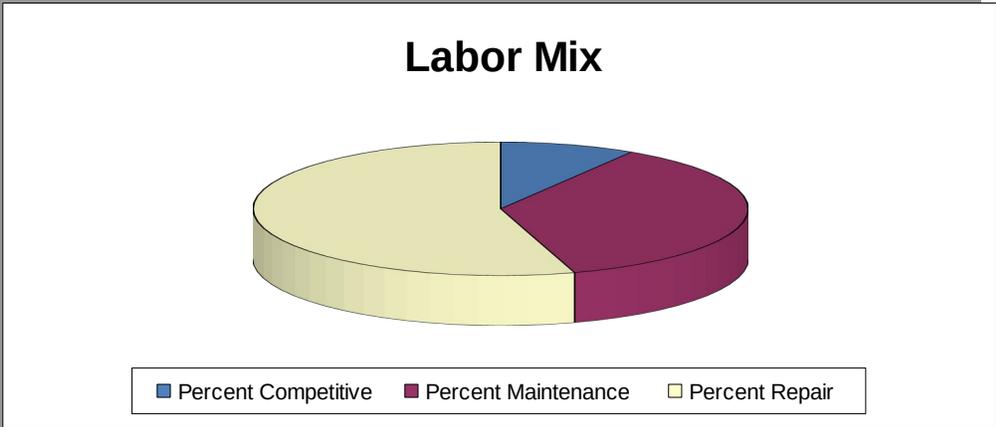


Repair Order Analysis Summary Report

		Sales in Dollars		FRH's on RO's		Averages	Analysis
Competitive		\$ 1,148	÷	14.20	=	80.83	FRH Average
Maintenance		\$ 5,028	÷	58.30	=	86.24	FRH Average
Repair		\$ 12,627	÷	88.00	=	143.49	FRH Average
Totals		\$ 18,803	÷	160.50	=	117.15	Customer ELR
				Target Labor Rate		130.50	Per FRH
Total Ro's in Sample	100			Difference		- 13.35	Per FRH
Cost of Labor							
Total Cost of Labor	4249.90	÷	Total Sales	=	22.60%	Percent Cost of Sales	
Total Cost of Labor	4249.90	÷	Total FRHs	=	26.48	Cost per FRH	
Repair Order Measurements							
Total Labor Sales	18,802.66	÷	Total ROs	=	188.03	Avg Labor per RO	
Total FRHs	160.50	÷	Total ROs	=	1.61	Avg FRH's per RO	
Menu Sales		÷	Total ROs	=		Percent Menu Sales	
Competitive FRHs	14.20	÷	Total FRHs	=	8.85%	Percent Competitive	
Maintenance FRHs	58.30	÷	Total FRHs	=	36.32%	Percent Maintenance	
Repair FRH	88.00	÷	Total FRHs	=	54.83%	Percent Repair	
One item	84	÷	Total	=	84.00	Percent One	

ROs		ROs		%	Item RO		
Model Year Analysis							
2024	2023	2022	2021	2020	2019	Older	Total
0	0	6	8	12	13	61	100
0.00%	0.00%	6.00%	8.00%	12.00%	13.00%	61.00%	



RO Audit Analysis:

One of the first things that stood out to me was the percentage of one-line repair orders. We are substantially higher than the guide of 10-15% at 84%. We are doing a lot of oil changes, but the technicians are expected to perform an MPI on every vehicle. Our technicians usually have around 90% MPI penetration so the issue may be that the advisor is not selling the recommended work. We need to work on the selling skills our advisors.

Our average FRH per repair order is also below the guide. This ties in to not upselling or performing a thorough MPI. The service manager and I are going to see where the process breakdown is happening.

The next thing that stood out to me was the low amount of competitive work. NADA guide is 60% of total labor sales and we are at 8.85%. If our customers are not doing their competitive work with us, they are going somewhere else. We need to capture that competitive work to retain our customers and have more throughput in the shop. We are heavy in repair work at 54.83% compared to the guide of 40%. These jobs take longer and can slow throughput in the shop.

We also noticed quite a bit of discounting from one advisor in particular. This could account for the difference of the ELR of \$117.15 versus our target labor rate of \$130.50. We are going to have a discussion with this advisor and turn off his ability to discount.

We are also not updating mileage on every RO. Many of the RO's had the same mileage in and out. MPI are also not showing as free, or any value added on the RO's. The RO's are also not easy to understand for the customer. We are going to look into a third-party software company to help with making our RO's clear and concise.

Niko McClellan

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