



Repair Order Analysis *and Summary*

6/20/2022

Richmond Ford Lincoln
Dealership

Corey Dahl
Student

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Class #

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Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor		Repair Labor		Total Cost of Labor	One Item Repair Order
				Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours		
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Total Cost of Labor	One Item Repair Order
387071	2014	Explorer	153,966	229.90	1.70	0.00	0.00	236.39	1.50	85.90	0
384848	2010	Explorer	152,368	0.00	1.50	0.00	0.00	0.00	0.00	57.00	0
Err:509	Err:509	Err:509	Err:509	20.00	0.40	0.00	0.00	0.00	0.00	16.80	1
385213	2013	FLEX	82,357	1,390.00	8.40	0.00	0.00	3,780.00	21.00	911.40	0
385316	2020	FUSION	4,833	155.88	1.00	0.00	0.00	0.00	0.00	36.00	1
385473	2019	F450	26,405	460.00	4.00	0.00	0.00	0.00	0.00	120.00	0
385874	2020	RANGER	51,558	39.95	0.30	0.00	0.00	0.00	0.00	4.50	1
386000	2018	F150	107,049	130.00	1.00	0.00	0.00	210.00	1.50	75.00	0
386872	2021	MACHE	6,204	89.95	1.50	0.00	0.00	447.20	6.90	319.20	0
387015	2017	JOURNE	100,000	121.95	2.10	0.00	0.00	953.00	8.80	414.20	0
387048	2017	FUSION	59,344	0.00	0.00	0.00	0.00	1,636.74	10.50	336.00	0
387178	2016	MKX	30,032	0.00	0.00	0.00	0.00	779.40	5.00	165.00	1
387251	2014	FOCUS	154,652	0.00	0.00	20.00	0.30	403.38	2.50	98.00	0
387296	2015	ESCAPE	77,516	35.24	0.60	0.00	0.00	619.87	4.00	158.60	0
387322	2012	FUSION	86,488	155.88	1.00	0.00	0.00	311.76	2.00	90.00	0
387338	2008	E350	20,479	169.95	1.30	0.00	0.00	318.88	2.00	99.00	0
388386	2010	ESCAPE	138,415	249.95	2.50	0.00	0.00	0.00	0.00	82.50	0
388454	2012	MKZ	153,421	100.00	1.00	0.00	0.00	250.00	2.50	122.50	0
388463	2018	ESCAPE	36,115	0.00	0.00	35.37	0.30	0.00	0.00	6.00	1
389300	2016	FUSION	60,000	0.00	0.00	0.00	0.00	739.97	5.00	85.00	0
389292	2019	FUSION	38,531	0.00	0.00	44.00	0.60	951.39	5.50	195.20	0
389284	2017	Explorer	154,344	0.00	0.00	0.00	0.00	2,187.50	12.50	450.00	1
389271	2013	MKX	161,428	0.00	0.00	149.95	2.00	236.39	1.50	126.00	0
389261	2013	F150	134,408	130.00	1.00	104.81	1.00	0.00	0.00	54.00	0
389240	2017	FIESTA	52,752	20.00	0.40	0.00	0.00	0.00	0.00	6.80	1
389131	2020	TRANSIT	29,187	35.24	0.60	0.00	0.00	0.00	0.00	9.00	0
0	00		-	20.00	0.40	0.00	0.00	0.00	0.00	6.80	0
389067	2011	SIENNA	183,378	17.62	0.60	0.00	0.00	0.00	0.00	10.20	1
389064	2017	Explorer	43,981	35.24	0.60	6.99	0.10	0.00	0.00	12.60	1
389020	2013	F150	176,937	0.00	0.00	0.00	0.00	1,097.06	8.00	336.00	0
389025	2015	FOCUS	107,379	35.24	0.60	0.00	0.00	0.00	0.00	12.00	1
389016	2015	F250	75,291	0.00	0.00	0.00	0.00	595.00	7.00	280.00	0
389013	2016	Explorer	142,580	20.00	0.40	14.95	0.40	0.00	0.00	13.60	0
389012	2014	F150	86,276	592.34	3.80	0.00	0.00	0.00	0.00	102.60	1
389008	2013	F150	96,949	14.95	0.30	0.00	0.00	964.63	6.00	207.90	0
388998	2019	ALTIMA	9,999	119.95	2.10	0.00	0.00	15.00	0.30	91.20	0
388977	2016	F150	121,390	30.24	0.60	325.79	2.10	0.00	0.00	54.00	0
388947	2018	CONTEN	36,189	130.00	1.00	46.76	0.30	0.00	0.00	42.90	1
388915	2011	RAM	107,010	55.24	1.00	294.85	4.30	109.12	0.70	108.00	0
388891	2012	Explorer	81,852	125.00	1.00	0.00	0.00	668.88	4.00	150.00	0
388863	2019	NAUTILU	32,609	35.24	0.60	0.00	0.00	0.00	0.00	12.00	0
388825	2011	F150	56,714	125.00	1.00	0.00	0.00	0.00	0.00	15.00	1
388818	2015	FUSION	49,106	34.95	0.70	0.00	0.00	0.00	0.00	26.60	0
388785	2013	F550	215,453	592.95	5.00	0.00	0.00	6,099.47	38.30	1,732.00	0
388772	2016	MKX	97,400	0.00	0.00	20.00	0.30	0.00	0.00	10.80	1
388751	2015	ESCAPE	2,015	380.00	3.50	0.00	0.00	969.02	6.50	360.00	0
388740	2013	Explorer	110136	35.24	0.60	0.00	0.00	396.82	2.50	93.00	0
388651	2012	F150	129930	349.95	3.50	0.00	0.00	1,004.57	6.40	376.20	0
388644	2017	MUSTAN	32011	130.00	1.00	0.00	0.00	77.94	0.50	54.00	0
388595	2008	MARK LT	185877	55.24	1.00	149.95	2.30	318.88	2.00	190.80	0
ROs 1-50 Totals				6,468.28	59.60	1,213.42	14.00	26,378.26	174.90	8,421.80	14
Date of Study:				C Labor		M Labor		R Labor		Total Cost of	One Item Repair
Study Compiled by				Labor	Flat Rate	Labor	Flat Rate	Labor	Flat Rate		

	Sales	Hours	Sales	Hours	Sales	Hours	Labor	Order
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Repair Order Analysis Summary Report

	Sales in Dollars		FRH's on RO's	=	Averages
Competitive	\$ 6,654	÷	61.60	=	108.01
Maintenance	\$ 1,213	÷	14.00	=	86.67
Repair	\$ 26,697	÷	176.90	=	150.92
Totals	\$ 34,564	÷	252.50	=	136.89
				Target Labor Rate	144.00
Total Ro's in Sample	49			Difference	-7.11

Cost of Labor

Total Cost of Labor	8565.80	÷	Total Sales	=	24.78%
Total Cost of Labor	8565.80	÷	Total FRHs	=	33.92

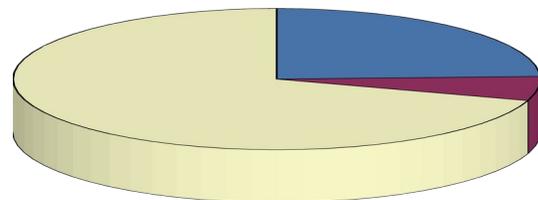
Repair Order Measurements

Total Labor Sales	34,564.08	÷	Total ROs	=	705.39
Total FRHs	252.50	÷	Total ROs	=	5.15
Menu Sales		÷	Total ROs	=	
Competitive FRHs	61.60	÷	Total FRHs	=	24.40%
Maintenance FRHs	14.00	÷	Total FRHs	=	5.54%
Repair FRH	176.90	÷	Total FRHs	=	70.06%
One item ROs	14	÷	Total ROs	=	28.57%

Model Year Analysis

2023	2022	2021	2020	2019
0	0	1	3	4
0.00%	0.00%	2.04%	6.12%	8.16%

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
3	38	49
6.12%	77.55%	

pair

