Repair Order Analysis *and Summary*

9/18/2023

Mckenney Salinas Honda
Dealership

Randy Gibson
Student

421
Class #

Tech #	Tech Pay Per FRH
22	15.00
26	15.00
27	15.00
28	15.00
81	15.00
85	15.00
24	22.00
47	20.00
64	25.00
199	25.00
285	21.00
479	21.00
488	27.00
683	26.00
839	20.00
928	22.00
938	20.00

Repair Order Analysis Input Sheet

	RO Number	Year	Model	Mileage	Competitive Labor					
					Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales
1	6035207/1	2021	pilot	36,501	48.95	0.60	64	25.00	15.00	
2	6035174/1	2021	ridgeline	24,878	30.00	0.30	75			
3	6035176/1	2000	Accord	367,136						
4	6035146/1	2017	civic	69,905	30.00	0.50	839	20.00	10.00	
5	6035198/1	2018	pilot	47,636	48.95	0.60	75			
6	6035175/1	2010	cr-v	208,937	30.00	0.30	81	15.00	4.50	
7	6035232/1	2003	Accord	240,127	30.00	0.30	85	15.00	4.50	
8	6035229/1	2021	passport	18,505	48.95	0.60	81	15.00	9.00	
9	6035227/1	2013	civic	82,345						80.00
10	6035222/1	2013	Accord	52,160	48.95	0.60	81	15.00	9.00	
11	6035218/1	2020	Accord	71,627	30.00	0.30	81	15.00	4.50	
12	60352216	2019	civic	49,977	48.95	0.60	81	15.00	9.00	
13	6035215/1	2014	civic	45,049	48.95	0.60	75			
14	6035214/1	2021	passport	30,509	62.55	0.80	85	15.00	12.00	
15	6035213/1	2022	Accord	14,084	30.00	0.30	85	15.00	4.50	
16	6035212/1	2020	odyssey	37,667	30.00	0.30	19			
17	6035211/1	2008	fit	119,338	30.00	0.30	75			35.00
18	6035210/1	2019	odyssey	45,741	30.00	0.30	75			
19	6035206/1	2016	civic	86,943	78.94	1.10	839	20.00	22.00	185.00
20	6035204/1	2016	accord	143,964	207.00	2.90	488	27.00	78.30	
21	6035200/1	2022	pilot	13,423	78.95	1.10	85	15.00	16.51	
22	6035195/1	2016	cr-v	94,045						
23	6035194/1	2011	cr-v	110,003	30.00	0.30	81	15.00	4.50	5.00
24	6035182/1	2008	accord	260,895	48.95	0.60	85	15.00	9.00	
25	6035179	2014	pilot	140,045						617.00
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			Totals	Totals	1,070.09	13.30			212.31	922.00
	Number of RO's in Sample				Competative Labor					
					Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales

Maintenance Labor				Repair Labor					Total Cost of Labor	One Item Repair Order
Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost		
				285.00	1.40	64	25.00	35.00	50.00	
									0.00	1
				120.00	1.30	24	22.00	28.60	28.60	1
									10.00	1
									0.00	
									4.50	
									4.50	1
									9.00	
1.00	64	25.00	25.00	233.00	2.00	64	25.00	50.00	75.00	
									9.00	
									4.50	1
									9.00	
				203.00	1.40	488	27.00	37.80	37.80	
									12.00	
									4.50	1
									0.00	1
0.60	47	20.00	12.00	115.00	1.00	175			12.00	
				0.30	20.23	75			0.00	
1.80	839	20.00	36.00						58.00	
									78.30	
									16.51	
				217.50	1.50	488	27.00	40.50	40.50	1
0.10	81	15.00	1.50						6.00	
									9.00	
6.50	64	25.00	162.50						162.50	
									0.00	
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									0.00	
10.00			237.00	1,173.80	28.83			191.90	641.21	8
Maintenance Labor				**Repair Labor**					**Total Cost of Labor**	**One Item Repair Order**
Flat Rate Hours	**Technican Number**	**Pay Per FRH**	**Labor Cost**	**Labor Sales**	**Flat Rate Hours**	**Technican Number**	**Pay Per FRH**	**Labor Cost**		

Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor		Repair 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
6035207/	2021	pilot	36,501	48.95	0.60	0.00	0.00	285.00	1.40	50.00	0
6035174/	2021	ridgeline	24,878	30.00	0.30	0.00	0.00	0.00	0.00	0.00	1
6035176/	2000	Accord	367,136	0.00	0.00	0.00	0.00	120.00	1.30	28.60	1
6035146/	2017	civic	69,905	30.00	0.50	0.00	0.00	0.00	0.00	10.00	1
6035198/	2018	pilot	47,636	48.95	0.60	0.00	0.00	0.00	0.00	0.00	0
6035175/	2010	cr-v	208,937	30.00	0.30	0.00	0.00	0.00	0.00	4.50	0
6035232/	2003	Accord	240,127	30.00	0.30	0.00	0.00	0.00	0.00	4.50	1
6035229/	2021	passport	18,505	48.95	0.60	0.00	0.00	0.00	0.00	9.00	0
6035227/	2013	civic	82,345	0.00	0.00	80.00	1.00	233.00	2.00	75.00	0
6035222/	2013	Accord	52,160	48.95	0.60	0.00	0.00	0.00	0.00	9.00	0
6035218/	2020	Accord	71,627	30.00	0.30	0.00	0.00	0.00	0.00	4.50	1
60352216	2019	civic	49,977	48.95	0.60	0.00	0.00	0.00	0.00	9.00	0
6035215/	2014	civic	45,049	48.95	0.60	0.00	0.00	203.00	1.40	37.80	0
6035214/	2021	passport	30,509	62.55	0.80	0.00	0.00	0.00	0.00	12.00	0
6035213/	2022	Accord	14,084	30.00	0.30	0.00	0.00	0.00	0.00	4.50	1
6035212/	2020	odyssey	37,667	30.00	0.30	0.00	0.00	0.00	0.00	0.00	1
6035211/	2008	fit	119,338	30.00	0.30	35.00	0.60	115.00	1.00	12.00	0
6035210/	2019	odyssey	45,741	30.00	0.30	0.00	0.00	0.30	20.23	0.00	0
6035206/	2016	civic	86,943	78.94	1.10	185.00	1.80	0.00	0.00	58.00	0
6035204/	2016	accord	143,964	207.00	2.90	0.00	0.00	0.00	0.00	78.30	0
6035200/	2022	pilot	13,423	78.95	1.10	0.00	0.00	0.00	0.00	16.51	0
6035195/	2016	cr-v	94,045	0.00	0.00	0.00	0.00	217.50	1.50	40.50	1
6035194/	2011	cr-v	110,003	30.00	0.30	5.00	0.10	0.00	0.00	6.00	0
6035182/	2008	accord	260,895	48.95	0.60	0.00	0.00	0.00	0.00	9.00	0
6035179	2014	pilot	140,045	0.00	0.00	617.00	6.50	0.00	0.00	162.50	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
ROs 1-50			**Totals**	**1,070.09**	**13.30**	**922.00**	**10.00**	**1,173.80**	**28.83**	**641.21**	8
Date of Study:				**C Labor**		**M Labor**		**R Labor**			
Study Compiled by				**Labor**	**Flat Rate**	**Labor**	**Flat Rate**	**Labor**	**Flat Rate**	**Total Cost of**	**One Item Repair**

	Sales	Hours	Sales	Hours	Sales	Hours	Labor	Order

Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor		Repair 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
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
0	0	0	-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
RO's 51-100			**Totals**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0**
Date of Study: Study Compiled by				C Labor		M Labor		R Labor		Total Cost of Labor	One Item Repair Order
				Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours		

Repair Order Analysis Summary R

	Sales in Dollars		FRH's on RO's		Averages
Competitive	$ 1,070	÷	13.30	=	80.45
Maintenance	$ 922	÷	10.00	=	92.20
Repair	$ 1,174	÷	28.83	=	40.71
Totals	$ 3,166	÷	52.13	=	60.73
			Target Labor Rate		140.00
Total Ro's in Sample	25		Difference		-79.27

Cost of Labor

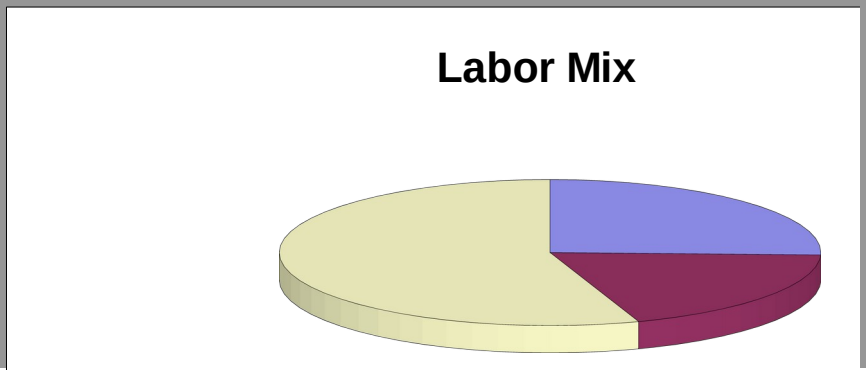
Total Cost of Labor	641.21	÷	Total Sales	=	20.25%
Total Cost of Labor	641.21	÷	Total FRHs	=	12.30

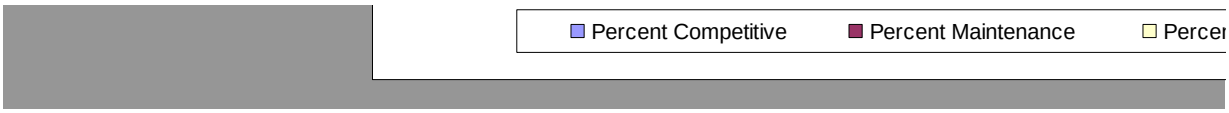
Repair Order Measurements

Total Labor Sales	3,165.89	÷	Total ROs	=	126.64
Total FRHs	52.13	÷	Total ROs	=	2.09
Menu Sales		÷	Total ROs	=	0
Competitive FRHs	13.30	÷	Total FRHs	=	25.51%
Maintenance FRHs	10.00	÷	Total FRHs	=	19.18%
Repair FRH	28.83	÷	Total FRHs	=	55.30%
One item ROs	8	÷	Total ROs	=	32.00%

Model Year Analysis

2024	2023	2022	2021	2020
0	0	2	4	2
0.00%	0.00%	8.00%	16.00%	8.00%




Percent Competitive
Percent Maintenance
Percer

eport

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	15	25
8.00%	60.00%	

nt Repair