

# Repair Order Analysis Summary Report

		Sales in Dollars	FRH's on RO's	Averages	Analysis
Competitive		\$ 4,234	÷ 42.00 =	100.81	FRH Average
Maintenance		\$ 6,412	÷ 74.00 =	86.65	FRH Average
Repair		\$ 1,124	# 20.00 =	56.20	FRH Average
Totals		\$ 11,770	÷ 136.00 =	86.54	Customer ELR

			Target Labor Rate	145.00	Per FRH
Total Ro's in Sample	100		Difference	-58.46	Per FRH

## Cost of Labor

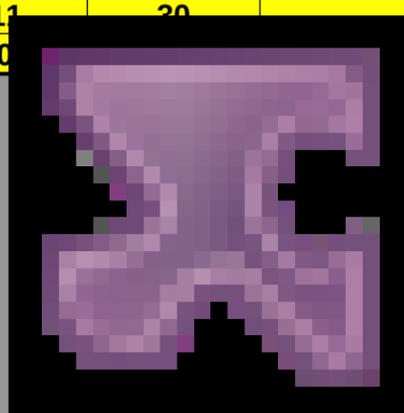
Total Cost of Labor	2644.00	÷	Total Sales	=	22.46%	Percent Cost of Sales
Total Cost of Labor	2644.00	÷	Total FRHs	=	19.44	Cost per FRH

## Repair Order Measurements

Total Labor Sales	11,770.00	÷	Total ROs	=	117.70	Avg Labor per RO
Total FRHs	136.00	÷	Total ROs	=	1.36	Avg FRH's per RO
Menu Sales		÷	Total ROs	=		Percent Menu Sales
Competitive FRHs	42.00	÷	Total FRHs	=	30.88%	Percent Competitive
Maintenance FRHs	74.00	÷	Total FRHs	=	54.41%	Percent Maintenance
Repair FRH	20.00	÷	Total FRHs	=	14.71%	Percent Repair
One item ROs	48	÷	Total ROs	=	48.00%	Percent One Item RO

## Model Year Analysis

2023	2022	2021	2020	2019	2018	Older	Total
0	3	11	20	22	8	26	100
0.00%	3.00%	11.00%	20.00%	22.00%	8.00%	26.00%	



#### Repair order Analysis:

After completing the 100 R.O. analysis, I cant believe how much service is discounting their services. The ELR is \$86.00 and the door rate is set at \$145.00 . \$59.00 below door rate is crazy to me.

Doing this exercise was a very good thing. Bringing this topic to the table allows us to address the many issues at hand. The amount of 1 line R.O.'s is way too high, as well as ELR being so far off door rate. The average of hours per R.O needs to come up as well.

There is obvious improvements needed and it is good to have a baseline to see where we need to be!