



Repair Order Analysis *and Summary*

8/8/2022

GENERATION KIA

Dealership

ANTHONY CATALANOTTO

Student

N398

Class #

Repair Order Analysis Input Sheet

	RO Number	Year	Model	Mileage	Competitive Labor			
					Labor Sales	Flat Rate Hours	Technician Number	Pay Per FRH
1	206417	2019	SPORTAGE	20,621				
2	206420	2020	SPORTAGE	30,420	44.05	0.30	3366	29.00
3	206425	2019	SPORTAGE	97,146	113.97	0.60	3366	29.00
4	206345	2017	SPORTAGE	52,874				
5	206351	2013	OPTIMA	105,913	41.00	0.30	3366	29.00
6	206350	2020	SEDONA	25,318	36.95	0.30	6228	17.00
7	206377	2023	STINGER	979	10.00	0.30	1649	24.00
8	206318	2019	FORTE	89,349	228.95	1.30	6821	32.00
9	206370	2017	FORTE	36,750	39.00	0.30	7059	22.00
10	206374	2021	SORENTO	20,288	44.45	0.30	1649	24.00
11	206372	2020	TELLURIDE	15,546	36.95	0.30	6228	17.00
12	206367	2019	NIRO	23,775	69.00	0.60	6821	32.00
13	206384	2020	SPORTAGE	29,483	44.05	0.30	1649	24.00
14	206292	2018	NIRO	64,449	44.05	0.30	1570	40.00
15	206382	2018	FORTE	28,678	189.00	1.00	7059	22.00
16	206363	2017	SPORTAGE	49,149	39.00	0.30	3366	29.00
17	206373	2020	SOUL	24,716	91.05	1.10	7059	22.00
18	206358	2011	OPTIMA	124,182	44.90	0.50	3366	29.00
19	206400	2020	FORTE	35,549	44.05	0.30	3366	29.00
20	206375	2018	OPTIMA	49,892	44.05	0.30	1649	24.00
21	206399	2014	SPORTAGE	80,685	21.95	0.30	3366	29.00
22	206409	2020	TELLURIDE	31,669	30.00	0.30	6228	17.00
23	206413	2017	NIRO	47,532	44.05	0.30	8775	45.00
24	206389	2020	SOUL	15,589	74.05	0.60	6228	17.00
25	206408	2018	SORENTO	59,854	74.05	0.60	3366	29.00
26	206391	2022	TELLURIDE	17,245				
27	206387	2019	SORENTO	39,327				
28	206401	2018	SPORTAGE	48,077				
29	206397	2013	OPTIMA	111,645	44.05	0.30	3743	25.00
30	206422	2014	OPTIMA	126,107	72.32	0.60	7059	22.00
31	206386	2017	SPORTAGE	53,416	19.95	0.20	7059	22.00
32	206423	2015	SEDONA	91,122	36.95	0.30	6228	17.00
33	206485	2018	RIO	48,647	69.00	0.60	3743	25.00
34	206415	2016	SORENTO	100,850				
35	206433	2019	TAHOE	66,271	159.95	1.20	7059	22.00
36	206460	2019	SPORTAGE	14,166	44.05	3.00	1570	40.00
37	206430	2019	NIRO	18,656	42.00	0.30	3743	25.00
38	206463	2020	TELLURIDE	31,755				
39	206407	2013	SOUL	70,581	44.05	0.30	3743	25.00
40	206320	2017	NIRO	98,923				
41	206303	2013	SOUL	201,576	206.33	1.00	6558	19.00
42	206380	2022	FORTE	205	205.00	1.00	1570	40.00
43	206466	2016	FORTE	49,333	44.05	0.30	6228	17.00
44	206432	2018	WRX	46,044	189.95	1.00	3366	29.00
45	206473	2022	CORVETTE	488	10.00	0.30	3366	29.00

46	206449	2020	OPTIMA	18,457	33.36	0.50	1649	24.00
47	206480	2019	SPORTAGE	40,379	38.15	0.30	6558	19.00
48	206457	2017	SPORTAGE	74,313	44.05	0.30	7059	22.00
49	206461	2019	SORENTO	36,753	189.95	1.00	3366	29.00
50	206452	2020	SPORTAGE	71,704	164.05	1.50	3743	25.00
51	206243	2019	OPTIMA	11,267	24.95	0.30	1649	24.00
52	206468	2020	FORTE	31,650	69.95	0.90	1570	40.00
53	206551	2019	OPTIMA	28,638	37.96	0.30	6228	17.00
54	206549	2019	SORENTO	38,535				
55	206520	2017	SORENTO	57,004	291.92	1.80	3743	25.00
56	206493	2014	FORTE	85,753	206.33	1.00	8775	45.00
57	206529	2021	TELLURIDE	14,138	119.43	0.60	4814	17.00
58	206556	2018	SPORTAGE	78,140	44.05	0.30	6228	17.00
59	206144	2013	SOUL	79,674				
60	206508	2017	SPORTAGE	46,322	259.90	1.70	1570	40.00
61	206521	2021	SOUL	14,602	63.95	0.60	6228	17.00
62	206548	2019	SORENTO	52,007	44.05	0.30	3366	29.00
63	206547	2022	SORENTO	20,044	69.40	0.60	6228	17.00
64	206537	2017	SPORTAGE	80,951	44.05	0.30	7059	22.00
65	206530	2020	SORENTO	27,632	39.00	0.30	6228	17.00
66	206531	2019	SORENTO	103,048	341.95	2.00	1649	24.00
67	206539	2018	SPORTAGE	42,356	41.00	0.30	7059	22.00
68	206535	2016	SOUL	11,401	45.00	0.30	1649	24.00
69	206462	2014	CADENZA	36,180	99.00	0.50	3366	29.00
70	206527	2020	SOUL	32,021	92.00	0.60	7059	22.00
71	206534	2018	STINGER	72,807				
72	205847	2023	SPORTAGE	5,231	24.99	0.30	6821	32.00
73	206553	2022	SORENTO	4,092	14.99	0.30	4814	17.00
74	206546	2020	SPORTAGE	50,842				
75	206369	2014	OPTIMA	67,837				
76	207287	2021	K5	14,550	159.95	1.20	1570	40.00
77	207305	2021	TELLURIDE	17,066	62.51	0.30	6558	19.00
78	207284	2020	SPORTAGE	32,900	233.05	1.30	1570	40.00
79	206237	2014	SORENTO	86,333				
80	207282	2016	SOUL	137,240	189.95	1.00	6821	32.00
81	207302	2019	SORENTO	18,477	182.95	1.10	4814	17.00
82	207298	2020	FORTE	10,495	44.05	0.30	6228	17.00
83	207234	2020	SPORTAGE	60,398	122.05	0.50	3743	25.00
84	207027	2014	OPTIMA	150,289	180.19	0.80	7059	22.00
85	207295	2021	SELTOS	18,909	47.00	0.30	6228	17.00
86	207304	2020	STINGER	14,075	22.75	0.30	6558	19.00
87	207281	2018	OPTIMA	19,345	149.99	1.50	6821	32.00
88	207291	2022	K5	5,114				
89	207270	2017	SPORTAGE	40,730	193.94	1.80	6558	19.00
90	207273	2020	SOUL	79,674	69.00	0.60	6558	19.00
91	207253	2016	RIO	10,331	318.95	2.70	6821	32.00
92	207251	2017	4 SERIES	45,160	35.95	0.30	3366	29.00
93	207271	2020	SPORTAGE	19,429	30.00	0.30	6228	17.00
94	207225	2020	SEDONA	17,115	37.00	0.50	8775	45.00
95	207236	2020	OPTIMA	16,982	44.05	0.30	6228	17.00

96	207242	2011	OPTIMA	113,725	98.00	0.50	7059	22.00
97	207244	2017	FORTE	21,723	35.00	0.30	6228	17.00
98	207254	2013	FORTE	67,378	34.00	0.30	7059	22.00
99	207257	2018	OPTIMA	30,431	30.00	0.30	6228	17.00
100	207255	2018	SPORTAGE	33,802	30.00	0.30	4814	17.00
Totals Totals					7,429.98	54.90		
Number of RO's in Sample					Competative Labor			
					Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH

11.00	321.00	1.50	7059	22.00	33.00				
5.10									
6.60									
5.10									
5.10									
1508.70	13,119.90	72.80			1959.90	4,126.72	22.00		
Maintenance Labor						Repair Labor			
Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH

Labor Cost	Total Cost of Labor	One Item Repair Order
	70.00	
	66.70	
	17.40	Y
166.40	198.40	
	8.70	Y
	5.10	Y
	7.20	Y
	41.60	
	85.80	
	7.20	
	5.10	
	19.20	
	7.20	
	84.00	
	22.00	
	66.70	
	35.20	
	43.50	
	8.70	
	7.20	
	66.70	
	5.10	
	13.50	
	10.20	
	17.40	
	7.50	
	58.00	
	22.00	
	32.50	
	13.20	
	4.40	
	5.10	
	15.00	
	180.00	
	26.40	
	120.00	
	7.50	
	42.50	
37.50	137.50	
112.00	112.00	
	19.00	
	40.00	
	5.10	
	29.00	
	8.70	

	12.00	
	5.70	
	35.20	
	29.00	
	67.50	
	96.00	
	36.00	
	5.10	
	37.70	
50.00	152.50	
	45.00	
	10.20	
	5.10	
	72.00	
	128.00	
	10.20	
	8.70	
	10.20	
	6.60	
	5.10	
	132.00	
	6.60	
	7.20	
92.80	107.30	
	13.20	
	64.00	
	9.60	
	5.10	
	96.00	
	73.60	
	48.00	
	5.70	
	52.00	
145.20	145.20	
	32.00	
	42.70	
	5.10	
	87.50	
	105.60	
	5.10	
	5.70	
	48.00	
	48.00	
	110.20	
	11.40	
	86.40	
	37.70	
	5.10	
	22.50	
	5.10	

	44.00	
	5.10	
	6.60	
	5.10	
	5.10	
603.90	4072.50	0
	Total	One Item
Labor	Cost of	Repair
Cost	Labor	Order

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
206417	2019	SPORTA	20,621	0.00	0.00	568.99	2.80	0.00	0.00	70.00	0
206420	2020	SPORTA	30,420	44.05	0.30	389.56	2.00	0.00	0.00	66.70	0
206425	2019	SPORTA	97,146	113.97	0.60	0.00	0.00	0.00	0.00	17.40	Y
206345	2017	SPORTA	52,874	0.00	0.00	197.00	1.00	984.75	5.20	198.40	0
206351	2013	OPTIMA	105,913	41.00	0.30	0.00	0.00	0.00	0.00	8.70	Y
206350	2020	SEDONA	25,318	36.95	0.30	0.00	0.00	0.00	0.00	5.10	Y
206377	2023	STINGER	979	10.00	0.30	0.00	0.00	0.00	0.00	7.20	Y
206318	2019	FORTE	89,349	228.95	1.30	0.00	0.00	0.00	0.00	41.60	0
206370	2017	FORTE	36,750	39.00	0.30	437.01	3.60	0.00	0.00	85.80	0
206374	2021	SORENT	20,288	44.45	0.30	0.00	0.00	0.00	0.00	7.20	0
206372	2020	TELLURI	15,546	36.95	0.30	0.00	0.00	0.00	0.00	5.10	0
206367	2019	NIRO	23,775	69.00	0.60	0.00	0.00	0.00	0.00	19.20	0
206384	2020	SPORTA	29,483	44.05	0.30	0.00	0.00	0.00	0.00	7.20	0
206292	2018	NIRO	64,449	44.05	0.30	458.69	1.80	0.00	0.00	84.00	0
206382	2018	FORTE	28,678	189.00	1.00	0.00	0.00	0.00	0.00	22.00	0
206363	2017	SPORTA	49,149	39.00	0.30	375.05	2.00	0.00	0.00	66.70	0
206373	2020	SOUL	24,716	91.05	1.10	136.57	0.50	0.00	0.00	35.20	0
206358	2011	OPTIMA	124,182	44.90	0.50	286.05	1.00	0.00	0.00	43.50	0
206400	2020	FORTE	35,549	44.05	0.30	0.00	0.00	0.00	0.00	8.70	0
206375	2018	OPTIMA	49,892	44.05	0.30	0.00	0.00	0.00	0.00	7.20	0
206399	2014	SPORTA	80,685	21.95	0.30	375.06	2.00	0.00	0.00	66.70	0
206409	2020	TELLURI	31,669	30.00	0.30	0.00	0.00	0.00	0.00	5.10	0
206413	2017	NIRO	47,532	44.05	0.30	0.00	0.00	0.00	0.00	13.50	0
206389	2020	SOUL	15,589	74.05	0.60	0.00	0.00	0.00	0.00	10.20	0
206408	2018	SORENT	59,854	74.05	0.60	0.00	0.00	0.00	0.00	17.40	0
206391	2022	TELLURI	17,245	0.00	0.00	65.00	0.30	0.00	0.00	7.50	0
206387	2019	SORENT	39,327	0.00	0.00	235.32	2.00	0.00	0.00	58.00	0
206401	2018	SPORTA	48,077	0.00	0.00	208.00	1.00	0.00	0.00	22.00	0
206397	2013	OPTIMA	111,645	44.05	0.30	214.59	1.00	0.00	0.00	32.50	0
206422	2014	OPTIMA	126,107	72.32	0.60	0.00	0.00	0.00	0.00	13.20	0
206386	2017	SPORTA	53,416	19.95	0.20	0.00	0.00	0.00	0.00	4.40	0
206423	2015	SEDONA	91,122	36.95	0.30	0.00	0.00	0.00	0.00	5.10	0
206485	2018	RIO	48,647	69.00	0.60	0.00	0.00	0.00	0.00	15.00	0
206415	2016	SORENT	100,850	0.00	0.00	531.70	4.00	0.00	0.00	180.00	0
206433	2019	TAHOE	66,271	159.95	1.20	0.00	0.00	0.00	0.00	26.40	0
206460	2019	SPORTA	14,166	44.05	3.00	0.00	0.00	0.00	0.00	120.00	0
206430	2019	NIRO	18,656	42.00	0.30	0.00	0.00	0.00	0.00	7.50	0
206463	2020	TELLURI	31,755	0.00	0.00	522.57	2.50	0.00	0.00	42.50	0
206407	2013	SOUL	70,581	44.05	0.30	502.45	3.70	245.70	1.50	137.50	0
206320	2017	NIRO	98,923	0.00	0.00	0.00	0.00	662.50	3.50	112.00	0
206303	2013	SOUL	201,576	206.33	1.00	0.00	0.00	0.00	0.00	19.00	0
206380	2022	FORTE	205	205.00	1.00	0.00	0.00	0.00	0.00	40.00	0
206466	2016	FORTE	49,333	44.05	0.30	0.00	0.00	0.00	0.00	5.10	0
206432	2018	WRX	46,044	189.95	1.00	0.00	0.00	0.00	0.00	29.00	0
206473	2022	CORVET	488	10.00	0.30	0.00	0.00	0.00	0.00	8.70	0
206449	2020	OPTIMA	2,020	33.36	0.50	0.00	0.00	0.00	0.00	12.00	0
206480	2019	SPORTA	40,379	38.15	0.30	0.00	0.00	0.00	0.00	5.70	0
206457	2017	SPORTA	74,313	44.05	0.30	286.04	1.30	0.00	0.00	35.20	0
206461	2019	SORENT	36,753	189.95	1.00	0.00	0.00	0.00	0.00	29.00	0
206452	2020	SPORTA	71,704	164.05	1.50	159.95	1.20	0.00	0.00	67.50	0
ROs 1-50 Totals				3,105.78	24.80	5,949.60	33.70	1,892.95	10.20	1,954.60	0
Date of Study: Study Compiled by				C Labor		M Labor		R Labor		Total Cost of Labor	One Item Repair Order
				Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours		

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		
206243	2019	OPTIMA	11,267	24.95	0.30	671.57	3.70	0.00	0.00	96.00	0
206468	2020	FORTE	31,650	69.95	0.90	0.00	0.00	0.00	0.00	36.00	0
						0.00	0.00	0.00	0.00	5.10	0
206549	2019	SORENTO	38,535	0.00	0.00	257.96	1.30	0.00	0.00	37.70	0
206520	2017	SORENTO	57,004	291.92	1.80	489.17	2.30	379.90	2.00	152.50	0
206493	2014	FORTE	85,753	206.33	1.00	0.00	0.00	0.00	0.00	45.00	0
206529	2021	TELLURID	14,138	119.43	0.60	0.00	0.00	0.00	0.00	10.20	0
206556	2018	SPORTAG	78,140	44.05	0.30	0.00	0.00	0.00	0.00	5.10	0
206144	2013	SOUL	79,674	0.00	0.00	602.60	3.00	0.00	0.00	72.00	0
206508	2017	SPORTAG	46,322	259.90	1.70	354.57	1.50	0.00	0.00	128.00	0
206521	2021	SOUL	14,602	63.95	0.60	0.00	0.00	0.00	0.00	10.20	0
206548	2019	SORENTO	52,007	44.05	0.30	0.00	0.00	0.00	0.00	8.70	0
206547	2022	SORENTO	20,044	69.40	0.60	0.00	0.00	0.00	0.00	10.20	0
206537	2017	SPORTAG	80,951	44.05	0.30	0.00	0.00	0.00	0.00	6.60	0
206530	2020	SORENTO	27,632	39.00	0.30	0.00	0.00	0.00	0.00	5.10	0
206531	2019	SORENTO	103,048	341.95	2.00	658.69	3.50	0.00	0.00	132.00	0
206539	2018	SPORTAG	42,356	41.00	0.30	0.00	0.00	0.00	0.00	6.60	0
206535	2016	SOUL	11,401	45.00	0.30	0.00	0.00	0.00	0.00	7.20	0
206462	2014	CADENZA	36,180	99.00	0.50	0.00	0.00	601.24	3.20	107.30	0
206527	2020	SOUL	32,021	92.00	0.60	0.00	0.00	0.00	0.00	13.20	0
206534	2018	STINGER	72,807	0.00	0.00	378.00	2.00	0.00	0.00	64.00	0
205847	2023	SPORTAG	5,231	24.99	0.30	0.00	0.00	0.00	0.00	9.60	0
206553	2022	SORENTO	4,092	14.99	0.30	0.00	0.00	0.00	0.00	5.10	0
206546	2020	SPORTAG	50,842	0.00	0.00	414.86	3.00	0.00	0.00	96.00	0
206369	2014	OPTIMA	67,837	0.00	0.00	409.06	2.30	0.00	0.00	73.60	0
						0.00	0.00	0.00	0.00	48.00	0
						0.00	0.00	0.00	0.00	5.70	0
207284	2020	SPORTAG	32,900	233.05	1.30	0.00	0.00	0.00	0.00	52.00	0
206237	2014	SORENTO	86,333	0.00	0.00	0.00	0.00	1,252.63	6.60	145.20	0
207282	2016	SOUL	137,240	189.95	1.00	0.00	0.00	0.00	0.00	32.00	0
207302	2019	SORENTO	18,477	182.95	1.10	208.00	1.00	0.00	0.00	42.70	0
207298	2020	FORTE	10,495	44.05	0.30	0.00	0.00	0.00	0.00	5.10	0
207234	2020	SPORTAG	60,398	122.05	0.50	642.92	3.00	0.00	0.00	87.50	0
207027	2014	OPTIMA	150,289	180.19	0.80	654.74	4.00	0.00	0.00	105.60	0
207295	2021	SELTOS	18,909	47.00	0.30	0.00	0.00	0.00	0.00	5.10	0
207304	2020	STINGER	14,075	22.75	0.30	0.00	0.00	0.00	0.00	5.70	0
207281	2018	OPTIMA	19,345	149.99	1.50	0.00	0.00	0.00	0.00	48.00	0
207291	2022	K5	5,114	0.00	0.00	378.00	2.00	0.00	0.00	48.00	0
207270	2017	SPORTAG	40,730	193.94	1.80	521.16	4.00	0.00	0.00	110.20	0
207273	2020	SOUL	79,674	69.00	0.60	0.00	0.00	0.00	0.00	11.40	0
207253	2016	RIO	10,331	318.95	2.70	0.00	0.00	0.00	0.00	86.40	0
207251	2017	4 SERIES	45,160	35.95	0.30	208.00	1.00	0.00	0.00	37.70	0
207271	2020	SPORTAG	19,429	30.00	0.30	0.00	0.00	0.00	0.00	5.10	0
207225	2020	SEDONA	17,115	37.00	0.50	0.00	0.00	0.00	0.00	22.50	0
207236	2020	OPTIMA	16,982	44.05	0.30	0.00	0.00	0.00	0.00	5.10	0
207242	2011	OPTIMA	113,725	98.00	0.50	321.00	1.50	0.00	0.00	44.00	0
207244	2017	FORTE	21,723	35.00	0.30	0.00	0.00	0.00	0.00	5.10	0
207254	2013	FORTE	67,378	34.00	0.30	0.00	0.00	0.00	0.00	6.60	0
207257	2018	OPTIMA	30,431	30.00	0.30	0.00	0.00	0.00	0.00	5.10	0
207255	2018	SPORTAG	33,802	30.00	0.30	0.00	0.00	0.00	0.00	5.10	0
RO's 51-100 Totals				4,063.78	28.30	7,170.30	39.10	2,233.77	11.80	2,117.90	0
Date of Study:				C Labor		M Labor		R Labor		Total Cost of Labor	One Item Repair Order
Study Compiled by				Labor Sales	Flat Rate Hours	Labor Sales	Rate Hours	Labor Sales	Flat Rate Hours		

Repair Order Analysis Summary Report

	Sales in Dollars	FRH's on RO's	Averages
Competitive	\$ 7,170 ÷	53.10 =	135.02
Maintenance	\$ 13,120 ÷	72.80 =	180.22
Repair	\$ 4,127 ÷	22.00 =	187.58
Totals	\$ 24,416 ÷	147.90 =	165.09
		Target Labor Rate	
Total Ro's in Sample	52	Difference	165.09

Cost of Labor

Total Cost of Labor	4072.50 ÷	Total Sales	=	16.68%
Total Cost of Labor	4072.50 ÷	Total FRHs	=	27.54

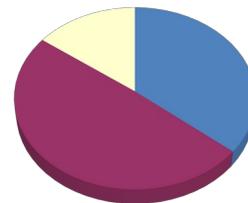
Repair Order Measurements

Total Labor Sales	24,416.18 ÷	Total ROs	=	469.54
Total FRHs	147.90 ÷	Total ROs	=	2.84
Menu Sales		Total ROs	=	
Competitive FRHs	53.10 ÷	Total FRHs	=	35.90%
Maintenance FRHs	72.80 ÷	Total FRHs	=	49.22%
Repair FRH	22.00 ÷	Total FRHs	=	14.87%
One item ROs	0 ÷	Total ROs	=	0.00%

Model Year Analysis

2023	2022	2021	2020	2019
2	6	6	23	16
2.00%	6.00%	6.00%	23.00%	16.00%

Labor Mix



■ Percent Competitive
 ■ Percent Maintenance
 ■ Percent Repair

