



Repair Order Analysis *and Summary*

2/7/21

Huston Cadillac

Dealership

Brandon Huston

Student

N374

Class Number

Repair Order Analysis Input Sheet

RO Number	Year	Model	Mileage	Competitive Labor					Maintenance Labor					Repair Labor					Total Cost of Labor	One Item Repair Order	
				Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost			
1	6028482	2016	Suburban	44,914	32.95	0.50	Alex	13.00	6.50											6.50	
2	6028429	2019	OPTIMA	30,173	20.98	0.50	Alex	13.00	6.50											6.50	
3	6028430	2013	XTS	73,167	11.40	0.30	Alex	13.00	3.90											3.90	
4	6028433	2019	TERRAIN	28,504	99.95	1.50	JEAN	31.00	46.50											46.50	
5	6028435	2015	SIERRA	104,231						660.46	4.20	JEAN	31.00	130.20	828.39	6.00	JEAN	31.00	186.00	316.20	
6	6028442	2017	ACADIA	97,408	11.40	0.30	ALEX	13.00	3.90	5.00	0.00	ALEX	13.00	0.00					3.90		
7	6028442	2017	ACADIA	97,408											192.63	1.50	LARRY	38.00	57.00	57.00	
8	6028443	2014	SRX	68,435	25.00	0.40	ALEX	13.00	5.20										5.20		
9	6028449	2018	CANYON	21,868	191.34	2.60	JUSTIN	13.00	33.80										33.80		
10	6028450	2019	TERRAIN	16,933	31.39	0.50	JUSTIN	13.00	6.50										6.50		
11	6028453	2017	SIERRA	54,562	11.40	0.30	ALEX	13.00	3.90	75.00	1.00	ALEX	13.00	13.00					16.90		
12	6028457	2007	DEVILLE	50,320	169.99	3.10	ALEX	13.00	40.30										40.30		
13	6028467	2015	SIERRA	74,677	31.35	0.50	Alex	13.00	6.50										9.10		
14	6028463	2016	XTS	16,604						20.00	0.50	ALEX O	26.00	13.00	128.42	1.00	ALEX O	26.00	26.00	39.00	
15	6028464	2010	ESCALADE	95,887						64.21	0.50	TIM	39.50	19.75	585.42	4.50	TIM	39.50	177.75	197.50	
16	6028461	2005	SIERRA	316,898															0.00		
17	6028470	2014	ATS	103,053											205.69	1.50	JEAN	31.00	46.50	46.50	
18	6028476	2007	RDX	128,562	34.95	0.50	CODY	15.00	7.50						55.00	0.50	CODY	15.00	7.50	15.00	
19	6028481	2013	SRX	125,116						431.44	5.30	GEORGE	36.00	190.80					190.80		
20	6028427	2015	cadillac	49,781	31.35	0.50	ALEX	13.00	6.50										6.50		
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Totals				Totals	703.45	11.50			177.50	1,256.11	11.50			369.35	1,995.55	15.00			500.75	1047.60	0
Number of RO's in Sample				Competitive Labor					Maintenance Labor					Repair Labor					Total Cost of Labor	One Item Repair Order	
				Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Total Cost of Labor	One Item Repair Order	

Repair Order Analysis Summary Report

	Sales in Dollars		FRH's on RO's		Averages	Analysis	
Competitive	\$	703	÷	11.50	=	61.17	FRH Average
Maintenance	\$	1,256	÷	11.50	=	109.23	FRH Average
Repair	\$	1,996	÷	15.00	=	133.04	FRH Average
Totals	\$	3,955	÷	38.00	=	104.08	Customer ELR
					Target Labor Rate		Per FRH
Total Ro's in Sample	0		Difference			104.08	Per FRH

Cost of Labor

Total Cost of Labor	1047.60	÷	Total Sales	=	26.49%	Percent Cost of Sales
Total Cost of Labor	1047.60	÷	Total FRHs	=	27.57	Cost per FRH

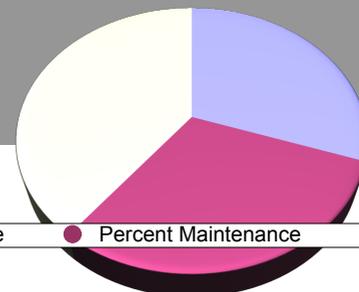
Repair Order Measurements

Total Labor Sales	3,955.11	÷	Total ROs	=		Avg Labor per RO
Total FRHs	38.00	÷	Total ROs	=		Avg FRH's per RO
Menu Sales		÷	Total ROs	=		Percent Menu Sales
Competitive FRHs	11.50	÷	Total FRHs	=	30.26%	Percent Competitive
Maintenance FRHs	11.50	÷	Total FRHs	=	30.26%	Percent Maintenance
Repair FRH	15.00	÷	Total FRHs	=	39.47%	Percent Repair
One item ROs	0	÷	Total ROs	=		Percent One Item RO

Model Year Analysis

2022	2021	2020	2019	2018	2017	Older	Total
0	0	0	3	1	3	13	20
0.00%	0.00%	0.00%	15.00%	5.00%	15.00%	65.00%	

Labor Mix



● Percent Competitive
 ● Percent Maintenance
 ● Percent Repair