

Repair Order Analysis

Synopsis

Based on my interpretation of the sample data I have concluded that we need to concentrate on several areas for improvement.

1. Our average FRH on repair work is at \$122.00. We need to work toward advancing this number closer to our door rate of \$140.
2. Over 50% of our customers own vehicles that are at least 5 years old or older. This is a large opportunity for repair work and more extensive maintenance.
3. While I feel that around 25% is reasonable for the cost of sales on labor, this will also improve if we improve our average FRH on repair work.