



# Repair Order Analysis *and Summary*

6/8/2023

**WHITE PLAINS VOLKSWAGEN**  
**Dealership**

**RICHARD AQUINO**  
**Student**

**N419**  
**Class #**







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		<b>Totals</b>	<b>Totals</b>	2,541.06	21.00			
<b>Number of RO's in Sample</b>				<b>Competative Labor</b>				
				<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Technican Number</b>	<b>Pay Per FRH</b>	





607.55	4,899.11	29.55			1005.82	8,456.27	47.70		
<b>Maintenance Labor</b>					<b>Repair Labor</b>				
<b>Labor Cost</b>	<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Technican Number</b>	<b>Pay Per FRH</b>	<b>Labor Cost</b>	<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Technican Number</b>	<b>Pay Per FRH</b>





	0.00	
	0.00	
	0.00	
	0.00	
	0.00	
1542.25	3155.62	7
	<b>Total</b>	<b>One Item</b>
<b>Labor</b>	<b>Cost of</b>	<b>Repair</b>
<b>Cost</b>	<b>Labor</b>	<b>Order</b>









## 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	29	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

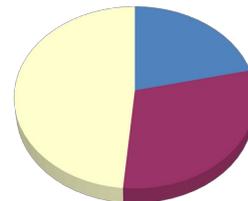
### Repair Order Measurements

Total Labor Sales	15,896.44 ÷	Total ROs	=	548.15
Total FRHs	98.25 ÷	Total ROs	=	3.39
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	=	24.14%

### 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%	