



# Repair Order Analysis *and Summary*

3/1/2021

**First Texas Honda**  
**Dealership**

**Cody Penna**  
**Student**

**N372**  
**Class Number**

Tech #	Tech Pay Per FRH
1261	37.00
1129	37.00
2000	22.00
55973	32.00
1123	27.00
2072	22.50
1219	23.50
2108	25.00
56017	32.00
1225	23.50
56020	25.00
2074	25.00
2007	25.00
2085	37.00
1231	37.00
1143	47.00
55660	37.00
1241	37.00
1144	37.00
55712	37.00
1220	37.00
1287	37.00
1169	37.00
1321	27.50
1293	37.00
56026	18.50
56016	18.50
55958	18.50
55979	18.50
55789	20.00
2081	20
2093	20
55774	20
1995	20
1274	24.5
2097	20
55827	20
2078	20
55745	20
2031	20
5120	26
2032	22.5
4138	27
1295	24.5



## Repair Order Analysis Input Sheet

	RO Number	Year	Model	Mileage	Competitive Labor			
					Labor Sales	Flat Rate Hours	Technician Number	Pay Per FRH
1	518413	2009	Civic	174,643	31.90	0.30	55973	32.00
2	518414	2013	Civic	91,919	68.85	0.60	55827	20.00
3	518415	2006	Accord	12,639				
4	518416	2018	Accord	53,891	68.85	0.60	55958	18.50
5	518418	2014	Accord	60,982	31.90	0.30	1995	20.00
6	518420	2017	Accord	48,268	68.85	0.60	56016	18.50
7	518421	2019	Accord	52,961	68.85	0.60	1995	20.00
8	518422	2016	Civic	60,502				
9	518425	2010	Civic	22,348				
10	518426	2018	Civic	47,081	18.50	0.30	1995	20.00
11	518427	2017	HRV	48,208				
12	518428	2011	Civic	79,993	18.50	0.30	1995	20.00
13	518429	2016	Odyssey	50,189	31.90	0.30	2093	20.00
14	518430	2014	CRV	36,934				
15	518433	2015	Odyssey	56,521	68.85	0.60	56017	32.00
16	518434	2015	Fit	105,054				
17	518435	2010	Accord	63,686				
18	518436	2018	CRV	36,419	31.90	0.30	55745	20.00
19	518437	2017	Civic	43,944	68.85	0.60	1321	27.50
20	518438	2014	Accord	116,289	31.90	0.30	55745	20.00
21	518439	2019	CRV	17,309				
22	518440	2015	Civic	54,467	31.90	0.30	1321	27.50
23	518441	2005	Accord	134,908	31.90	0.30	55774	20.00
24	518442	2015	Civic	61,036	31.90	0.30	55660	37.00
25	518444	2015	Civic	151,401	80.00	1.00	55774	20.00
26	518445	2020	HRV	4,555	68.85	0.60	1241	37.00
27	518446	2014	CRV	66,679				
28	518447	2018	Pilot	33,323	68.85	0.60	1321	27.50
29	518448	2018	Clarity	35,969				
30	518449	2018	Civic	35,877	31.90	0.30	55979	18.50
31	518450	2008	CRV	138,218	31.90	0.30	1144	37.00
32	518451	2013	Civic	112,711	68.85	0.60	55745	20.00
33	518452	2016	CRV	53,521				
34	518453	2014	Civic	90,865				
35	518454	2009	Accord	155,018	31.90	0.60	55979	18.50
36	518459	2019	Pilot	15,251	18.50	0.30	1219	23.50
37	518460	2017	CRV	63,453	31.90	0.30	55774	20.00
38	518461	2019	Fit	15,717	36.95	0.30		
39	518465	2014	Odyssey	75,585	80.00	1.00	56017	32.00
40	518466	2019	Odyssey	21,558	18.50	0.30	2097	20.00
41	518467	2019	Odyssey	12,258				
42	518468	2014	CRV	58,441				
43	518469	2018	Accord	29,498	108.85	1.10	55827	20.00
44	518472	2015	Civic	113,378	80.00	1.00	55979	18.50
45	518475	2018	CRV	33,451	87.35	0.90	55827	20.00

46	518477	2016	Civic	16,393	68.85	0.60	2093	20.00
47	518478	2015	CRV	90,558	70.40	0.90	1995	20.00
48	518479	2014	Pilot	174,262	31.90	0.30	2093	20.00
49	518481	2019	CRV	9,271	31.90	0.30	55958	18.50
50	518482	2013	Accord	98,127				
51	518487	2015	Civic	78,784	31.90	0.30	55774	20.00
52	518492	2019	CRV	20,856	39.95	0.50	55745	20.00
53	518497	2018	Odyssey	39,145	68.85	0.60	1241	37.00
54	518150	2011	CR-Z	127,155	36.95	0.30	55745	20.00
55	518522	2019	Insight	27,068				
56	518523	2012	Civic	61,174	68.85	0.60	55958	18.50
57	518528	2018	Civic	19,292	20.00	0.30	55745	20.00
58	518531	2015	Civic	13,371	68.85	0.60	1241	37.00
59	518533	2020	HRV	3,088	20.00	0.30	55979	18.50
60	518538	2019	CRV	6,419	39.95	0.30	55958	18.50
61	518539	2014	Accord	83,392				
62	518540	2016	Civic	66,589				
63	518541	2009	Odyssey	176,337				
64	518544	2019	Fit	14,495	20.00	0.30	55745	20.00
65	518547	2009	Accord	94,668	31.90	0.30	1219	23.50
66	518549	2016	CRV	24,125				
67	518550	2016	Civic	39,406	40.00	0.50	1321	27.50
68	518554	2019	Accord	6,780	36.95	0.30	55827	20.00
69	518555	2013	Civic	178,214	50.40	0.60	1219	23.50
70	518556	2015	Civic	121,176				
71	518557	2012	CRV	220,828	31.90	0.30	55958	18.50
72	518559	2013	CRV	71,634	71.90	0.80	56020	25.00
73	518560	2014	CRV	55,527	9.95	0.10	2093	20.00
74	518561	2017	CRV	48,101	68.85	0.60	2093	20.00
75	518562	2013	Civic	60,251	31.90	0.30	1321	27.50
76	518563	2012	CRV	63,266	31.90	0.30	55979	18.50
77	518564	2016	CRV	35,187	31.90	0.30	55745	20.00
78	518565	2015	Pilot	67,771	87.35	0.90	1293	37.00
79	518566	2015	Fit	81,342	31.90	0.30	2007	25.00
80	518567	2018	Ridgeline	25,502	68.85	0.60	55745	20.00
81	518568	2015	Civic	52,343	68.85	0.60	1287	37.00
82	518575	2014	Civic	68,221	31.90	0.30	55958	18.50
83	518578	2019	HRV	24,198				
84	518579	2018	Accord	36,644	31.90	0.30	55827	20.00
85	518583	2014	Civic	98,642	68.85	0.60	55774	20.00
86	518584	2019	CRV	8,533	87.35	0.90	1995	20.00
87	518587	2020	F150	6,583	49.95	0.50	55745	20.00
88	518588	2006	Pilot	188,054	31.90	0.30	1287	37.00
89	518590	2104	Odyssey	68,799	31.90	0.30	1995	20.00
90	519591	2018	CRV	28,110				
91	518593	2013	Civic	42,615	18.50	0.30	2093	20.00
92	518594	2019	CRV	8,447	31.90	0.30	55958	18.50
93	518596	2019	Civic	14,937				
94	518597	2020	Odyssey	5,715	68.85	0.60	1995	20.00
95	518598	2016	Explorer	48,532	18.50	0.30	1295	24.50

96	518600	2014	Accord	51,556	31.90	0.30	1219	23.50
97	518602	2013	Fit	93,342				
98	518603	2008	Fit	126,407	31.90	0.30	56017	32.00
99	518606	2017	Ridgeline	73,270	31.90	0.30	1231	37.00
100	518607	2018	CRV	29,706				
<b>Totals Totals</b>					3,429.65	34.40		
<b>Number of RO's in Sample</b>					<b>Competative Labor</b>			
					<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Technican Number</b>	<b>Pay Per FRH</b>

Maintenance Labor						Repair Labor		
Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technican Number
9.60	448.10	2.80	55973	32.00	89.60	1,083.00	5.90	55973
12.00	388.45	2.80	55827	20.00	56.00			
						175.00	1.00	1231
11.10	70.00	0.40	55958	18.50	7.40			
6.00	689.00	5.30	1995	20.00	106.00	18.00	0.10	1995
11.10						175.00	1.00	56016
12.00	497.92	3.00	1995	20.00	60.00			
	70.00	0.40	55827	20.00	8.00			
	230.45	1.90	55958	18.50	35.15	140.00	0.80	55958
6.00								
	106.09	0.80	56020	25.00	20.00			
6.00								
6.00								
	140.00	0.80	1143	47.00	37.60	280.00	1.60	1143
19.20	118.15	0.80	56017	32.00	25.60	175.00	1.00	56017
						660.00	3.70	2097
	460.90	3.80	1225	23.50	89.30			
6.00	140.00	0.80	55745	20.00	16.00			
16.50								
6.00	229.95	1.40	55745	20.00	28.00			
	19.90	0.20	55979	18.50	3.70			
8.25	70.00	0.40	1321	27.50	11.00			
6.00	48.15	0.40	55774	20.00	8.00	210.00	1.20	55774
11.10	159.95	1.00	55660	37.00	37.00			
20.00	289.95	1.80	55774	20.00	36.00	455.00	2.60	55774
22.20								
	670.90	5.00	1321	27.50	137.50			
16.50	140.00	0.80	1321	27.50	22.00			
	38.15	0.40	1220	37.00	14.80			
5.55								
11.10	490.53	3.70	1144	37.00	136.90	1207.00	6.60	1144
12.00	369.93	2.30	55745	20.00	46.00			
	370.45	2.70	1287	37.00	99.90	315.00	1.80	1287
						630.00	3.50	56020
11.10								
7.05	210.00	1.20	1219	23.50	28.20			
6.00								
32.00						1,371.00	7.50	56017
6.00								
	9.95	0.10	56020	25.00	2.50			
						158.00	0.80	1225
22.00	289.98	1.70	55827	20.00	34.00			
18.50	219.95	1.40	55979	18.50	25.90			
18.00	299.93	1.80	55827	20.00	36.00			

12.00	105.10	0.80	2093	20.00	16.00			
18.00								
6.00	184.95	1.20	2093	20.00	24.00			
5.55								
						175.00	1.00	2085
6.00	70.00	0.40	55774	20.00	8.00	455.00	2.60	55774
10.00								
22.20								
6.00	48.15	0.40	55745	20.00	8.00	298.00	1.70	55745
	48.15	0.40	55660	37.00	14.80			
11.10								
6.00								
22.20	47.99	0.30	1241	37.00	11.10	88.00	0.50	1241
5.55								
5.55								
						88.00	0.50	55712
						486.00	2.70	55712
						473.00	2.70	1220
6.00	82.99	0.50	55745	20.00	10.00			
7.05								
	48.15	0.40	2007	25.00	10.00			
13.75	149.95	1.00	1321	27.50	27.50			
6.00	30.15	0.30	55827	20.00	6.00			
14.10						175.00	1.00	1219
						88.00	0.50	55827
5.55								
20.00	230.45	1.90	56020	25.00	47.50	438.00	2.50	56020
2.00								
12.00	175.00	1.00	2093	20.00	20.00			
8.25						18.00	0.10	1321
5.55	158.00	0.90	55979	18.50	16.65			
6.00	358.08	2.30	55745	20.00	46.00			
33.30						315.00	1.80	1293
7.50								
12.00	198.10	1.30	55745	20.00	26.00			
22.20	118.15	0.80	1287	37.00	29.60			
5.55	140.00	0.80	55958	18.50	14.80	315.00	1.80	55958
						53.00	0.30	55827
6.00								
12.00	219.98	1.30	55774	20.00	26.00	245.00	1.40	55774
18.00								
10.00	149.95	1.00	55745	20.00	20.00			
11.10								
6.00								
	9.95	0.10	55827	20.00	2.00			
6.00	9.95	0.10	2093	20.00	2.00			
5.55								
	9.95	0.10	55827	20.00	2.00			
12.00								
7.35								

7.05								
	710.33	4.90	55958	18.50	90.65	596.00	3.40	55958
9.60	297.87	1.90	56017	32.00	60.80	598.00	3.40	56017
11.10								
	35.00	0.20	1321	27.50	5.50			
805.55	10,923.07	74.20			1802.95	11,956.00	67.00	
	<b>Maintenance Labor</b>					<b>Repair Labor</b>		
<b>Labor Cost</b>	<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Technican Number</b>	<b>Pay Per FRH</b>	<b>Labor Cost</b>	<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Technican Number</b>

Pay Per FRH	Labor Cost	Total Cost of Labor	One Item Repair Order
32.00	188.80	288.00	
		68.00	
37.00	37.00	37.00	1
		18.50	1
20.00	2.00	114.00	
18.50	18.50	29.60	
		72.00	
		8.00	1
18.50	14.80	49.95	
		6.00	1
		20.00	
		6.00	1
		6.00	1
47.00	75.20	112.80	
32.00	32.00	76.80	1
20.00	74.00	74.00	
		89.30	1
		22.00	
		16.50	1
		34.00	1
		3.70	
		19.25	1
20.00	24.00	38.00	
		48.10	
20.00	52.00	108.00	
		22.20	1
		137.50	
		38.50	
		14.80	
		5.55	1
37.00	244.20	392.20	
		58.00	
37.00	66.60	166.50	
25.00	87.50	87.50	
		11.10	1
		35.25	
		6.00	1
		0.00	1
32.00	240.00	272.00	
		6.00	1
		2.50	
23.50	18.80	18.80	1
		56.00	
		44.40	
		54.00	1

		28.00	
		18.00	
		30.00	
		5.55	1
37.00	37.00	37.00	1
20.00	52.00	66.00	
		10.00	
		22.20	1
20.00	34.00	48.00	
		14.80	
		11.10	1
		6.00	
37.00	18.50	51.80	
		5.55	
		5.55	1
37.00	18.50	18.50	1
37.00	99.90	99.90	
37.00	99.90	99.90	
		16.00	
		7.05	1
		10.00	1
		41.25	1
		12.00	
23.50	23.50	37.60	
20.00	10.00	10.00	
		5.55	1
25.00	62.50	130.00	
		2.00	
		32.00	
27.50	2.75	11.00	1
		22.20	
		52.00	
37.00	66.60	99.90	
		7.50	1
		38.00	
		51.80	1
18.50	33.30	53.65	
20.00	6.00	6.00	
		6.00	1
20.00	28.00	66.00	
		18.00	1
		30.00	1
		11.10	1
		6.00	1
		2.00	
		8.00	
		5.55	1
		2.00	
		12.00	1
		7.35	1

		7.05	
18.50	62.90	153.55	1
32.00	108.80	179.20	
		11.10	
		5.50	
	1939.55	4548.05	41
		<b>Total Cost of Labor</b>	<b>One Item Repair Order</b>
<b>Pay Per FRH</b>	<b>Labor Cost</b>		



## Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor		Repair Labor		Total Cost of Labor	One Item Repair Order
				Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours		
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Total Cost of Labor	One Item Repair Order
518413	2009	Civic	174,643	31.90	0.30	448.10	2.80	1,083.00	5.90	288.00	0
518414	2013	Civic	91,919	68.85	0.60	388.45	2.80	0.00	0.00	68.00	0
518415	2006	Accord	12,639	0.00	0.00	0.00	0.00	175.00	1.00	37.00	1
518416	2018	Accord	53,891	68.85	0.60	70.00	0.40	0.00	0.00	18.50	1
518418	2014	Accord	60,982	31.90	0.30	689.00	5.30	18.00	0.10	114.00	0
518420	2017	Accord	48,268	68.85	0.60	0.00	0.00	175.00	1.00	29.60	0
518421	2019	Accord	52,961	68.85	0.60	497.92	3.00	0.00	0.00	72.00	0
518422	2016	Civic	60,502	0.00	0.00	70.00	0.40	0.00	0.00	8.00	1
518425	2010	Civic	22,348	0.00	0.00	230.45	1.90	140.00	0.80	49.95	0
518426	2018	Civic	47,081	18.50	0.30	0.00	0.00	0.00	0.00	6.00	1
518427	2017	HRV	48,208	0.00	0.00	106.09	0.80	0.00	0.00	20.00	0
518428	2011	Civic	79,993	18.50	0.30	0.00	0.00	0.00	0.00	6.00	1
518429	2016	Odyssey	50,189	31.90	0.30	0.00	0.00	0.00	0.00	6.00	1
518430	2014	CRV	36,934	0.00	0.00	140.00	0.80	280.00	1.60	112.80	0
518433	2015	Odyssey	56,521	68.85	0.60	118.15	0.80	175.00	1.00	76.80	1
518434	2015	Fit	105,054	0.00	0.00	0.00	0.00	660.00	3.70	74.00	0
518435	2010	Accord	63,686	0.00	0.00	460.90	3.80	0.00	0.00	89.30	1
518436	2018	CRV	36,419	31.90	0.30	140.00	0.80	0.00	0.00	22.00	0
518437	2017	Civic	43,944	68.85	0.60	0.00	0.00	0.00	0.00	16.50	1
518438	2014	Accord	116,289	31.90	0.30	229.95	1.40	0.00	0.00	34.00	1
518439	2019	CRV	17,309	0.00	0.00	19.90	0.20	0.00	0.00	3.70	1
518440	2015	Civic	54,467	31.90	0.30	70.00	0.40	0.00	0.00	19.25	1
518441	2005	Accord	134,908	31.90	0.30	48.15	0.40	210.00	1.20	38.00	0
518442	2015	Civic	61,036	31.90	0.30	159.95	1.00	0.00	0.00	48.10	0
518444	2015	Civic	151,401	80.00	1.00	289.95	1.80	455.00	2.60	108.00	0
518445	2020	HRV	4,555	68.85	0.60	0.00	0.00	0.00	0.00	22.20	1
518446	2014	CRV	66,679	0.00	0.00	670.90	5.00	0.00	0.00	137.50	0
518447	2018	Pilot	33,323	68.85	0.60	140.00	0.80	0.00	0.00	38.50	0
518448	2018	Clarity	35,969	0.00	0.00	38.15	0.40	0.00	0.00	14.80	0
518449	2018	Civic	35,877	31.90	0.30	0.00	0.00	0.00	0.00	5.55	1
518450	2008	CRV	138,218	31.90	0.30	490.53	3.70	1,207.00	6.60	392.20	0
518451	2013	Civic	112,711	68.85	0.60	369.93	2.30	0.00	0.00	58.00	0
518452	2016	CRV	53,521	0.00	0.00	370.45	2.70	315.00	1.80	166.50	0
518453	2014	Civic	90,865	0.00	0.00	0.00	0.00	630.00	3.50	87.50	0
518454	2009	Accord	155,018	31.90	0.60	0.00	0.00	0.00	0.00	11.10	1
518459	2019	Pilot	15,251	18.50	0.30	210.00	1.20	0.00	0.00	35.25	0
518460	2017	CRV	63,453	31.90	0.30	0.00	0.00	0.00	0.00	6.00	1
518461	2019	Fit	15,717	36.95	0.30	0.00	0.00	0.00	0.00	0.00	1
518465	2014	Odyssey	75,585	80.00	1.00	0.00	0.00	1,371.00	7.50	272.00	0
518466	2019	Odyssey	21,558	18.50	0.30	0.00	0.00	0.00	0.00	6.00	1
518467	2019	Odyssey	12,258	0.00	0.00	9.95	0.10	0.00	0.00	2.50	0
518468	2014	CRV	58,441	0.00	0.00	0.00	0.00	158.00	0.80	18.80	1
518469	2018	Accord	29,498	108.85	1.10	289.98	1.70	0.00	0.00	56.00	0
518472	2015	Civic	113,378	80.00	1.00	219.95	1.40	0.00	0.00	44.40	0
518475	2018	CRV	33,451	87.35	0.90	299.93	1.80	0.00	0.00	54.00	1
518477	2016	Civic	2,016	68.85	0.60	105.10	0.80	0.00	0.00	28.00	0
518478	2015	CRV	90,558	70.40	0.90	0.00	0.00	0.00	0.00	18.00	0
518479	2014	Pilot	174,262	31.90	0.30	184.95	1.20	0.00	0.00	30.00	0
518481	2019	CRV	9,271	31.90	0.30	0.00	0.00	0.00	0.00	5.55	1
518482	2013	Accord	98,127	0.00	0.00	0.00	0.00	175.00	1.00	37.00	1
<b>ROs 1-50 Totals</b>				<b>1,752.65</b>	<b>17.90</b>	<b>7,576.78</b>	<b>51.90</b>	<b>7,227.00</b>	<b>40.10</b>	<b>2,912.85</b>	<b>22</b>
Date of Study: Study Compiled by				<b>C Labor</b>		<b>M Labor</b>		<b>R Labor</b>		<b>Total Cost of Labor</b>	<b>One Item Repair Order</b>
				<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

Dealership				Competitive Labor		Maintenance Labor		Repair Labor		Total Cost of Labor	One Item Repair Order
				Labor Sales	Flat Rate Hours	Labor Sales	Rate Hours	Labor Sales	Flat Rate Hours		
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Labor Sales	Rate Hours	Labor Sales	Flat Rate Hours	Total Cost of Labor	One Item Repair Order
518487	2015	Civic	78,784	31.90	0.30	70.00	0.40	455.00	2.60	66.00	0
518492	2019	CRV	20,856	39.95	0.50	0.00	0.00	0.00	0.00	10.00	0
518497	2018	Odyssey	39,145	68.85	0.60	0.00	0.00	0.00	0.00	22.20	1
518150	2011	CR-Z	127,155	36.95	0.30	48.15	0.40	298.00	1.70	48.00	0
518522	2019	Insight	27,068	0.00	0.00	48.15	0.40	0.00	0.00	14.80	0
518523	2012	Civic	61,174	68.85	0.60	0.00	0.00	0.00	0.00	11.10	1
518528	2018	Civic	19,292	20.00	0.30	0.00	0.00	0.00	0.00	6.00	0
518531	2015	Civic	13,371	68.85	0.60	47.99	0.30	88.00	0.50	51.80	0
518533	2020	HRV	3,088	20.00	0.30	0.00	0.00	0.00	0.00	5.55	0
518538	2019	CRV	6,419	39.95	0.30	0.00	0.00	0.00	0.00	5.55	1
518539	2014	Accord	83,392	0.00	0.00	0.00	0.00	88.00	0.50	18.50	1
518540	2016	Civic	66,589	0.00	0.00	0.00	0.00	486.00	2.70	99.90	0
518541	2009	Odyssey	176,337	0.00	0.00	0.00	0.00	473.00	2.70	99.90	0
518544	2019	Fit	14,495	20.00	0.30	82.99	0.50	0.00	0.00	16.00	0
518547	2009	Accord	94,668	31.90	0.30	0.00	0.00	0.00	0.00	7.05	1
518549	2016	CRV	24,125	0.00	0.00	48.15	0.40	0.00	0.00	10.00	1
518550	2016	Civic	39,406	40.00	0.50	149.95	1.00	0.00	0.00	41.25	1
518554	2019	Accord	6,780	36.95	0.30	30.15	0.30	0.00	0.00	12.00	0
518555	2013	Civic	178,214	50.40	0.60	0.00	0.00	175.00	1.00	37.60	0
518556	2015	Civic	121,176	0.00	0.00	0.00	0.00	88.00	0.50	10.00	0
518557	2012	CRV	220,828	31.90	0.30	0.00	0.00	0.00	0.00	5.55	1
518559	2013	CRV	71,634	71.90	0.80	230.45	1.90	438.00	2.50	130.00	0
518560	2014	CRV	55,527	9.95	0.10	0.00	0.00	0.00	0.00	2.00	0
518561	2017	CRV	48,101	68.85	0.60	175.00	1.00	0.00	0.00	32.00	0
518562	2013	Civic	60,251	31.90	0.30	0.00	0.00	18.00	0.10	11.00	1
518563	2012	CRV	63,266	31.90	0.30	158.00	0.90	0.00	0.00	22.20	0
518564	2016	CRV	35,187	31.90	0.30	358.08	2.30	0.00	0.00	52.00	0
518565	2015	Pilot	67,771	87.35	0.90	0.00	0.00	315.00	1.80	99.90	0
518566	2015	Fit	81,342	31.90	0.30	0.00	0.00	0.00	0.00	7.50	1
518567	2018	Ridgeline	25,502	68.85	0.60	198.10	1.30	0.00	0.00	38.00	0
518568	2015	Civic	52,343	68.85	0.60	118.15	0.80	0.00	0.00	51.80	1
518575	2014	Civic	68,221	31.90	0.30	140.00	0.80	315.00	1.80	53.65	0
518578	2019	HRV	24,198	0.00	0.00	0.00	0.00	53.00	0.30	6.00	0
518579	2018	Accord	36,644	31.90	0.30	0.00	0.00	0.00	0.00	6.00	1
518583	2014	Civic	98,642	68.85	0.60	219.98	1.30	245.00	1.40	66.00	0
518584	2019	CRV	8,533	87.35	0.90	0.00	0.00	0.00	0.00	18.00	1
518587	2020	F150	6,583	49.95	0.50	149.95	1.00	0.00	0.00	30.00	1
518588	2006	Pilot	188,054	31.90	0.30	0.00	0.00	0.00	0.00	11.10	1
518590	2104	Odyssey	68,799	31.90	0.30	0.00	0.00	0.00	0.00	6.00	1
519591	2018	CRV	28,110	0.00	0.00	9.95	0.10	0.00	0.00	2.00	0
518593	2013	Civic	42,615	18.50	0.30	9.95	0.10	0.00	0.00	8.00	0
518594	2019	CRV	8,447	31.90	0.30	0.00	0.00	0.00	0.00	5.55	1
518596	2019	Civic	14,937	0.00	0.00	9.95	0.10	0.00	0.00	2.00	0
518597	2020	Odyssey	5,715	68.85	0.60	0.00	0.00	0.00	0.00	12.00	1
518598	2016	Explorer	48,532	18.50	0.30	0.00	0.00	0.00	0.00	7.35	1
518600	2014	Accord	51,556	31.90	0.30	0.00	0.00	0.00	0.00	7.05	0
518602	2013	Fit	93,342	0.00	0.00	710.33	4.90	596.00	3.40	153.55	1
518603	2008	Fit	126,407	31.90	0.30	297.87	1.90	598.00	3.40	179.20	0
518606	2017	Ridgeline	73,270	31.90	0.30	0.00	0.00	0.00	0.00	11.10	0
518607	2018	CRV	29,706	0.00	0.00	35.00	0.20	0.00	0.00	5.50	0
<b>RO's 51-100 Totals</b>				<b>1,677.00</b>	<b>16.50</b>	<b>3,346.29</b>	<b>22.30</b>	<b>4,729.00</b>	<b>26.90</b>	<b>1,635.20</b>	<b>20</b>
Date of Study: Study Compiled by				<b>C Labor</b>		<b>M Labor</b>		<b>R Labor</b>		<b>Total Cost of Labor</b>	<b>One Item Repair Order</b>
				<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Labor Sales</b>	<b>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	\$ 3,430	÷	34.40	=	99.70
Maintenance	\$ 10,923	÷	74.20	=	147.21
Repair	\$ 11,956	÷	67.00	=	178.45
Totals	\$ 26,309	÷	175.60	=	149.82
Target Labor Rate					157.00
Total Ro's in Sample	25	Difference			-7.18

### Cost of Labor

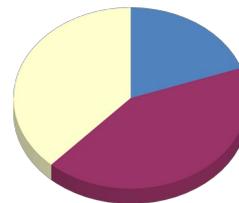
Total Cost of Labor	4548.05	÷	Total Sales	=	17.29%
Total Cost of Labor	4548.05	÷	Total FRHs	=	25.90

### Repair Order Measurements

Total Labor Sales	26,308.72	÷	Total ROs	=	1052.35
Total FRHs	175.60	÷	Total ROs	=	7.02
Menu Sales		÷	Total ROs	=	
Competitive FRHs	34.40	÷	Total FRHs	=	19.59%
Maintenance FRHs	74.20	÷	Total FRHs	=	42.26%
Repair FRH	67.00	÷	Total FRHs	=	38.15%
One item ROs	42	÷	Total ROs	=	168.00%

### Model Year Analysis

2022	2021	2020	2019	2018
0	0	4	16	14
0.00%	0.00%	4.00%	16.00%	14.00%



■ Percent Competitive ■ Percent Maintenance ■ Percent Repair

**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
6	60	100
6.00%	60.00%	