

d to an Excel worksheet. All other
Please be aware that formula

Excel Worksheet Name

[Title](#)

[Tech Pay](#)

[Input Sheet](#)

[RO Report 1-50](#)

[RO Report 51-100](#)

[Summary Report](#)



Repair Order Analysis *and Summary*

6/6/2022

EMPIRE TOYOTA
Dealership

Sara Shabana
Student

N397
Class #

Tech #	Tech Pay Per FRH
999	10.00
172317	36.00
1311700	26.00
500529	30.83
40089	41.00
13110	19.50
1309610	16.50
33647	27.00
31967	28.50
34157	26.00
300664	26.00
1310540	36.00
34159	28.50
1310110	16.50
1309820	16.50
1305810	15.50
27004	17.50
1310760	16.50
1309830	16.50

Repair Order Analysis Input Sheet

	RO Number	Year	Model	Mileage	Competitive Labor				
					Labor Sales	Flat Rate Hours	Technician Number	Pay Per FRH	Labor Cost
1	593529	2019	CAMRY	41,499	41.87	0.50	1311700	26.00	13.00
2	593530	2021	CAMRY	12,655	10.00	0.20	27004	17.50	3.50
3	593531	2017	RAV4	99,319	33.94	0.30	1310540	36.00	10.80
4	593532	2022	RAV4	2,596	39.00	0.30	1310110	16.50	4.95
5	593533	2019	TUNDRA	40,722					
6	593534	2021	SIENNA	19,563	65.00	0.50	1305810	15.50	7.75
7	593535	2022	SUPRA	19,028	35.00	0.50	27004	17.50	8.75
8	593536	2019	CAMRY	39,301	31.25	0.50	999	10.00	5.00
9	593537	2020	RAV4	34,300	609.23	3.60	31967	28.50	102.60
10	593538	2019	CHR	6,786	129.76	1.10	13110	19.50	21.45
11	593539	2021	VENZA	6,869	10.00	0.20	1310540	36.00	7.20
12	593541	2022	HIGH	4,798	39.00	0.30	1310110	16.50	4.95
13	593543	2003	HIGH	191,742					
14	593546	2020	RAV4	5,852	65.00	0.50	1310110	16.50	8.25
15	593548	2017	SIENNA	71,039	274.38	1.50	1311700	26.00	39.00
16	593549	2016	RAV4	66,927	37.00	0.50	1310110	16.50	8.25
17	593552	2022	TACOMA	5,037	39.00	0.30	1310110	16.50	4.95
18	593553	2021	RAV4	7,541	10.00	0.20	172317	36.00	7.20
19	593554	2020	PRIUS P	20,708	102.00	1.00	1311700	26.00	26.00
20	593555	2017	PRIUS	16,340	572.13	3.40	34157	26.00	88.40
21	593556	2020	RAV4	23,727	209.55	1.20	172317	36.00	43.20
22	593557	2013	AVALON	20,940	322.13	2.30	300664	26.00	59.80
23	593559	2021	HIGH	10,154	65.00	0.05	1311700	26.00	1.30
24	593560	2019	COROLLA	45,454	244.87	1.50	1310540	36.00	54.00
25	593561	2021	HIGH	16,588	65.00	0.50	1309820	16.50	8.25
26									
27									
28									
29									
30									
31									
32									
33									
34									
35									
36									
37									
38									
39									
40									
41									
42									
43									
44									
45									
46									
47									
48									
49									
50									
51									
52									
53									

54
 55
 56
 57
 58
 59
 60
 61
 62
 63
 64
 65
 66
 67
 68
 69
 70
 71
 72
 73
 74
 75
 76
 77
 78
 79
 80
 81
 82
 83
 84
 85
 86
 87
 88
 89
 90
 91
 92
 93
 94
 95
 96
 97
 98
 99
 100

	Totals	Totals	3,050.11	20.95		538.55	0.00	
Number of RO's in Sample				Competative Labor				
			Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales

Date of Study:
Study Compiled by

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

				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	\$ 3,050	÷	20.95	=	145.59
Maintenance	\$ -	÷	0.00	=	
Repair	\$ 1,796	÷	11.50	=	156.19
Totals	\$ 4,846	÷	32.45	=	149.35
			Target Labor Rate		132.00
Total Ro's in Sample	25		Difference		17.35

Cost of Labor

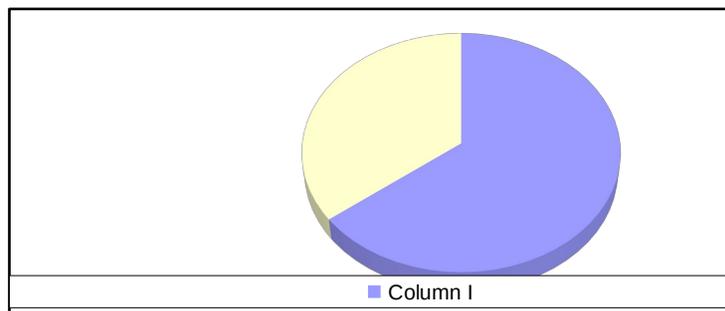
Total Cost of Labor	885.05	÷	Total Sales	=	18.26%
Total Cost of Labor	885.05	÷	Total FRHs	=	27.27

Repair Order Measurements

Total Labor Sales	4,846.27	÷	Total ROs	=	193.85
Total FRHs	32.45	÷	Total ROs	=	1.30
Menu Sales		÷	Total ROs	=	
Competitive FRHs	20.95	÷	Total FRHs	=	64.56%
Maintenance FRHs	0.00	÷	Total FRHs	=	0.00%
Repair FRH	11.50	÷	Total FRHs	=	35.44%
One item ROs	15	÷	Total ROs	=	60.00%

Model Year Analysis

2023	2022	2021	2020	2019
0	4	6	4	5
0.00%	16.00%	24.00%	16.00%	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
0	6	25
0.00%	24.00%	

