



# Repair Order Analysis *and Summary*

3/22/2022

**Reiseman Nissan**  
**Dealership**

**Dustin Smith**  
**Student**

**Fixed Ops (388)**  
**Class #**








53	250323	2015	Rogue	77,075	57.75	0.60	2102	15	9.00	
54	250334	2018	Rogue	38,149	34.00	0.30	1121	34	10.20	
55	250296	2010	Rogue	154,873						
56	250513	2018	Armada	38,257	39.84	0.60	1121	34	20.40	
57	250528	2019	Altima	15,966	47.95	0.60	2103	15	9.00	
58	250530	2017	Rogue	50,446						
59	250551	2015	Avalon	73,884	28.00	0.30	2103	15	4.50	
60	250680	2017	Pathfinder	78,754						
61	250718	2015	Armada	75,998	202.25	1.60	5476	25	40.00	
62	250726	2019	Frontier	14,182						
63	250748	2020	Sentra	31,221	137.95	1.50	2119	15	22.50	200.00
64	250749	2019	Rogue	53,926	54.00	0.60	2103	15	9.00	
65	250755	2019	QX60	50,303	67.70	0.60	2103	15	9.00	
66	250214	2013	Altima	124,095						
67	250938	2008	Quest	154,189	37.75	0.30	2119	15	4.50	92.13
68	250958	2021	Sentra	8,035	18.00	0.30	2103	15	4.50	
69	251131	2018	Versa	70,552	134.00	1.80	2119	15	27.00	
70	251139	2016	Altima	101,314	47.95	0.60	2103	15	9.00	
71	251157	2021	Rogue	24,492						
72	251326	2014	Altima	123,726	47.95	0.60	2103	15	9.00	
73	251332	2015	Murano	74,705	54.00	0.60	2122	14	8.40	
74	251337	2015	Murano	112,987	100.95	1.30	2119	15	19.50	
75	251349	2014	Murano	109,751	47.75	0.60	2119	15	9.00	179.64
76	248900	2019	Versa	60,034						
77	251382	2021	Versa	35,484						
78	251391	2011	Frontier	105,954	75.30	1.00	1121	34	34.00	
79	251402	2020	Rogue	10,550	18.00	0.30	2103	15	4.50	
80	251268	2019	Titan	65,976						
81	251416	2011	Titan	178,530						
82	251466	2013	Juke	73,574						
83	251467	2018	NV	43,781	72.00	0.80	2122	14	11.20	153.29
84	251485	2020	Rogue	31,504	18.00	0.30	5476	25	7.50	161.96
85	250816	2014	Titan	108,813	36.00	0.50	2103	15	7.50	
86	250781	2012	Altima	196,559	50.95	0.80	1714	24	19.20	
87	250575	2021	Murano	11,038	43.95	0.60	2103	15	9.00	
88	250268	2017	Titan	40,402						
89	251556	2014	Quest	113,427	38.00	0.60	2103	15	9.00	
90	251522	2015	Altima	129,446	55.50	0.60	2119	15	9.00	
91	251397	2018	Rogue	67,297						123.91
92	251412	2018	Rogue	98,419	34.00	0.30	2103	15	4.50	
93	251358	2020	Rogue	21,548	18.00	0.30	2122	14	4.20	
94	251137	2018	Rogue	48,369						
95	250943	2021	Altima	16,368						
96	250932	2013	Altima	121,853	277.70	2.90	2119	15	43.50	
97	250850	2013	Altima	161,417						86.25
98	250757	2018	Rogue	23,345	18.00	0.30	2119	15	4.50	123.29
99	250741	2020	Rogue	20,789	47.95	0.60	2102	15	9.00	
###	250733	2015	Sentra	93,812	85.95	1.00	2103	15	15.00	

<b>Totals</b>	<b>Totals</b>	3,354.63	40.00			762.20	7,299.97
---------------	---------------	----------	-------	--	--	--------	----------

Number of RO's in Sample		Competative Labor				
Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	

Maintenance Labor				Repair Labor				Total Cost of Labor	One Item Repair Order	
Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH			Labor Cost
				129.95	1.00	1714	24	24.00	24.00	1
				238.99	1.50	5476	25	37.50	37.50	1
									4.50	1
									4.50	1
1.00	1714	24	24.00						31.20	
				129.95	1.00	1714	24	24.00	24.00	1
1.50	2121	28.00	42.00						50.40	
2.10	2121	28	58.80						69.00	
									14.40	1
									9.00	
0.50	5476	25	12.50						20.00	
				345.00	2.00	5476	25.00	50.00	50.00	1
									4.50	1
									4.50	
									4.50	1
									4.50	1
				65.00	1.00	1121	34	34.00	34.00	1
0.60	5476	25	15.00						15.00	
									14.40	
3.50	5476	25	87.50						87.50	
									17.00	1
3.50	2121	28	98.00						106.40	
				259.00	2.00	1714	24	48.00	48.00	
									9.00	
				129.00	1.00	5476	25	25.00	32.50	
2.20	2121	28	61.60	150.00	1.40	2121	28	39.20	109.20	
1.30	1714	24	31.20						43.20	
									16.50	
2.20	1714	24	52.80						93.60	
11.80	1121	34	401.20						411.40	
				129.00	1.00	1714	24	24.00	24.00	1
				2,144.10	13.40	2118	28	375.20	375.20	1
				1,074.95	7.30	2121	28	204.40	204.40	1
				65.00	0.50	1714	24	12.00	12.00	1
0.50	1714	24	12.00						19.20	
				210.00	1.80	2118	28	50.40	50.40	1
									4.50	1
1.00	1714	24	24.00						33.00	
1.00	2118	28	28.00						36.40	
4.20	2121	28	117.60						126.00	
									7.50	1
				129.00	1.00	1714	24	24.00	24.00	1
1.00	2121	28	28.00						50.40	
2.10	1714	24	50.40						50.40	1
				65.00	1.00	1121	34	34.00	57.80	
									9.00	1
									4.50	1
				822.00	7.20	1121	34	244.80	252.30	
				594.00	4.00	1714	24	96.00	96.00	1
				129.95	1.00	2121	28	28.00	28.00	1
									6.00	1
6.50	2121	28	182.00						182.00	



## Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor		Repair Labor		Total Cost of Labor	One Item Repair Order
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours		
250814	2008	Frontier	360,395	0.00	0.00	0.00	0.00	129.95	1.00	24.00	1
251061	2004	Altima	206,372	0.00	0.00	0.00	0.00	238.99	1.50	37.50	1
251066	2017	Versa	36,679	37.00	0.30	0.00	0.00	0.00	0.00	4.50	1
251069	2012	Armada	162,416	32.25	0.30	0.00	0.00	0.00	0.00	4.50	1
251072	2013	JX35	134,622	14.00	0.30	103.25	1.00	0.00	0.00	31.20	0
251211	2019	Frontier	41,050	0.00	0.00	0.00	0.00	129.95	1.00	24.00	1
251455	2014	Rogue	152,621	44.95	0.60	203.60	1.50	0.00	0.00	50.40	0
251456	2015	Altima	99,140	14.00	0.30	179.64	2.10	0.00	0.00	69.00	0
251258	2019	Spark	33,433	30.00	0.60	0.00	0.00	0.00	0.00	14.40	1
251436	2016	Trax	48,671	53.99	0.60	0.00	0.00	0.00	0.00	9.00	0
251506	2014	Q50	98,483	11.00	0.30	123.91	0.50	0.00	0.00	20.00	0
251531	2014	Pathfind	111,881	0.00	0.00	0.00	0.00	345.00	2.00	50.00	1
251606	2015	Altima	110,060	14.00	0.30	0.00	0.00	0.00	0.00	4.50	1
250459	2016	Rogue	85,222	34.00	0.30	0.00	0.00	0.00	0.00	4.50	0
250468	2021	Kicks	7,377	14.00	0.30	0.00	0.00	0.00	0.00	4.50	1
250490	2015	Rogue	77,374	34.00	0.30	0.00	0.00	0.00	0.00	4.50	1
248981	2002	Frontier	346,476	0.00	0.00	0.00	0.00	65.00	1.00	34.00	1
249263	2016	Altima	30,061	0.00	0.00	336.21	0.60	0.00	0.00	15.00	0
249285	2020	Sentra	14,249	45.00	0.60	0.00	0.00	0.00	0.00	14.40	0
249287	2019	Armada	62,320	0.00	0.00	751.15	3.50	0.00	0.00	87.50	0
249294	2013	Altima	208,844	35.00	0.50	0.00	0.00	0.00	0.00	17.00	1
249291	2016	Rogue	65,864	18.00	0.30	355.45	3.50	0.00	0.00	106.40	0
249313	2016	Sentra	75,019	0.00	0.00	0.00	0.00	259.00	2.00	48.00	0
249329	2018	Murano	26,318	47.95	0.60	0.00	0.00	0.00	0.00	9.00	0
248889	2015	Murano	99,375	18.00	0.30	0.00	0.00	129.00	1.00	32.50	0
249316	2018	NV	170,363	27.75	0.30	250.00	2.20	150.00	1.40	109.20	0
249398	2017	Rogue	41,338	33.00	0.50	123.29	1.30	0.00	0.00	43.20	0
249394	2016	Murano	74,944	82.95	1.10	0.00	0.00	0.00	0.00	16.50	0
249400	2019	Pathfind	42,534	171.95	1.70	203.29	2.20	0.00	0.00	93.60	0
248886	2015	Pathfind	73,358	18.00	0.30	1,863.00	11.80	0.00	0.00	411.40	0
248924	2017	Titan	113,527	0.00	0.00	0.00	0.00	129.00	1.00	24.00	1
248970	2014	Quest	89,256	0.00	0.00	0.00	0.00	2,144.10	13.40	375.20	1
249491	2013	Versa	102,940	0.00	0.00	0.00	0.00	1,074.95	7.30	204.40	1
249597	2018	Pathfind	33,583	0.00	0.00	0.00	0.00	65.00	0.50	12.00	1
249601	2016	Altima	35,247	18.00	0.30	100.31	0.50	0.00	0.00	19.20	0
249625	2011	Murano	138,741	0.00	0.00	0.00	0.00	210.00	1.80	50.40	1
249783	2017	Pathfind	64,154	18.00	0.30	0.00	0.00	0.00	0.00	4.50	1
249801	2018	Sentra	25,010	54.00	0.60	103.29	1.00	0.00	0.00	33.00	0
249802	2020	Altima	36,246	34.00	0.30	103.29	1.00	0.00	0.00	36.40	0
249804	2017	Rogue	91,991	18.00	0.30	460.21	4.20	0.00	0.00	126.00	0
249806	2014	Versa	82,035	35.00	0.50	0.00	0.00	0.00	0.00	7.50	1
249799	2015	Murano	71,990	0.00	0.00	0.00	0.00	129.00	1.00	24.00	1
250066	2018	Maxima	42,843	72.00	0.80	103.29	1.00	0.00	0.00	50.40	0
250067	2016	Murano	78,818	0.00	0.00	179.64	2.10	0.00	0.00	50.40	1
250216	2018	Leaf	33,879	55.00	0.70	0.00	0.00	65.00	1.00	57.80	0
250226	2018	Murano	2,018	54.00	0.60	0.00	0.00	0.00	0.00	9.00	1
250234	2012	G37	97950	37.75	0.30	0.00	0.00	0.00	0.00	4.50	1
250122	2011	Juke	102512	36.00	0.50	0.00	0.00	822.00	7.20	252.30	0
250272	2014	Pathfind	98883	0.00	0.00	0.00	0.00	594.00	4.00	96.00	1
250310	2019	Pathfind	31995	0.00	0.00	0.00	0.00	129.95	1.00	28.00	1

<b>ROs 1-50</b>	<b>Totals</b>	<b>1,262.54</b>	<b>15.90</b>	<b>5,542.82</b>	<b>40.00</b>	<b>6,809.89</b>	<b>49.10</b>	<b>2,859.20</b>	<b>25</b>
Date of Study: March 21, 2022		<b>C Labor</b>		<b>M Labor</b>		<b>R Labor</b>		<b>Total Cost of Labor</b>	<b>One Item Repair Order</b>
Study Compiled by Dustin Smith, F		<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>		

## Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor		Repair Labor		Total Cost of Labor	One Item Repair Order
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Labor Sales	Rate Hours	Labor Sales	Flat Rate Hours		
250312	2013	Rogue	84,397	45.00	0.40	0.00	0.00	0.00	0.00	6.00	1
250317	2018	Rogue	50,078	0.00	0.00	636.68	6.50	0.00	0.00	182.00	0
250323	2015	Rogue	77,075	57.75	0.60	0.00	0.00	0.00	0.00	9.00	1
250334	2018	Rogue	38,149	34.00	0.30	0.00	0.00	129.95	1.00	44.20	0
250296	2010	Rogue	###	0.00	0.00	0.00	0.00	129.95	1.00	25.00	1
250513	2018	Armada	38,257	39.84	0.60	0.00	0.00	0.00	0.00	20.40	1
250528	2019	Altima	15,966	47.95	0.60	0.00	0.00	0.00	0.00	9.00	0
250530	2017	Rogue	50,446	0.00	0.00	0.00	0.00	129.95	1.00	28.00	1
250551	2015	Avalon	73,884	28.00	0.30	0.00	0.00	0.00	0.00	4.50	1
250680	2017	Pathfinder	78,754	0.00	0.00	0.00	0.00	129.95	1.00	34.00	1
250718	2015	Armada	75,998	202.25	1.60	0.00	0.00	0.00	0.00	40.00	0
250726	2019	Frontier	14,182	0.00	0.00	0.00	0.00	129.95	1.00	34.00	1
250748	2020	Sentra	31,221	137.95	1.50	200.00	1.70	0.00	0.00	48.00	0
250749	2019	Rogue	53,926	54.00	0.60	0.00	0.00	0.00	0.00	9.00	1
250755	2019	QX60	50,303	67.70	0.60	0.00	0.00	0.00	0.00	9.00	0
250214	2013	Altima	###	0.00	0.00	0.00	0.00	723.75	4.70	159.80	0
250938	2008	Quest	###	37.75	0.30	92.13	1.00	0.00	0.00	19.50	0
250958	2021	Sentra	8,035	18.00	0.30	0.00	0.00	0.00	0.00	4.50	1
251131	2018	Versa	70,552	134.00	1.80	0.00	0.00	0.00	0.00	27.00	0
251139	2016	Altima	###	47.95	0.60	0.00	0.00	0.00	0.00	9.00	0
251157	2021	Rogue	24,492	0.00	0.00	0.00	0.00	172.50	1.00	34.00	1
251326	2014	Altima	###	47.95	0.60	0.00	0.00	0.00	0.00	9.00	0
251332	2015	Murano	74,705	54.00	0.60	0.00	0.00	0.00	0.00	8.40	1
251337	2015	Murano	###	100.95	1.30	0.00	0.00	0.00	0.00	19.50	0
251349	2014	Murano	###	47.75	0.60	179.64	2.10	0.00	0.00	40.50	0
248900	2019	Versa	60,034	0.00	0.00	0.00	0.00	195.00	1.30	36.40	1
251382	2021	Versa	35,484	0.00	0.00	0.00	0.00	431.25	2.50	37.50	1
251391	2011	Frontier	###	75.30	1.00	0.00	0.00	0.00	0.00	34.00	0
251402	2020	Rogue	10,550	18.00	0.30	0.00	0.00	0.00	0.00	4.50	1
251268	2019	Titan	65,976	0.00	0.00	0.00	0.00	353.25	2.00	68.00	1
251416	2011	Titan	###	0.00	0.00	0.00	0.00	75.00	1.00	25.00	1
251466	2013	Juke	73,574	0.00	0.00	0.00	0.00	33.75	0.30	4.20	1
251467	2018	NV	43,781	72.00	0.80	153.29	1.50	0.00	0.00	53.20	0
251485	2020	Rogue	31,504	18.00	0.30	161.96	1.70	0.00	0.00	50.00	0
250816	2014	Titan	###	36.00	0.50	0.00	0.00	0.00	0.00	7.50	0
250781	2012	Altima	###	50.95	0.80	0.00	0.00	86.20	0.50	31.20	0
250575	2021	Murano	11,038	43.95	0.60	0.00	0.00	0.00	0.00	9.00	0
250268	2017	Titan	40,402	0.00	0.00	0.00	0.00	86.25	0.50	14.00	0
251556	2014	Quest	###	38.00	0.60	0.00	0.00	0.00	0.00	9.00	0
251522	2015	Altima	###	55.50	0.60	0.00	0.00	0.00	0.00	9.00	0
251397	2018	Rogue	67,297	0.00	0.00	123.91	0.50	0.00	0.00	12.50	1
251412	2018	Rogue	98,419	34.00	0.30	0.00	0.00	0.00	0.00	4.50	1
251358	2020	Rogue	21,548	18.00	0.30	0.00	0.00	0.00	0.00	4.20	1
251137	2018	Rogue	48,369	0.00	0.00	0.00	0.00	129.95	1.00	34.00	1
250943	2021	Altima	16,368	0.00	0.00	0.00	0.00	129.95	1.00	34.00	1
250932	2013	Altima	###	277.70	2.90	0.00	0.00	0.00	0.00	43.50	0
250850	2013	Altima	###	0.00	0.00	86.25	0.50	129.95	1.00	42.00	0
250757	2018	Rogue	23,345	18.00	0.30	123.29	1.80	0.00	0.00	31.50	0
250741	2020	Rogue	20,789	47.95	0.60	0.00	0.00	0.00	0.00	9.00	0
250733	2015	Sentra	93,812	85.95	1.00	0.00	0.00	0.00	0.00	15.00	0
<b>RO's 51-100 Totals</b>				<b>2,092.09</b>	<b>24.10</b>	<b>1,757.15</b>	<b>17.30</b>	<b>3,196.55</b>	<b>21.80</b>	<b>1,456.00</b>	<b>23</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>One Item Repair Order</b>
				<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Labor Sales</b>	<b>Rate Hours</b>	<b>Labor Sales</b>	<b>Flat Rate Hours</b>		

## Repair Order Analysis Summary Report

	Sales in Dollars		FRH's on RO's		Averages
Competitive	\$3,355	÷	40.00	=	83.87
Maintenance	\$7,300	÷	57.30	=	127.40
Repair	\$10,006	÷	70.90	=	141.13
Totals	\$20,661	÷	168.20	=	122.84
				Target Labor Rate	130.00
Total RO's in Sample	100		Difference		-7.16

### Cost of Labor

Total Cost of Labor	4315.20	÷	Total Sales	=	20.89%
Total Cost of Labor	4315.20	÷	Total FRHs	=	25.66

### Repair Order Measurements

Total Labor Sales	20,661.04	÷	Total ROs	=	206.61
Total FRHs	168.20	÷	Total ROs	=	1.68
Menu Sales		÷	Total ROs	=	
Competitive FRHs	40.00	÷	Total FRHs	=	23.78%
Maintenance FRHs	57.30	÷	Total FRHs	=	34.07%
Repair FRH	70.90	÷	Total FRHs	=	42.15%
One item ROs	48	÷	Total ROs	=	48.00%

### Model Year Analysis

2023	2022	2021	2020	2019
0	0	6	7	11
0.00%	0.00%	6.00%	7.00%	11.00%

### Labor Mix



# 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
16	60	100
16.00%	60.00%	

ce ■ Percent Repair