

Repair Order Analysis Summary Report

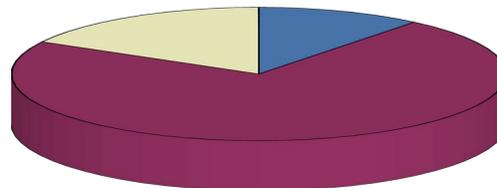
| | | Sales in Dollars | FRH's on RO's | Averages | Analysis |
|----------------------------------|-----------|------------------|---------------|-------------------|-----------------------|
| Competitive | | \$ 2,413 | ÷ 35.80 | = 67.40 | FRH Average |
| Maintenance | | \$ 15,139 | ÷ 238.90 | = 63.37 | FRH Average |
| Repair | | \$ 7,233 | ÷ 56.20 | = 128.70 | FRH Average |
| Totals | | \$ 24,785 | ÷ 330.90 | = 74.90 | Customer ELR |
| | | | | Target Labor Rate | Per FRH |
| Total Ro's in Sample | 0 | | | Difference | 74.90 Per FRH |
| Cost of Labor | | | | | |
| Total Cost of Labor | 8357.50 | ÷ | Total Sales | = 33.72% | Percent Cost of Sales |
| Total Cost of Labor | 8357.50 | ÷ | Total FRHs | = 25.26 | Cost per FRH |
| Repair Order Measurements | | | | | |
| Total Labor Sales | 24,784.53 | ÷ | Total ROs | = | Avg Labor per RO |
| Total FRHs | 330.90 | ÷ | Total ROs | = | Avg FRH's per RO |
| Menu Sales | | ÷ | Total ROs | = | Percent Menu Sales |
| Competitive FRHs | 35.80 | ÷ | Total | = 10.82% | Percent Competitive |

| | | | | | | |
|------------------|--------|---|------------|---|--------|---------------------|
| | | | FRHs | | | |
| Maintenance FRHs | 238.90 | ÷ | Total FRHs | = | 72.20% | Percent Maintenance |
| Repair FRH | 56.20 | ÷ | Total FRHs | = | 16.98% | Percent Repair |
| One item ROs | 14 | ÷ | Total ROs | = | | Percent One Item RO |

Model Year Analysis

| 2022 | 2021 | 2020 | 2019 | 2018 | 2017 | Older | Total |
|-------|-------|--------|--------|--------|--------|--------|-------|
| 0 | 0 | 11 | 12 | 12 | 15 | 49 | 99 |
| 0.00% | 0.00% | 11.11% | 12.12% | 12.12% | 15.15% | 49.49% | |

Labor Mix



■ Percent Competitive
 ■ Percent Maintenance
 ■ Percent Repair