



# Repair Order Analysis *and Summary*

4/9/2021

Apple Honda of Riverhead

**Dealership**  
*Will Peersen*

**Student**

**Class Number**







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|                                 |  |                      |  |                          |                        |                         |                    |  |
|---------------------------------|--|----------------------|--|--------------------------|------------------------|-------------------------|--------------------|--|
| 96                              |  |                      |  |                          |                        |                         |                    |  |
| 97                              |  |                      |  |                          |                        |                         |                    |  |
| 98                              |  |                      |  |                          |                        |                         |                    |  |
| 99                              |  |                      |  |                          |                        |                         |                    |  |
| 100                             |  |                      |  |                          |                        |                         |                    |  |
|                                 |  | <b>Totals Totals</b> |  | 1,433.25                 | 15.60                  |                         |                    |  |
| <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> |  |





|                          |                    |                        |                         |                    |                   |                     |                        |                         |
|--------------------------|--------------------|------------------------|-------------------------|--------------------|-------------------|---------------------|------------------------|-------------------------|
|                          |                    |                        |                         |                    |                   |                     |                        |                         |
|                          |                    |                        |                         |                    |                   |                     |                        |                         |
|                          |                    |                        |                         |                    |                   |                     |                        |                         |
|                          |                    |                        |                         |                    |                   |                     |                        |                         |
| 275.90                   | 2,616.67           | 25.50                  |                         |                    | 489.00            | 803.13              | 6.10                   |                         |
| <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                               |                                      |
|                        | 100.60                | 865.50                             | 10                                   |
|                        |                       | <b>Total<br/>Cost of<br/>Labor</b> | <b>One Item<br/>Repair<br/>Order</b> |
| <b>Pay Per<br/>FRH</b> | <b>Labor<br/>Cost</b> |                                    |                                      |









## Repair Order Analysis Summary Report

|                      | Sales in Dollars |   | FRH's on RO's |                   | Averages |
|----------------------|------------------|---|---------------|-------------------|----------|
| Competitive          | \$ 1,433         | ÷ | 15.60         | =                 | 91.88    |
| Maintenance          | \$ 2,617         | ÷ | 25.50         | =                 | 102.61   |
| Repair               | \$ 803           | ÷ | 6.10          | =                 | 131.66   |
| Totals               | \$ 4,853         | ÷ | 47.20         | =                 | 102.82   |
|                      |                  |   |               | Target Labor Rate | 95.00    |
| Total Ro's in Sample | 15               |   |               | Difference        | 7.82     |

### Cost of Labor

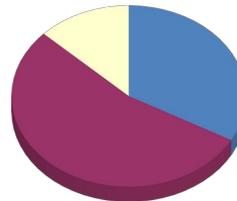
|                     |        |   |             |   |        |
|---------------------|--------|---|-------------|---|--------|
| Total Cost of Labor | 865.50 | ÷ | Total Sales | = | 17.83% |
| Total Cost of Labor | 865.50 | ÷ | Total FRHs  | = | 18.34  |

### Repair Order Measurements

|                   |          |   |            |   |        |
|-------------------|----------|---|------------|---|--------|
| Total Labor Sales | 4,853.05 | ÷ | Total ROs  | = | 323.54 |
| Total FRHs        | 47.20    | ÷ | Total ROs  | = | 3.15   |
| Menu Sales        |          | ÷ | Total ROs  | = |        |
| Competitive FRHs  | 15.60    | ÷ | Total FRHs | = | 33.05% |
| Maintenance FRHs  | 25.50    | ÷ | Total FRHs | = | 54.03% |
| Repair FRH        | 6.10     | ÷ | Total FRHs | = | 12.92% |
| One item ROs      | 10       | ÷ | Total ROs  | = | 66.67% |

### Model Year Analysis

| 2022  | 2021  | 2020   | 2019   | 2018   |
|-------|-------|--------|--------|--------|
| 0     | 0     | 2      | 2      | 3      |
| 0.00% | 0.00% | 10.00% | 10.00% | 15.00% |



■ 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 |
|-------|--------|-------|
| 1     | 12     | 20    |
| 5.00% | 60.00% |       |

Percent One Item RO

10-15% Guide