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**You and your Service Manager should review the data contained in the summary report.**

**Results from the 100 RO review:**

**How does your repair labor compare to your posted door rate? Our posted door rate is \$130.00 our Repair ELR is \$131.15.**

**Is there discounting? No**

**What are the hours per RO? 1.44 hours per RO.**

**What is the percent of one line ROs? We have 20% one line ROs.**

Repair Order Analysis Summary Report							
	Sales in Dollars		FRH's on RO's		Averages	Analysis	
Competitive	\$	2,484	÷	44.40	=	55.94	FRH Average
Maintenance	\$	4,513	÷	49.30	=	91.55	FRH Average
Repair	\$	6,623	÷	50.50	=	131.15	FRH Average
Totals	\$	13,620	÷	144.20	=	94.45	Customer ELR
			Target Labor Rate			122.00	Per FRH
Total Ro's in Sample		100	Difference			-27.55	Per FRH
Cost of Labor							
Total Cost of Labor		2923.55	÷	Total Sales	=	21.46%	Percent Cost of Sales
Total Cost of Labor		2923.55	÷	Total FRH's	=	20.27	Cost per FRH
Repair Order Measurements							
Total Labor Sales		13,620.28	÷	Total RO's	=	136.20	Avg Labor per RO
Total FRH's		144.20	÷	Total RO's	=	1.44	Avg FRH's per RO
Menu Sales			÷	Total RO's	=		Percent Menu Sales
Competitive FRH's		44.40	÷	Total FRH's	=	30.79%	Percent Competitive
Maintenance FRH's		49.30	÷	Total FRH's	=	34.19%	Percent Maintenance
Repair FRH's		50.50	÷	Total FRH's	=	35.02%	Percent Repair
One item RO's		20	÷	Total RO's	=	20.00%	Percent One Item RO
Model Year Analysis							
2018	2017	2016	2015	2014	2013	Older	Total
0	9	9	15	18	9	40	100
0.00%	9.00%	9.00%	15.00%	18.00%	9.00%	40.00%	

