



# Repair Order Analysis *and Summary*

11/6/2017

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Dealership

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Student

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Class and ID Number





## Repair Order Analysis Input Sheet

					Competitive Labor			
	RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH
1	407513	2016	impreza	29,190				
2	407515	2010	outback	52,419				
3	407518	1997	savanna	133,627				
4	407632	2016	sierra	18,855				
5	407631	2011	outback	155,772				
6	407629	2015	crosstrek	47,372				
7	407625	2007	escalade	170,843				
8	407621	2017	sonata	10,408				
9	407619	2012	terrain	63,066				
10	407618	2014	outback	64,058				
11	407617	2014	crosstrek	83,316				
12	407615	2014	sonata	59,649				
13	407611	2013	yukon	32,013				
14	407608	2015	forester	35,918				
15	407606	2017	elantra	2,525				
16	407604	2004	lesabre	232,114	124.99	1.80	45	29.00
17	407602	2015	forester	64,164	124.99	1.80	53	26.00
18	407600	2014	outback	121,721	174.99	1.40	88	27.00
19	407599	2017	santa fe	9,166				
20	407594	2010	outback	69,688				
21	407592	2014	crosstrek	29,204				
22	407591	2014	forester	44,575				
23	407590	2014	santa fe	41,751				
24	407589	2007	impreza	210,830				
25	407587	2011	impreza	43,030				
26	407586	2015	outback	31,753				
27	407585	2016	equinox	15,386				
28	407580	2004	cts	164,338				
29	407579	2015	outback	43,346				
30	407576	2012	acadia	114,300				
31	407572	2005	outback	172,678	49.99	0.80	14	30.00
32	407566	2009	impala	177,395				
33	407563	2014	outback	71,267				
34	407562	2016	sonata	48,917				
35	407561	2017	outback	6,135				
36	407560	2013	sierra	39,385				
37	407559	2001	sonoma	87,962	224.98	2.20	14	30.00
38	407557	2011	outback	90,548	59.95	0.80	363	16.00
39	407556	2013	impreza	25,722				
40	407555	2013	encore	63,746				
41	407554	2014	sierra	47,326				
42	407552	2015	outback	28,734				
43	407549	2017	g80	14,622				

44	407548	1998	frontier	199,000				
45	407539	2013	outback	65,864				
46	407537	2014	crosstrek	40,759				
47	407533	2016	santa fe	39,896				
48	407531	2005	ion	87,727				
49	407529	2013	crosstrek	63,029	79.99	1.20	359	14.00
50	407525	2017	outback	2,097				
51	407524	2013	outback	109,291				
52	407520	2013	acadia	76,335				
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		<b>Totals</b>	<b>Totals</b>	839.88	10.00			
<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	Pay Per FRH
	34.56	0.60	372	13.00	7.80				
	34.56	0.60	372	13.00	7.80				
	475.00	3.80	45	29.00	110.20	196.00	1.40	45	29.00
	34.56	0.60	372	13.00	7.80				
	24.99	0.20	391	12.00	2.40				
	34.56	0.60	372	13.00	7.80				
	98.10	0.60	45	29.00	17.40				
	34.56	0.60	351	21.00	12.60				
	34.56	0.60	391	12.00	7.20				
	667.99	5.70	351	21.00	119.70				
	34.56	0.60	391	12.00	7.20				
	45.52	0.50	363	16.00	8.00				
	34.56	0.60	372	13.00	7.80				
	24.99	0.30	391	12.00	3.60				
	34.56	0.60	372	13.00	7.80				
52.20	384.56	3.40	45	29.00	98.60	252.00	1.80	45	29.00
46.80	400.00	3.20	53	26.00	83.20				
37.80	847.50	6.60	88	27.00	178.20	70.00	0.50	88	27.00
	34.56	0.60	391	12.00	7.20				
	34.56	0.60	372	13.00	7.80				
	329.99	3.00	349	21.00	63.00				
	194.54	2.00	349	21.00	42.00	8.40	0.30	349	21.00
	34.56	0.60	363	16.00	9.60				
	34.56	0.60	391	12.00	7.20				
						70.00	0.50	88	27.00
	34.56	0.60	391	12.00	7.20				
	34.56	0.60	372	13.00	7.80				
	34.56	0.60	45	29.00	17.40	70.00	0.50	45	29.00
	34.56	0.60	372	13.00	7.80				
						140.00	1.00	45	29.00
24.00						140.00	1.00	53	26.00
	24.99	0.20	372	13.00	2.60				
	34.56	0.60	372	13.00	7.80				
	34.56	0.60	372	13.00	7.80				
	34.56	0.60	391	12.00	7.20				
	34.56	0.60	75						
66.00	98.00	0.70	14	30.00	21.00	420.00	3.00	14	30.00
12.80									
	34.56	0.60	372	13.00	7.80				
	34.56	0.60	391	12.00	7.20				
						280.00	2.00	14	30.00
	285.51	2.40	88	27.00	64.80				
	105.02	0.70	372	13.00	9.10				





Labor Cost	Total Cost of Labor	One Item Repair Order
	7.80	1
	7.80	1
40.60	150.80	
	7.80	1
	2.40	1
	7.80	1
	17.40	
	12.60	1
	7.20	1
	119.70	
	7.20	1
	8.00	
	7.80	1
	3.60	1
	7.80	1
52.20	203.00	
	130.00	
13.50	229.50	
	7.20	1
	7.80	1
	63.00	1
6.30	48.30	
	9.60	1
	7.20	1
13.50	13.50	1
	7.20	1
	7.80	1
14.50	31.90	
	7.80	1
29.00	29.00	1
26.00	50.00	
	2.60	1
	7.80	1
	7.80	1
	7.20	1
	0.00	1
90.00	177.00	
	12.80	
	7.80	1
	7.20	1
60.00	60.00	
	64.80	
	9.10	1



	0.00	
	0.00	
	0.00	
	0.00	
	0.00	
	0.00	
	0.00	
	0.00	
	0.00	
574.30	1870.90	36
	<b>Total Cost of Labor</b>	<b>One Item Repair Order</b>
<b>Labor Cost</b>		



## Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor		Repair Labor		Total Cost of Labor
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	
407513	2016	impreza	29,190	0.00	0.00	34.56	0.60	0.00	0.00	7.80
407515	2010	outback	52,419	0.00	0.00	34.56	0.60	0.00	0.00	7.80
407518	1997	savanna	133,627	0.00	0.00	475.00	3.80	196.00	1.40	150.80
407632	2016	sierra	18,855	0.00	0.00	34.56	0.60	0.00	0.00	7.80
407631	2011	outback	155,772	0.00	0.00	24.99	0.20	0.00	0.00	2.40
407629	2015	crosstrek	47,372	0.00	0.00	34.56	0.60	0.00	0.00	7.80
407625	2007	escalade	170,843	0.00	0.00	98.10	0.60	0.00	0.00	17.40
407621	2017	sonata	10,408	0.00	0.00	34.56	0.60	0.00	0.00	12.60
407619	2012	terrain	63,066	0.00	0.00	34.56	0.60	0.00	0.00	7.20
407618	2014	outback	64,058	0.00	0.00	667.99	5.70	0.00	0.00	119.70
407617	2014	crosstrek	83,316	0.00	0.00	34.56	0.60	0.00	0.00	7.20
407615	2014	sonata	59,649	0.00	0.00	45.52	0.50	0.00	0.00	8.00
407611	2013	yukon	32,013	0.00	0.00	34.56	0.60	0.00	0.00	7.80
407608	2015	forester	35,918	0.00	0.00	24.99	0.30	0.00	0.00	3.60
407606	2017	elantra	2,525	0.00	0.00	34.56	0.60	0.00	0.00	7.80
407604	2004	lesabre	232,114	124.99	1.80	384.56	3.40	252.00	1.80	203.00
407602	2015	forester	64,164	124.99	1.80	400.00	3.20	0.00	0.00	130.00
407600	2014	outback	121,721	174.99	1.40	847.50	6.60	70.00	0.50	229.50
407599	2017	santa fe	9,166	0.00	0.00	34.56	0.60	0.00	0.00	7.20
407594	2010	outback	69,688	0.00	0.00	34.56	0.60	0.00	0.00	7.80
407592	2014	crosstrek	29,204	0.00	0.00	329.99	3.00	0.00	0.00	63.00
407591	2014	forester	44,575	0.00	0.00	194.54	2.00	8.40	0.30	48.30
407590	2014	santa fe	41,751	0.00	0.00	34.56	0.60	0.00	0.00	9.60
407589	2007	impreza	210,830	0.00	0.00	34.56	0.60	0.00	0.00	7.20
407587	2011	impreza	43,030	0.00	0.00	0.00	0.00	70.00	0.50	13.50
407586	2015	outback	31,753	0.00	0.00	34.56	0.60	0.00	0.00	7.20
407585	2016	equinox	15,386	0.00	0.00	34.56	0.60	0.00	0.00	7.80
407580	2004	cts	164,338	0.00	0.00	34.56	0.60	70.00	0.50	31.90
407579	2015	outback	43,346	0.00	0.00	34.56	0.60	0.00	0.00	7.80
407576	2012	acadia	114,300	0.00	0.00	0.00	0.00	140.00	1.00	29.00
407572	2005	outback	172,678	49.99	0.80	0.00	0.00	140.00	1.00	50.00
407566	2009	impala	177,395	0.00	0.00	24.99	0.20	0.00	0.00	2.60
407563	2014	outback	71,267	0.00	0.00	34.56	0.60	0.00	0.00	7.80
407562	2016	sonata	48,917	0.00	0.00	34.56	0.60	0.00	0.00	7.80
407561	2017	outback	6,135	0.00	0.00	34.56	0.60	0.00	0.00	7.20
407560	2013	sierra	39,385	0.00	0.00	34.56	0.60	0.00	0.00	0.00
407559	2001	sonoma	87,962	224.98	2.20	98.00	0.70	420.00	3.00	177.00
407557	2011	outback	90,548	59.95	0.80	0.00	0.00	0.00	0.00	12.80
407556	2013	impreza	25,722	0.00	0.00	34.56	0.60	0.00	0.00	7.80
407555	2013	encore	63,746	0.00	0.00	34.56	0.60	0.00	0.00	7.20
407554	2014	sierra	47,326	0.00	0.00	0.00	0.00	280.00	2.00	60.00
407552	2015	outback	28,734	0.00	0.00	285.51	2.40	0.00	0.00	64.80
407549	2017	g80	14,622	0.00	0.00	105.02	0.70	0.00	0.00	9.10
407548	1998	frontier	199,000	0.00	0.00	19.99	0.40	0.00	0.00	5.20
407539	2013	outback	65,864	0.00	0.00	0.00	0.00	168.00	1.20	25.20
407537	2014	crosstrek	2,014	0.00	0.00	34.56	0.60	0.00	0.00	7.20
407533	2016	santa fe	39896	0.00	0.00	0.00	0.00	70.00	0.50	13.00
407531	2005	ion	87727	0.00	0.00	34.56	0.40	0.00	0.00	4.80

407529	2013	crosstrek	63029	79.99	1.20	0.00	0.00	0.00	0.00	16.80
407525	2017	outback	2097	0.00	0.00	0.00	0.00	70.00	0.50	10.50
<b>ROs 1-50 Totals</b>				<b>839.88</b>	<b>10.00</b>	<b>4,890.69</b>	<b>48.50</b>	<b>1,954.40</b>	<b>14.20</b>	<b>1,675.30</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>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>	



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One Item Repair Order



## Repair Order Analysis Summary R

	Sales in Dollars	FRH's on RO's	Averages
Competitive	\$ 840 ÷	10.00 =	83.99
Maintenance	\$ 4,960 ÷	49.70 =	99.79
Repair	\$ 2,794 ÷	20.20 =	138.34
Totals	\$ 8,594 ÷	79.90 =	107.56
		Target Labor Rate	112.00
Total Ro's in Sample	52	Difference	-4.44

### Cost of Labor

Total Cost of Labor	1870.90 ÷	Total Sales	=	21.77%
Total Cost of Labor	1870.90 ÷	Total FRHs	=	23.42

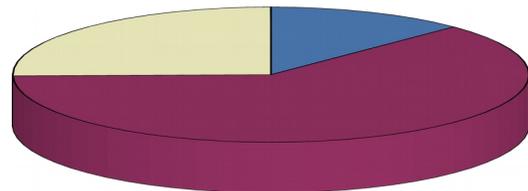
### Repair Order Measurements

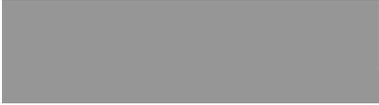
Total Labor Sales	8,594.09 ÷	Total ROs	=	165.27
Total FRHs	79.90 ÷	Total ROs	=	1.54
Menu Sales		Total ROs	=	
Competitive FRHs	10.00 ÷	Total FRHs	=	12.52%
Maintenance FRHs	49.70 ÷	Total FRHs	=	62.20%
Repair FRH	20.20 ÷	Total FRHs	=	25.28%
One item ROs	36 ÷	Total ROs	=	69.23%

### Model Year Analysis

2018	2017	2016	2015	2014
0	6	5	6	10
0.00%	11.54%	9.62%	11.54%	19.23%

**Labor Mix**





■ Percent Competitive   ■ Percent Maintenance   ■ Percent Re



**Report**

**Analysis**

FRH Average
FRH Average
FRH Average
Customer ELR

Per FRH
Per FRH

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Percent Cost of Sales
Cost per FRH

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Avg Labor per RO
Avg FRH's per RO
Percent Menu Sales
Percent Competitive
Percent Maintenance
Percent Repair
Percent One Item RO

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2013	Older	Total
8	17	52
15.38%	32.69%	

pair