



Repair Order Analysis *and Summary*

2/14/2022

Century KIA

Dealership

Chet Ghioto

Student

N391 - 09

Class and ID Number

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		Totals	Totals	345.95	4.80			110.40	676.06	
Number of RO's in Sample				Competative Labor						
				Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	

Repair Order Analysis Summary Report

	Sales in Dollars		FRH's on RO's	=	Averages	
Competitive	\$ 346	÷	4.80	=	72.07	
Maintenance	\$ 676	÷	8.40	=	80.48	
Repair	\$ 1,583	÷	10.80	=	146.61	
Totals	\$ 2,605	÷	24.00	=	108.56	
					Target Labor Rate	189.00
Total Ro's in Sample	25				Difference	-80.44

Cost of Labor

Total Cost of Labor	539.90	÷	Total Sales	=	20.72%
Total Cost of Labor	539.90	÷	Total FRHs	=	22.50

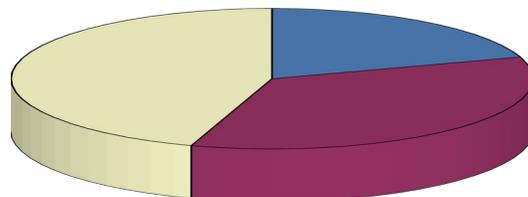
Repair Order Measurements

Total Labor Sales	2,605.36	÷	Total ROs	=	104.21
Total FRHs	24.00	÷	Total ROs	=	0.96
Menu Sales		÷	Total ROs	=	
Competitive FRHs	4.80	÷	Total FRHs	=	20.00%
Maintenance FRHs	8.40	÷	Total FRHs	=	35.00%
Repair FRH	10.80	÷	Total FRHs	=	45.00%
One item ROs	12	÷	Total ROs	=	48.00%

Model Year Analysis

2023	2022	2021	2020	2019
0	0	2	5	4
0.00%	0.00%	8.00%	20.00%	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

2018	Older	Total
2	12	25
8.00%	48.00%	

pair

