



Repair Order Analysis *and Summary*

3/12/2018

raiye acura
Dealership

Paul juliana
Student

332-97
Class and ID Number

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	Totals	Totals	67.99	0.60		
Number of RO's in Sample	Competative Labor					
	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH		

7.20	1,883.50	16.40			273.55	3,765.60	24.90		
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

748.90	1012.85	2
Labor Cost	Total Cost of Labor	One Item Repair Order

0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00
ROs 1-50 Totals				67.99	0.60	1,883.50	16.40	3,765.60	24.90
Date of Study: Study Compiled by				C Labor		M Labor		R Labor	
				Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours

0.00	0
0.00	0
0.00	0
0.00	0
1,012.85	2
Total Cost of Labor	One Item Repair Order

0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00
RO's 51-100 Totals				0.00	0.00	0.00	0.00	0.00	0.00
Date of Study: Study Compiled by				C Labor		M Labor		R Labor	
				Labor Sales	Flat Rate Hours	Labor Sales	Rate Hours	Labor Sales	Flat Rate Hours

0.00	0
0.00	0
0.00	0
0.00	0
Total Cost of Labor	One Item Repair Order

Repair Order Analysis Summary R

	Sales in Dollars	FRH's on RO's	Averages
Competitive	\$ 68	0.60	113.32
Maintenance	\$ 1,884	16.40	114.85
Repair	\$ 3,766	24.90	151.23
Totals	\$ 5,717	41.90	136.45
		Target Labor Rate	132.00
Total Ro's in Sample	25	Difference	4.45

Cost of Labor

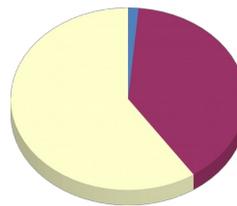
Total Cost of Labor	1012.85	÷	Total Sales	=	17.72%
Total Cost of Labor	1012.85	÷	Total FRHs	=	24.17

Repair Order Measurements

Total Labor Sales	5,717.09	÷	Total ROs	=	228.68
Total FRHs	41.90	÷	Total ROs	=	1.68
Menu Sales		÷	Total ROs	=	
Competitive FRHs	0.60	÷	Total FRHs	=	1.43%
Maintenance FRHs	16.40	÷	Total FRHs	=	39.14%
Repair FRH	24.90	÷	Total FRHs	=	59.43%
One item ROs	2	÷	Total ROs	=	8.00%

Model Year Analysis

2019	2018	2017	2016	2015
0	3	13	3	0
0.00%	12.50%	54.17%	12.50%	0.00%



■ 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

2014	Older	Total
1	4	24
4.17%	16.67%	