-line ROs?

January 2020:

We have a reduced repair labor rate compared to our posted door rate.

We offer tire mount and balances for \$169.99 and incentivize the tech 3.05 in labor. This is a huge portion of our sales and lowers our ELR. We outperform in tire sales within our group and pick up additional repair work from this strategy.

Average hours per R.O. 5.18

16% 1 item ROs