



Repair Order Analysis *and Summary*

6/5/2023

WHITE PLAINS VOLKSWAGEN
Dealership

RICHARD AQUINO
Student

N419
Class #

[illegible]

Repair Order Analysis Input Sheet

					Competitive Labor			
	RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH
1	42325	2019	JETTA	33,043	47.75	0.50	237910	40.50
2					39.95	0.50	225065	18.00
3	40794	2019	ATLAS	20,698	78.75	1.00	23708	31.00
4								
5	42542	2022	TIGUAN	6,015	30.00	0.50	181215	18.00
6	42847	2014	JETTA	50,292	51.65	0.30	237910	40.50
7	42929	2022	TIGUAN	5,287	189.95	1.00	237910	40.50
8	42403	2014	PASSAT	85,561	78.75	1.00	237910	40.50
9	43516	2017	JEEP	53,295				
10	43713	2013	JETTA	128,163	160.50	1.80	5098460	27.00
11	43876	2015	JETTA	56,284				
12								
13	44021	2013	TOUAREG	62,748				
14	44045	2013	JETTA	86,537	37.75	0.50		
15	44047	2019	ATLAS	50,186				
16	44050	2013	JETTA	119,837	1,044.73	5.50	23708	31.00
17	44053	2015	PASSAT	50,317	39.95	0.50	225065	18.00
18	44064	2018	TIGUAN	42,295	56.99	0.80	225065	18.00
19	44047	2011	TIGUAN	105,523				
20	44076	2018	TIGUAN	110,148				
21	44077	2019	TIGUAN	32,375	20.87	0.50	181215	18.00
22	44081	2015	GOLF	60,841	31.00	0.50	23708	31.00
23	44084	2011	GOLF	178,096	66.34	0.80	226037	22.00
24	44091	2014	JETTA	77,933	210.39	1.50	237910	40.50
25	44096	2022	ATLAS	11,543				
26								
27	44100	2009	GTI	106,962				
28	44103	2019	GOLF	26,122	47.74	0.50	225065	18.00
29	44109	2018	TIGUAN	74,622	76.76	1.00	181215	18.00
30	44114	2020	GTI	44,114	47.75	0.50	226037	22.00
31	44115	2017	PASSAT	26,139	104.74	0.80	23708	31.00
32	44118	2011	CC	152,460				
33	44119	2020	JETTA	31,426	78.75	1.00	245434	37.00
34								
35								
36								
37								
38								
39								
40								
41								
42								
43								
44								
45								

46								
47								
48								
49								
50								
51								
52								
53								
54								
55								
56								
57								
58								
59								
60								
61								
62								
63								
64								
65								
66								
67								
68								
69								
70								
71								
72								
73								
74								
75								
76								
77								
78								
79								
80								
81								
82								
83								
84								
85								
86								
87								
88								
89								
90								
91								
92								
93								
94								
95								

96								
97								
98								
99								
100								
Totals Totals					2,541.06	21.00		
Number of RO's in Sample					Competative Labor			
					Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH

[illegible]

[illegible]

607.55	4,899.11	29.55			1005.82	8,456.27	47.70		
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

[illegible]

[illegible]

	0.00	
	0.00	
	0.00	
	0.00	
	0.00	
1542.25	3155.62	7
	Total	One Item
Labor	Cost of	Repair
Cost	Labor	Order

Repair Order Analysis

				Competitive Labor				Repair Labor			
Dealership						Maintenance Labor					
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Total Cost of Labor	One Item Repair Order
423250	2019	JETTA	33,043	47.75	0.50	0.00	0.00	418.25	3.00	141.75	0
	00		-	39.95	0.50	0.00	0.00	0.00	0.00	9.00	0
407940	2019	ATLAS	20,698	78.75	1.00	0.00	0.00	608.60	4.40	167.40	0
	00		-	0.00	0.00	0.00	0.00	383.90	2.00	81.00	0
42542	2022	TIGUAN	6,015	30.00	0.50	0.00	0.00	0.00	0.00	9.00	1
42847	2014	JETTA	50,292	51.65	0.30	446.26	2.85	379.90	2.50	228.62	0
42929	2022	TIGUAN	5,287	189.95	1.00	0.00	0.00	0.00	0.00	40.50	1
42403	2014	PASSAT	85,561	78.75	1.00	0.00	0.00	0.00	0.00	40.50	0
43516	2017	JEEP	53,295	0.00	0.00	184.56	1.20	430.64	2.80	108.00	0
43713	2013	JETTA	128,163	160.50	1.80	575.85	3.00	954.76	5.00	264.60	0
438760	2015	JETTA	56,284	0.00	0.00	1,323.00	7.00	0.00	0.00	283.50	0
	00		-	0.00	0.00	189.00	1.00	0.00	0.00	37.00	0
44021	2013	TOUARE	62,748	0.00	0.00	0.00	0.00	1,788.53	9.50	256.50	0
44045	2013	JETTA	86,537	37.75	0.50	161.46	0.85	0.00	0.00	22.95	0
44047	2019	ATLAS	50,186	0.00	0.00	670.50	4.50	0.00	0.00	166.50	0
44050	2013	JETTA	119,837	1,044.73	5.50	599.12	4.30	189.95	1.00	334.80	0
44053	2015	PASSAT	50,317	39.95	0.50	0.00	0.00	0.00	0.00	9.00	1
44064	2018	TIGUAN	42,295	56.99	0.80	0.00	0.00	0.00	0.00	14.40	0
44047	2011	TIGUAN	105,523	0.00	0.00	0.00	0.00	767.80	4.00	162.00	1
44076	2018	TIGUAN	110,148	0.00	0.00	0.00	0.00	1,202.10	6.50	175.50	0
44077	2019	TIGUAN	32,375	20.87	0.50	0.00	0.00	0.00	0.00	9.00	1
44081	2015	GOLF	60,841	31.00	0.50	0.00	0.00	0.00	0.00	15.50	1
44084	2011	GOLF	178,096	66.34	0.80	0.00	0.00	0.00	0.00	17.60	0
44091	2014	JETTA	77,933	210.39	1.50	0.00	0.00	0.00	0.00	60.75	0
440960	2022	ATLAS	11,543	0.00	0.00	0.00	0.00	377.99	2.00	81.00	0
	00		-	0.00	0.00	0.00	0.00	189.00	1.00	37.00	0
44100	2009	GTI	106,962	0.00	0.00	0.00	0.00	575.85	3.00	121.50	0
44103	2019	GOLF	26,122	47.74	0.50	60.00	0.50	0.00	0.00	18.00	0
44109	2018	TIGUAN	74,622	76.76	1.00	0.00	0.00	0.00	0.00	18.00	0
44114	2020	GTI	44,114	47.75	0.50	298.00	2.00	0.00	0.00	55.00	0
44115	2017	PASSAT	26,139	104.74	0.80	189.95	1.00	0.00	0.00	55.80	0
44118	2011	CC	152,460	0.00	0.00	0.00	0.00	189.00	1.00	27.00	1
441190	2020	JETTA	31,426	78.75	1.00	201.41	1.35	0.00	0.00	86.95	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
	00		-	0.00							

Repair Order Analysis

[illegible]

Repair Order Analysis Summary Report

	Sales in Dollars		FRH's on RO's		Averages
Competitive	\$ 2,541	÷	21.00	=	121.00
Maintenance	\$ 4,899	÷	29.55	=	165.82
Repair	\$ 8,456	÷	47.70	=	177.28
Totals	\$ 15,896	÷	98.25	=	161.80
		Target Labor Rate			171.00
Total Ro's in Sample	21	Difference			-9.20

Cost of Labor

Total Cost of Labor	3155.62	÷	Total Sales	=	19.85%
Total Cost of Labor	3155.62	÷	Total FRHs	=	32.12

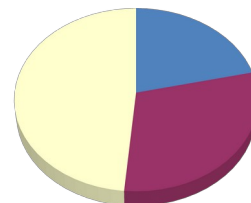
Repair Order Measurements

Total Labor Sales	15,896.44	÷	Total ROs	=	756.97
Total FRHs	98.25	÷	Total ROs	=	4.68
Menu Sales		÷	Total ROs	=	
Competitive FRHs	21.00	÷	Total FRHs	=	21.38%
Maintenance FRHs	29.55	÷	Total FRHs	=	30.07%
Repair FRH	47.70	÷	Total FRHs	=	48.55%
One item ROs	7	÷	Total ROs	=	33.33%

Model Year Analysis

2024	2023	2022	2021	2020
0	0	3	0	2
0.00%	0.00%	10.34%	0.00%	6.90%

Labor Mix



■ 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		
2019	Older	Total
5	19	29
17.24%	65.52%	