



Repair Order Analysis *and Summary*

2/10/2021

Hanson Motors

Dealership

Rob Little

Student

n-374

Class Number

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		Totals	Totals	762.97	6.70			103.15	64.95	
Number of RO's in Sample				Competative Labor						
				Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	

	Sales	Hours	Sales	Hours	Sales	Hours	Labor	Order
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Repair Order Analysis Summary Report

		Sales in Dollars	FRH's on RO's	Averages
Competitive		\$ 763	÷ 6.70	= 113.88
Maintenance		\$ 65	÷ 0.40	= 162.38
Repair		\$ 1,068	÷ 7.10	= 150.37
Totals		\$ 1,896	÷ 14.20	= 133.49
		Target Labor Rate		132.93
Total Ro's in Sample	25	Difference		0.56

Cost of Labor

Total Cost of Labor	287.30	÷	Total Sales	=	15.16%
Total Cost of Labor	287.30	÷	Total FRHs	=	20.23

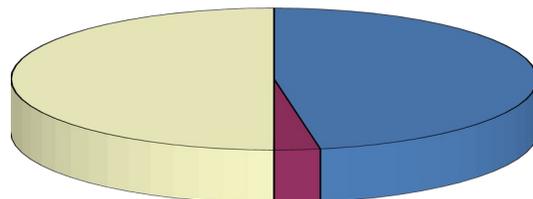
Repair Order Measurements

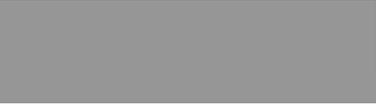
Total Labor Sales	1,895.55	÷	Total ROs	=	75.82
Total FRHs	14.20	÷	Total ROs	=	0.57
Menu Sales		÷	Total ROs	=	
Competitive FRHs	6.70	÷	Total FRHs	=	47.18%
Maintenance FRHs	0.40	÷	Total FRHs	=	2.82%
Repair FRH	7.10	÷	Total FRHs	=	50.00%
One item ROs	24	÷	Total ROs	=	96.00%

Model Year Analysis

2022	2021	2020	2019	2018
0	1	3	4	5
0.00%	4.00%	12.00%	16.00%	20.00%

Labor Mix





■ Percent Competitive ■ Percent Maintenance ■ Percent Rej



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

2017	Older	Total
1	11	25
4.00%	44.00%	

pair