



ACADEMY

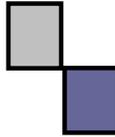
# Repair Order Analysis *And Summary*

6/11/2018

**JM LEXUS**  
Dealership

**GREG ZEIGLER**  
Student

**N335-03**  
Class and ID Number



Computer Application by  
George A. Parker  
Management  
Instructor NADA  
Dealer Academy

Tech #	Tech Pay Per FRH
9659	18
11565	14.5
25788	12
27826	12
20355	12
25789	12
27827	12
7623	13
19778	12
20240	12
24226	12
23885	12
25568	15
25559	15
20754	15
25441	15
28304	17
25787	15
23214	15
14333	15
25560	15
19900	15
21662	15
13308	13
11483	13
7748	23
21301	21
25644	18.5
20375	18
7926	25.25
21629	20.5
23074	22.75
12263	25.75
21371	21
28107	24.5
20039	25.5
7730	25.25
20827	21.5
25409	25.25
20041	23
19254	26
9113	25.75
25740	24



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		<b>Totals</b>		<b>Totals</b>	1,560.73	14.60		
<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>	











	0.00	
	0.00	
	0.00	
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1512.83	1996.73	11
	<b>Total Cost of Labor</b>	<b>One Item Repair Order</b>
<b>Labor Cost</b>		





0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>RO's 1-50 Totals</b>				<b>1,560.73</b>	<b>14.60</b>	<b>628.86</b>	<b>5.70</b>	<b>8,827.97</b>	<b>61.90</b>	<b>1,996.73</b>
Date of Study: Study Compiled by				<b>C Labor</b>		<b>M Labor</b>		<b>R Labor</b>		<b>Total Cost of Labor</b>
				<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Labor Sales</b>	<b>Flat Rate Hours</b>	



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**One Item  
Repair  
Order**



## Repair Order Analysis Summary Report

	Sales in Dollars	FRH's on RO's	Averages
Competitive	\$ 1,561	÷ 14.60	= 106.90
Maintenance	\$ 629	÷ 5.70	= 110.33
Repair	\$ 8,828	÷ 61.90	= 142.62
Totals	\$ 11,018	÷ 82.20	= 134.03
Target Labor Rate			144.50
Total Ro's in Sample	25	Difference	-10.47

### Cost of Labor

Total Cost of Labor	1996.73	÷ Total Sales	= 18.12%
Total Cost of Labor	1996.73	÷ Total FRH's	= 24.29

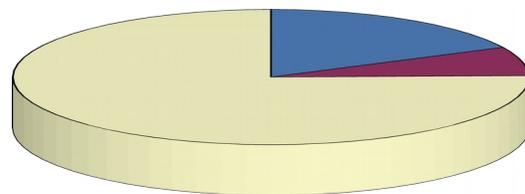
### Repair Order Measurements

Total Labor Sales	11,017.56	÷ Total RO's	= 440.70
Total FRH's	82.20	÷ Total RO's	= 3.29
Menu Sales		÷ Total RO's	=
Competitive FRH's	14.60	÷ Total FRH's	= 17.76%
Maintenance FRH's	5.70	÷ Total FRH's	= 6.93%
Repair FRH'	61.90	÷ Total FRH's	= 75.30%
One item RO's	11	÷ Total RO's	= 44.00%

### Model Year Analysis

2019	2018	2017	2016	2015
0	0	1	1	0
0.00%	0.00%	4.00%	4.00%	0.00%

### 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

2014	Older	Total
1	22	25
4.00%	88.00%	

Repair

