



# Summit Place Kia

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Advanced Service

10/10-10/14, 2022

# 100 Repair Order Analysis

		Sales in Dollars	FRH's on RO's	Averages	Analysis
Competitive		\$ 6,191	÷ 61.40	= 100.83	FRH Average
Maintenance		\$ 1,783	÷ 14.50	= 122.96	FRH Average
Repair		\$ 5,403	÷ 41.20	= 131.13	FRH Average
Totals		\$ 13,377	÷ 117.10	= 114.23	Customer ELR

		Target Labor Rate			Per FRH
Total Ro's in Sample	100	Difference		114.23	Per FRH

## Cost of Labor

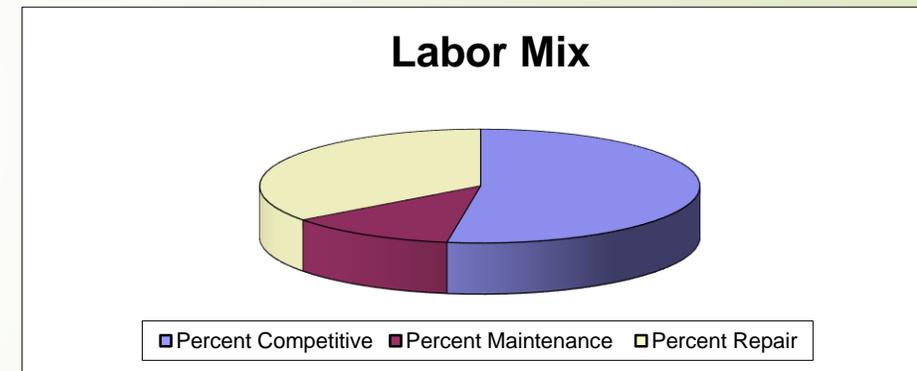
Total Cost of Labor	3268.50	÷ Total Sales	= 24.43%	Percent Cost of Sales
Total Cost of Labor	3268.50	÷ Total FRHs	= 27.91	Cost per FRH

## Repair Order Measurements

Total Labor Sales	13,376.53	÷ Total ROs	= 133.77	Avg Labor per RO
Total FRHs	117.10	÷ Total ROs	= 1.17	Avg FRH's per RO
Menu Sales		÷ Total ROs	=	Percent Menu Sales
Competitive FRHs	61.40	÷ Total FRHs	= 52.43%	Percent Competitive
Maintenance FRHs	14.50	÷ Total FRHs	= 12.38%	Percent Maintenance
Repair FRH	41.20	÷ Total FRHs	= 35.18%	Percent Repair
One item ROs	89	÷ Total ROs	= 89.00%	Percent One Item RO

## Model Year Analysis

2023	2022	2021	2020	2019	2018	Older	Total
0	17	15	16	11	10	31	100
0.00%	17.00%	15.00%	16.00%	11.00%	10.00%	31.00%	





# 100 Repair Order Analysis

- ▶ Currently we do a lot of quick lube and one line repair order work on newer cars with an average mileage less than 50k miles.
  - ▶ The majority of the work is competitive, followed second in repair work, with very little maintenance work.
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# 100 Repair Order Analysis Goals for improvement

- ▶ Increase the number of Multi-Line Repair Orders
  - ▶ Increase Inter- Department Morale
  - ▶ Increase Tech Efficiency
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# Plans to achieve goal



- Establish weekly service & parts Mtgs to introduce, and regulate new procedures.
- Establish mandatory complimentary multi point inspection on all vehicles-working with Techs to embrace video and media.
- Introduce our new Customer Handling, pricing, and easy to follow menu guides.
- Display Good, Better, Best Displays, and post Top Reasons why get your vehicle serviced at your Authorized Dealer.
- Create maintenance packages, and educate the advisors of their value.
- Establish procedure for Service Manager must sign off on all turned down services with customer.
- Look at Incentive options to increase efficiency of Technicians.



# 100 Repair Order Analysis- Plans to evaluate your changes

- ▶ Review Repair Orders daily - Meet with service manager if necessary to keep on track.
- ▶ Continue to meet weekly with all team members to get feedback, and maintain agreed objectives
- ▶ Observe, and spend time within the departments to show executive commitments.
- ▶ Use calculator provided to review for increased profitability, and efficiency.