



# Repair Order Analysis *and Summary*

5/10/2021

**Washington Honda**  
**Dealership**

**Dan Tennant / EJ Moraczyk**  
**Student**

**376**    376  
**Class Number**







46								
47								
48								
49								
50								
51								
52								
53								
54								
55								
56								
57								
58								
59								
60								
61								
62								
63								
64								
65								
66								
67								
68								
69								
70								
71								
72								
73								
74								
75								
76								
77								
78								
79								
80								
81								
82								
83								
84								
85								
86								
87								
88								
89								
90								
91								
92								
93								
94								
95								

96								
97								
98								
99								
100								
		<b>Totals Totals</b>		1,784.84	27.60			
<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>	





541.00	581.73	6.00			126.25	5,820.85	48.90	
<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>





		0.00	
		0.00	
		0.00	
		0.00	
		0.00	
	1011.05	1678.30	0
		<b>Total Cost of Labor</b>	<b>One Item Repair Order</b>
<b>Pay Per FRH</b>	<b>Labor Cost</b>		









## Repair Order Analysis Summary Report

	Sales in Dollars	FRH's on RO's	Averages
Competitive	\$ 1,785	÷ 27.60	= 64.67
Maintenance	\$ 582	÷ 6.00	= 96.96
Repair	\$ 5,821	÷ 48.90	= 119.04
Totals	\$ 8,187	÷ 82.50	= 99.24
Target Labor Rate			105.00
Total Ro's in Sample	25	Difference	-5.76

### Cost of Labor

Total Cost of Labor	1678.30	÷ Total Sales	= 20.50%
Total Cost of Labor	1678.30	÷ Total FRHs	= 20.34

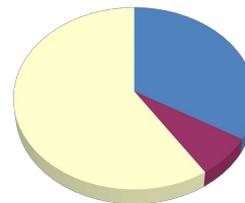
### Repair Order Measurements

Total Labor Sales	8,187.42	÷ Total ROs	= 327.50
Total FRHs	82.50	÷ Total ROs	= 3.30
Menu Sales		÷ Total ROs	=
Competitive FRHs	27.60	÷ Total FRHs	= 33.45%
Maintenance FRHs	6.00	÷ Total FRHs	= 7.27%
Repair FRH	48.90	÷ Total FRHs	= 59.27%
One item ROs	0	÷ Total ROs	= 0.00%

### Model Year Analysis

2022	2021	2020	2019	2018
0	0	2	2	4
0.00%	0.00%	8.00%	8.00%	16.00%

### Labor Mix



■ 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
0	17	25
0.00%	68.00%	