

100 Repair Order Summary

We are \$28.08 off of our target flat rate hours when comparing to guide. Looking at the data I need to make sure we have our competitive and maintenance costs in line to increase our customer ELR. Our cost of sale is 2.39% higher than guide, this is due to having more higher paid technicians than entry level technicians. Cost of sales will do down once I add another entry level technician that is capable of doing more maintenance work (technician is starting this week). Our work mix looks good plait between Repair, Maintenance, and Competitive, however we need to flip flop the competitive and maintenance percentages. After I performed this review, I did find that we had some labor operations that were being categorize incorrectly. By fixing the labor operations it will help the mix number.