



Repair Order Analysis *and Summary*

4/13/2022

**Golling Alfa Romeo
Dealership**

Kyle Ellsasser
Student

SOST 32
Class #

Tech #	Tech Pay Per FRH
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66999	35.00
212495	35.00
189088	35.00
173284	35.00
269917	15.00
321038	15.00
321568	15.00

Repair Order Analysis Input Sheet

	RO Number	Year	Model	Mileage	Competitive Labor					
					Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales
1	307862	2018	Stelvio	43,482						
2	307856	2021	Giulia	5,138	69.90	0.90	173284	35.00	31.50	
3	307944	2021	Stelvio	8,530	40.00	0.40	269917	15.00	6.00	
4	307971	2019	Giulia	26,357	30.00	0.30	321568	15.00	4.50	
5	307711	2017	Giulia	40,224	40.00	0.40	321568	15.00	6.00	
6	307804	2020	Stelvio	23,249	34.95	0.50	321568	15.00	7.50	
7	307937	2020	Giulia	13,714	35.00	0.40	269917	15.00	6.00	
8	307946	2020	Stelvio	12,024						
9	307953	2018	Stelvio	32,674	34.95	0.50	321568	15.00	7.50	
10	307954	2020	Giulia	9,758	134.95	1.70	321568	15.00	25.50	
11	307957	2018	Stelvio	74,275	34.95	0.50	321568	15.00	7.50	
12	307963	2014	500l	131,155	39.00	0.30	173284	35.00	10.50	
13	307914	2015	500	97,990						165.00
14	307896	2017	124 spider	41,896						
15	307907	2018	500	23,726	15.95	0.30	173284	35.00	10.50	
16	307981	2019	Giulia	35,032	34.95	0.40	269917	15.00	6.00	
17	307941	2020	Stelvio	15,953	69.90	0.90	269917	15.00	13.50	
18	307991	2014	500l	123,589	20.00	0.30	321568	15.00	4.50	
19	307915	2015	500	41,947						
20	308992	2019	Stelvio	29,497	35.00	0.50	321568	15.00	7.50	
21	307990	2019	Stelvio	35,719	50.00	0.50	321568	15.00	7.50	
22	307918	2018	124 spider	9,972						
23	307935	2012	500	75,000						
24	307055	2014	500l	73,567						
25	308016	2019	Giulia	9,424	34.95	0.50	321568	15.00	7.50	
26	308008	2019	Stelvio	34,445	69.90	0.90	321568	15.00	13.50	
27	308010	2019	Giulia	27,297	90.00	1.20	269917	15.00	18.00	
28	307882	2016	500x	103,067						
29	307998	2017	124 spider	15,000						
30	308036	2018	Stelvio	45,930	34.95	0.50	269917	15.00	7.50	
31	308007	2019	Stelvio	52,501						
32	308009	2020	Giulia	2,906	34.95	0.50	321568	15.00	7.50	
33	308012	2017	500x	67,572						250.12
34	308038	2015	500l	139,924	25.00	0.30	321568	15.00	4.50	
35	308061	2016	500x	105,871	10.00	0.30	321568	15.00	4.50	
36	308052	2015	500	64,016	12.00	0.30	173284	35.00	10.50	114.00
37	308044	2017	Giulia	60,799						
38	308026	2020	Giulia	30,338						
39	307699	2020	Stelvio	6,227	34.95	0.50	312568			
40	308073	2016	500x	74,971	15.95	0.30	269917	15.00	4.50	
41	308060	2013	500c	19,135						
42	308070	2013	500	164,887	12.00	0.30	321568	15.00	4.50	
43	307962	2013	500	66,045						189.95
44	308071	2019	124 spider	12,191	34.95	0.70	321568	15.00	10.50	
45	308069	2018	Stelvio	49,111	34.95	0.50	321568	15.00	7.50	
46	308062	2020	Stelvio	18,824	69.90	0.90	321568	15.00	13.50	
47	307977	2018	Stelvio	52,732						
48	308042	2013	500	75,299						
49	308086	2019	Stelvio	62,287	69.90	0.90	269917	15.00	13.50	
50	308084	2017	124 spider	15,048	15.00	0.30	321568	15.00	4.50	
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	Totals	Totals	1,318.85	17.70		294.00	719.07
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	One Item	
Flat Rate	Technican	Pay Per	Labor	Labor	Flat Rate	Technican	Pay Per	Labor	Cost of	Repair
Hours	Number	FRH	Cost	Sales	Hours	Number	FRH	Cost	Labor	Order
				714.95	4.00	189088	35.00	140.00	140.00	1
				165.00	1.00	173284	35.00	35.00	66.50	1
									6.00	
									4.50	
				180.40	1.10	189088	35.00	38.50	44.50	1
									7.50	1
									6.00	1
				125.00	1.00	173284	35.00	35.00	35.00	1
									7.50	1
									25.50	1
									7.50	1
									10.50	1
1.00	189088	35.00	35.00						35.00	1
				510.00	3.00	189088	35.00	105.00	105.00	1
				82.97	0.50	173284	35.00	17.50	28.00	
									6.00	1
									13.50	1
									4.50	1
				418.95	2.50	212495	35.00	87.50	87.50	1
									7.50	1
									7.50	1
				131.00	1.00	212495	35.00	35.00	35.00	1
				332.00	2.00	212495	35.00	70.00	70.00	1
				1,233.97	8.50	212495	35.00	297.50	297.50	1
									7.50	1
									13.50	1
									18.00	1
				297.00	1.80	189088	35.00	63.00	63.00	1
				258.12	1.50	189088	35.00	52.50	52.50	1
									7.50	1
				165.00	1.00	189088	35.00	35.00	35.00	1
									7.50	1
1.50	189088	35.00	52.50						52.50	1
									4.50	1
									4.50	1
0.80	173284	35.00	28.00						38.50	
				164.00	1.00	189088	35.00	35.00	35.00	1
				125.00	1.00	173284	35.00	35.00	35.00	1
									0.00	1
									4.50	1
				162.00	1.00	189088	35.00	35.00	35.00	1
									4.50	1
1.50	66999	35.00	52.50	1,305.00	7.50	66999	35.00	262.50	315.00	
									10.50	1
									7.50	1
									13.50	1
				165.00	1.00	189088	35.00	35.00	35.00	1
				126.71	1.00	189088	35.00	35.00	35.00	1
									13.50	1
									4.50	1
									0.00	
									0.00	
									0.00	

Repair Order Analy

Competitive Labor

Dealership

Maintenance Lal

RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Technician Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technician Number
307862	2018	Stelvio	43,482	0.00	0.00	0		###	0.00	0.00	0
307856	2021	Giulia	5,138	69.90	0.90	173284	35.00	31.50	0.00	0.00	173284
307944	2021	Stelvio	8,530	40.00	0.40	269917	15.00	6.00	0.00	0.00	269917
307971	2019	Giulia	26,357	30.00	0.30	321568	15.00	4.50	0.00	0.00	321568
307711	2017	Giulia	40,224	40.00	0.40	321568	15.00	6.00	0.00	0.00	321568
307804	2020	Stelvio	23,249	34.95	0.50	321568	15.00	7.50	0.00	0.00	321568
307937	2020	Giulia	13,714	35.00	0.40	269917	15.00	6.00	0.00	0.00	269917
307946	2020	Stelvio	12,024	0.00	0.00	0		###	0.00	0.00	0
307953	2018	Stelvio	32,674	34.95	0.50	321568	15.00	7.50	0.00	0.00	321568
307954	2020	Giulia	9,758	134.95	1.70	321568	15.00	25.50	0.00	0.00	321568
307957	2018	Stelvio	74,275	34.95	0.50	321568	15.00	7.50	0.00	0.00	321568
307963	2014	500l	131,155	39.00	0.30	173284	35.00	10.50	0.00	0.00	173284
307914	2015	500	97,990	0.00	0.00	0		###	165.00	1.00	0
307896	2017	124 spide	41,896	0.00	0.00	0		###	0.00	0.00	0
307907	2018	500	23,726	15.95	0.30	173284	35.00	10.50	0.00	0.00	173284
307981	2019	Giulia	35,032	34.95	0.40	269917	15.00	6.00	0.00	0.00	269917
307941	2020	Stelvio	15,953	69.90	0.90	269917	15.00	13.50	0.00	0.00	269917
307991	2014	500l	123,589	20.00	0.30	321568	15.00	4.50	0.00	0.00	321568
307915	2015	500	41,947	0.00	0.00	0		###	0.00	0.00	0
308992	2019	Stelvio	29,497	35.00	0.50	321568	15.00	7.50	0.00	0.00	321568
307990	2019	Stelvio	35,719	50.00	0.50	321568	15.00	7.50	0.00	0.00	321568
307918	2018	124 spide	9,972	0.00	0.00	0		###	0.00	0.00	0
307935	2012	500	75,000	0.00	0.00	0		###	0.00	0.00	0
307055	2014	500l	73,567	0.00	0.00	0		###	0.00	0.00	0
308016	2019	Giulia	9,424	34.95	0.50	321568	15.00	7.50	0.00	0.00	321568
308008	2019	Stelvio	34,445	69.90	0.90	321568	15.00	13.50	0.00	0.00	321568
308010	2019	Giulia	27,297	90.00	1.20	269917	15.00	18.00	0.00	0.00	269917
307882	2016	500x	103,067	0.00	0.00	0		###	0.00	0.00	0
307998	2017	124 spide	15,000	0.00	0.00	0		###	0.00	0.00	0
308036	2018	Stelvio	45,930	34.95	0.50	269917	15.00	7.50	0.00	0.00	269917
308007	2019	Stelvio	52,501	0.00	0.00	0		###	0.00	0.00	0
308009	2020	Giulia	2,906	34.95	0.50	321568	15.00	7.50	0.00	0.00	321568
308012	2017	500x	67,572	0.00	0.00	0		###	250.12	1.50	0
308038	2015	500l	139,924	25.00	0.30	321568	15.00	4.50	0.00	0.00	321568
308061	2016	500x	105,871	10.00	0.30	321568	15.00	4.50	0.00	0.00	321568
308052	2015	500	64,016	12.00	0.30	173284	35.00	10.50	114.00	0.80	173284
308044	2017	Giulia	60,799	0.00	0.00	0		###	0.00	0.00	0
308026	2020	Giulia	30,338	0.00	0.00	0		###	0.00	0.00	0
307699	2020	Stelvio	6,227	34.95	0.50	312568		###	0.00	0.00	312568
308073	2016	500x	74,971	15.95	0.30	269917	15.00	4.50	0.00	0.00	269917
308060	2013	500c	19,135	0.00	0.00	0		###	0.00	0.00	0
308070	2013	500	164,887	12.00	0.30	321568	15.00	4.50	0.00	0.00	321568
307962	2013	500	66,045	0.00	0.00	0		###	189.95	1.50	0
308071	2019	124 spide	12,191	34.95	0.70	321568	15.00	10.50	0.00	0.00	321568
308069	2018	Stelvio	49,111	34.95	0.50	321568	15.00	7.50	0.00	0.00	321568
308062	2020	Stelvio	2,020	69.90	0.90	321568	15.00	4.50	0.00	0.00	321568
307977	2018	Stelvio	52,732	0.00	0.00	0		###	0.00	0.00	0
308042	2013	500	75,299	0.00	0.00	0		###	0.00	0.00	0
308086	2019	Stelvio	62,287	69.90	0.90	0		###	0.00	0.00	0
308084	2017	124 spide	15,048	15.00	0.30	0			0.00	0.00	0
ROs 1-50			Totals	1,318.85	17.70			###	719.07	4.80	8683347

Date of Study: ###
Study Compiled by Kyle Ellsasser

				C Labor			M Labor	
Labor Sales	Flat Rate Hours	Technician Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technician Number	

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Repair Labor

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Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technician Number	Pay Per FRH	Labor Cost	Total Cost of Labor	One Item Repair Order
	#VALUE!	714.95	4.00	189088	35.00	140.00	140.00	1
35.00	0.00	165.00	1.00	173284	35.00	35.00	66.50	1
15.00	0.00	0.00	0.00	0	#VALUE!		6.00	0
15.00	0.00	0.00	0.00	0	#VALUE!		4.50	0
15.00	0.00	180.40	1.10	189088	35.00	38.50	44.50	1
15.00	0.00	0.00	0.00	0	#VALUE!		7.50	1
15.00	0.00	0.00	0.00	0	#VALUE!		6.00	1
	#VALUE!	125.00	1.00	173284	35.00	35.00	35.00	1
15.00	0.00	0.00	0.00	0	#VALUE!		7.50	1
15.00	0.00	0.00	0.00	0	#VALUE!		25.50	1
15.00	0.00	0.00	0.00	0	#VALUE!		7.50	1
35.00	0.00	0.00	0.00	0	#VALUE!		10.50	1
	#VALUE!	0.00	0.00	0	#VALUE!		35.00	1
	#VALUE!	510.00	3.00	189088	35.00	105.00	105.00	1
35.00	0.00	82.97	0.50	173284	35.00	17.50	28.00	0
15.00	0.00	0.00	0.00	0	#VALUE!		6.00	1
15.00	0.00	0.00	0.00	0	#VALUE!		13.50	1
15.00	0.00	0.00	0.00	0	#VALUE!		4.50	1
	#VALUE!	418.95	2.50	212495	35.00	87.50	87.50	1
15.00	0.00	0.00	0.00	0	#VALUE!		7.50	1
15.00	0.00	0.00	0.00	0	#VALUE!		7.50	1
	#VALUE!	131.00	1.00	212495	35.00	35.00	35.00	1
	#VALUE!	332.00	2.00	212495	35.00	70.00	70.00	1
	#VALUE!	1,233.97	8.50	212495	35.00	297.50	297.50	1
15.00	0.00	0.00	0.00	0	#VALUE!		7.50	1
15.00	0.00	0.00	0.00	0	#VALUE!		13.50	1
15.00	0.00	0.00	0.00	0	#VALUE!		18.00	1
	#VALUE!	297.00	1.80	189088	35.00	63.00	63.00	1
	#VALUE!	258.12	1.50	189088	35.00	52.50	52.50	1
15.00	0.00	0.00	0.00	0	#VALUE!		7.50	1
	#VALUE!	165.00	1.00	189088	35.00	35.00	35.00	1
15.00	0.00	0.00	0.00	0	#VALUE!		7.50	1
	#VALUE!	0.00	0.00	0	#VALUE!		52.50	1
15.00	0.00	0.00	0.00	0	#VALUE!		4.50	1
15.00	0.00	0.00	0.00	0	#VALUE!		4.50	1
35.00	28.00	0.00	0.00	0	#VALUE!		38.50	0
	#VALUE!	164.00	1.00	189088	35.00	35.00	35.00	1
	#VALUE!	125.00	1.00	173284	35.00	35.00	35.00	1
	#VALUE!	0.00	0.00	0	#VALUE!		0.00	1
15.00	0.00	0.00	0.00	0	#VALUE!		4.50	1
	#VALUE!	162.00	1.00	189088	35.00	35.00	35.00	1
15.00	0.00	0.00	0.00	0	#VALUE!		4.50	1
	#VALUE!	1,305.00	7.50	66999	35.00	262.50	315.00	0
15.00	0.00	0.00	0.00	0	#VALUE!		10.50	1
15.00	0.00	0.00	0.00	0	#VALUE!		7.50	1
15.00	0.00	0.00	0.00	0	#VALUE!		13.50	1
	#VALUE!	165.00	1.00	0	#VALUE!		35.00	1
	#VALUE!	126.71	1.00	0	#VALUE!		35.00	1
	#VALUE!	0.00	0.00	0	#VALUE!		13.50	1
	#VALUE!	0.00	0.00	0	#VALUE!		4.50	1
515	#VALUE!	6,662.07	41.40		###		1,911.00	45

				R Labor					
Pay Per	Labor	Labor	Flat Rate	Technician	Pay Per	Labor	Total Cost of	One Item	
FRH	Cost	Sales	Hours	Number	FRH	Cost	Labor	Repair	Order

Repair Order Analysis Summary Report

	Sales in Dollars		FRH's on RO's		Averages
Competitive	\$ 1,319	÷	17.70	=	74.51
Maintenance	\$ 719	÷	4.80	=	149.81
Repair	\$ 6,662	÷	41.40	=	160.92
Totals	\$ 8,700	÷	63.90	=	136.15
			Target Labor Rate		160.34
Total Ro's in Sample	50		Difference		-24.19

Cost of Labor

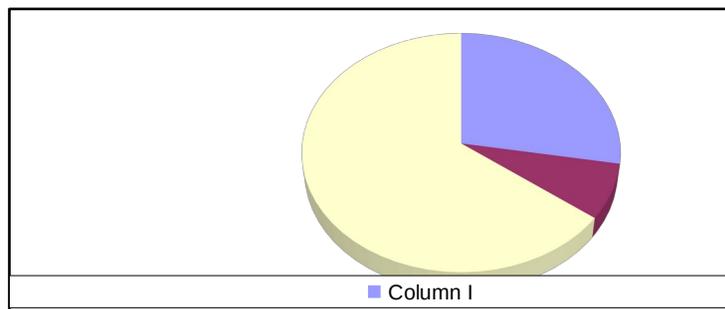
Total Cost of Labor	1911.00	÷	Total Sales	=	21.97%
Total Cost of Labor	1911.00	÷	Total FRHs	=	29.91

Repair Order Measurements

Total Labor Sales	8,699.99	÷	Total ROs	=	174.00
Total FRHs	63.90	÷	Total ROs	=	1.28
Menu Sales	1	÷	Total ROs	=	2
Competitive FRHs	17.70	÷	Total FRHs	=	27.70%
Maintenance FRHs	4.80	÷	Total FRHs	=	7.51%
Repair FRH	41.40	÷	Total FRHs	=	64.79%
One item ROs	45	÷	Total ROs	=	90.00%

Model Year Analysis

2023	2022	2021	2020	2019
0	0	2	9	10
0.00%	0.00%	4.00%	18.00%	20.00%





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
8	21	
16.00%	42.00%	50

