

# Repair Order Report

By Chris Patrick

Class 404

Repair Order Analysis Summary Report							
	Sales in Dollars	FRH's on RO's	Averages	Analysis			
Competitive	\$ 5,091	÷ 58.70	= 86.72	FRH Average			
Maintenance	\$ 3,193	÷ 33.40	= 95.59	FRH Average			
Repair	\$ 3,629	÷ 37.00	= 98.09	FRH Average			
Totals	\$ 11,913	÷ 129.10	= 92.28	Customer ELR			
		Target Labor Rate		Per FRH			
Total Ro's in Sample	100	Difference	92.28	Per FRH			
Cost of Labor							
Total Cost of Labor	3609.30	÷ Total Sales	= 30.30%	Percent Cost of Sales			
Total Cost of Labor	3609.30	÷ Total FRHs	= 27.96	Cost per FRH			
Repair Order Measurements							
Total Labor Sales	11,912.83	÷ Total ROs	= 119.13	Avg Labor per RO			
Total FRHs	129.10	÷ Total ROs	= 1.29	Avg FRH's per RO			
Menu Sales		÷ Total ROs	=	Percent Menu Sales			
Competitive FRHs	58.70	÷ Total FRHs	= 45.47%	Percent Competitive			
Maintenance FRHs	33.40	÷ Total FRHs	= 25.87%	Percent Maintenance			
Repair FRH	37.00	÷ Total FRHs	= 28.66%	Percent Repair			
One item ROs	43	÷ Total ROs	= 43.00%	Percent One Item RO			
Model Year Analysis							
2023	2022	2021	2020	2019	2018	Older	Total
0	2	5	9	16	13	55	100
0.00%	2.00%	5.00%	9.00%	16.00%	13.00%	55.00%	

  

### Labor Mix

■ Percent Competitive	■ Percent Maintenance	■ Percent Repair
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## **Evaluation**

First thing that stands out we have way too many one item Ros. We are currently sitting at 43 % which is 28% over guide (10-15%). This is hurting our avg FRH per RO only tracking 1.29. This seems to be very low considering over 100 Ros 55 were under 2018 that should be ready for tons of maintenance.

## **Strengths**

We have a roomy work area with many lifts.

We have 2 pleasant and happy services writers that are great with customer service skills

Hyundai Training

Low call outs

Shuttle, loaners, and Avis on property to help with all customer transportation

## **Weakness**

Untrained writers on tablet and selling product

Techs need to use tablet to help upsell

Better communication with customer follow up and pick up.

Manager and shop foreman need to be more involved helping younger techs build hours.

## Opportunities

Increase hours to accommodate our working customer's needs

Inspira hospital is 3 miles down the road. Offer a VIP special packages and services for Inspira customer only

## Objective

Improve and upgrade are Techs mind with new technology to help increase FRH per RO. Using the tablets to sell and show the customer what is wrong with the vehicle. Communicating with the customer letting them understand why and how this is important.

Increase hours per RO

Train writers to sell using tools in Hyundai Dealer, using word tracks, and working through scenarios this each other.

## Strategies

Open two days during the week to match sales hours 8-7pm

## Tactics

Manager to look over the tablet report to make sure the tablet matches the same number of ROs.

Change pay plan for writer add a Bonus structure. Stair step avg hours per RO for the month (1.5hrs) (1.75hrs) (2.0hrs) ect....

Make a bonus for the techs that sell the most hours off of the tablet.

## Action Plan

<b>Task</b>	<b>Role</b>	<b>Completion date</b>
<b>Train techs On Ipad</b>	<b>Service Manager</b>	<b>Jan 1<sup>st</sup> 2023</b>
<b>Writer Training</b>	<b>Service Manager</b>	<b>Jan 1<sup>st</sup> 2023</b>
<b>Ipad use for Every RO</b>	<b>Service Manager/ Writer</b>	<b>Jan 1<sup>st</sup> 2023</b>
<b>Payplan Adjustments Writers</b>	<b>Service Manager</b>	<b>Jan 1<sup>st</sup> 2023</b>
<b>Payplan Adjustments Techs</b>	<b>Service Manager</b>	<b>Jan 1<sup>st</sup> 2023</b>

Open 8-7pm

Tuesday

Service Manager

Jan 1<sup>st</sup> 2023

Wednesday

## **Synopsis**

**Here at Action Hyundai in service we know we have challenges. We are trying our hardest to be with the times and the new age of technology. As our team struggles to adapt. We all know how to roll a red carpet out for a customer but how you do you it proficiently and in a timely matter with still making the almighty dollar.**

**As we look over our number, we know there is tons of room for improvement across the board. It all starts with asking for the job. Training is really going to help our team grow and improve next**

**year numbers and survey scores that we are looking for.**

**Here at Action we look to be someone you can trust not just be a service!**

