



SERVICE 20 GROUP

Definitions

REPAIR ORDER HOURS BILLED	The number of hours billed on Repair Orders
REPAIR ORDER HOURS CLOCKED	The number of hours technicians were clocked on to repair orders
PAYROLL HOURS	The number of hours technician were paid for
EFFECTIVE LABOR RATE	The average selling price for a shops hourly labor rate

Formulas

EFFECTIVE LABOR RATE =	$\frac{(\text{Total Labor Sales} - \text{Sublet Labor Sales})}{\text{Repair Order Hours Billed}}$
PROFICIENCY =	$\frac{\text{Repair Order Hours Billed}}{\text{Payroll Hours}}$
PRODUCTIVITY =	$\frac{\text{Repair Order Hours Clocked}}{\text{Payroll Hours}}$
EFFICIENCY =	$\frac{\text{Repair Order Hours Billed}}{\text{Repair Order Hours Clocked}}$