

This document was exported from Numbers. Each table was converted to objects on each Numbers sheet were placed on separate worksheets. Calculations may differ in Excel.

Numbers Sheet Name	Numbers Table Name
RO Analysis NADA412-Mike X	Table 1
Tech Pay	Table 1
Input Sheet	Table 1
RO Report 1-50	Table 1
RO Report 51-100	Table 1
Summary Report	Table 1

ed to an Excel worksheet. All other
Please be aware that formula

Excel Worksheet Name

[RO Analysis NADA412-Mike X](#)

[Tech Pay](#)

[Input Sheet](#)

[RO Report 1-50](#)

[RO Report 51-100](#)

[Summary Report](#)

Repair Order Analysis *and Summary*

3/13/2023



**Team Chevy Buick GMC
Dealership**

Michael X. Terry/ Steven Vela
Student

NADA 412
Class #

Tech #	Tech Pay Per FRH
A05	38.00
A07	38.00
A12	46.00
A50	35.00
A57	20.00
A78	27.00
A44	15.00
A63	15.00
A91	15.00
D17	15.00
D18	15.00
D19	15.00
D21	14.00
D6	15.00

Repair Order Analysis Input Sheet

	RO Number	Year	Model	Mileage	Competitive Labor			Labor Cost	Labor Sales
					Labor Sales	Flat Rate Hours	Technican Number		
1	58920	2019	Trax	32,540	49.43	2.00	A91	15.00	30.00
2	58923	2018	Terrain	42,525					
3	58924	2022	Sierra	32,686	35.00	1.00	A63	15.00	15.00
4	58931	2013	Sierra	189,039	109.95	1.00	A12	46.00	46.00
5	58932	2021	Sierra	63,849	15.00	0.30	A44	15.00	4.50
6	58934	2021	Silverado	21,652					
7	58936	2016	Silverado	187,230	25.00	0.30	A91	15.00	4.50
8	58951	2021	Silverado	33,744	9.43	0.50	A44	15.00	7.50
9	58952	2015	Tahoe	98,033	15.00	0.30	A91	15.00	4.50
10	58955	2021	Equinox	61,877	9.43	0.50	D17	15.00	7.50
11	58956	2023	Tahoe						
12	58961	2018	Silverado	97,465					
13	58963	2021	Silverado	43,034	1.00	0.50	A44	15.00	7.50
14	58964	2021	Enclave	47,435	9.43	0.50	A91	15.00	7.50
15	58971	2017	Silverado	75,239					137.29
16	58972	2022	Sierra	5,056					
17	58976	2018	Traverse	104,593	25.00	0.50	A91	15.00	7.50
18	58977	2021	Encore	36,012	19.43	0.50	A91	15.00	7.50
19	58978	2022	Tahoe	15,255	28.39	0.30	A44	15.00	4.50
20	58979	2018	Silverado	88,150	25.00	0.50	A91	15.00	7.50
21	58980	2018	Malibu	54,891					
22	58981	2015	Frontier	113,072	7.00	0.20	A78	27.00	5.40
23	58983	2011	Suburban	104,371					320.00
24	58984	2018	Acadia	134,124					
25	58987	2019	Silverado	94,522	148.00	1.80	A63	15.00	27.00
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	Totals	Totals	531.49	10.70		193.90	457.29
Number of RO's in Sample				Competative Labor			
			Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost
							Labor Sales

Date of Study:
Study Compiled by

C Labor					M Labor		
Labor Sales	Flat Rate Hours	Technician Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technician Number

				R Labor					
Pay Per	Labor	Labor	Flat Rate	Technician	Pay Per	Labor	Total Cost of	One Item	
FRH	Cost	Sales	Hours	Number	FRH	Cost	Labor	Repair	Order

Repair Order Analysis Summary Report

	Sales in Dollars	÷	FRH's on RO's	=	Averages
Competitive	\$ 531	÷	10.70	=	49.67
Maintenance	\$ 457	÷	3.00	=	152.43
Repair	\$ 5,185	÷	30.20	=	171.70
Totals	\$ 6,174	÷	43.90	=	140.64
			Target Labor Rate	=	151.45
Total Ro's in Sample	25		Difference	=	-10.81

Cost of Labor

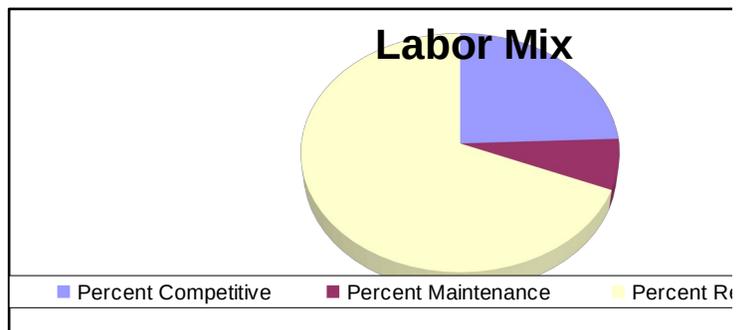
Total Cost of Labor	1396.10	÷	Total Sales	=	22.61%
Total Cost of Labor	1396.10	÷	Total FRHs	=	31.80

Repair Order Measurements

Total Labor Sales	6,174.08	÷	Total ROs	=	246.96
Total FRHs	43.90	÷	Total ROs	=	1.76
Menu Sales		÷	Total ROs	=	
Competitive FRHs	10.70	÷	Total FRHs	=	24.37%
Maintenance FRHs	3.00	÷	Total FRHs	=	6.83%
Repair FRH	30.20	÷	Total FRHs	=	68.79%
One item ROs	2	÷	Total ROs	=	8.00%

Model Year Analysis

2024	2023	2022	2021	2020
0	1	3	7	0





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

2019	Older	Total
2	-13	0

Repair

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