



SERVICE – HOURS BREAKDOWN

Update Context

- 1.View
- 2.Technician hours sold daily total.
- 3.Service Advisor hours sold daily total.
- 4.Technician hours sold daily running total.
- 5.Service Advisor hours sold daily running total.
- 6.Total Summary.
- 7.Gross Profit.
- 8.Key Performance Index.
- 9.Repair Order Split.
10. Service Other Sales GP%.

1. View.

Displays hours and job cards trends.

Branch Month Overview Vehicles Lead Management Valuations FDI Service Parts Analytics Rankings Marcelle Appelcryn

GROUP
SERVICE HOURS BREAKDOWN DAY 21/21 AS AT: 2022-02-03 AT 10:45

TECHNICIAN HOURS SOLD DAILY TOTAL																							
Name	Daily Target	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Avg
EVM - Bethal Nissan	7.98	15.10	15.60	11.50	22.22	20.96	16.14	21.24	5.30	7.60	23.00	13.80	18.20	24.70	9.40	32.70	8.80	8.60	21.14	-9.16	19.64	10.50	-0.43
EVM - Ford Middelburg	8.50	31.85	30.00	35.80	44.46	41.42	45.61	45.37	52.87	21.30	15.30	33.65	60.06	30.10	12.28	42.27	56.20	13.65	16.70	31.24	45.25	55.68	-2.57
EVM - Ford Secunda	7.92	48.30	46.47	36.00	57.00	42.50	48.18	45.90	51.90	42.71	49.01	52.35	56.41	46.50	68.00	42.20	37.30	18.60	34.52	61.01	67.60	20.05	-0.87
EVM - Ford Witbank	11.59	50.65	62.85	39.64	43.25	57.85	65.20	64.40	81.24	60.30	82.88	43.40	100.57	52.20	61.67	102.86	61.06	88.10	34.80	32.49	68.05	62.72	-2.41
EVM - Honda Middelburg	8.40	3.60	5.70	1.80	0.00	3.60	0.00	3.20	2.00	0.00	9.80	3.00	14.80	5.50	4.00	2.90	16.00	0.00	0.00	2.00	1.00	0.00	0.08
EVM - JAC / TATA	9.00	1.00	3.00	8.50	0.00	16.00	0.00	0.00	0.00	0.00	0.00	0.00	4.00	3.00	0.00	0.00	2.30	0.00	0.00	24.60	1.00	3.50	-0.03
EVM - Kohler Auto	5.25	12.15	24.70	47.25	45.80	38.15	73.55	31.90	110.50	27.10	62.00	69.80	33.13	31.10	62.90	42.50	44.12	43.50	54.45	56.80	55.97	83.43	-3.87
EVM - Motor City Witbank	8.97	56.40	66.10	95.60	57.09	83.00	69.60	62.68	91.20	74.71	71.65	102.35	98.09	68.80	75.06	73.48	109.86	21.80	65.18	47.53	65.52	43.31	-1.99
EVM - Multi Middelburg	9.00	37.70	34.08	31.26	29.20	40.30	40.02	40.75	23.35	48.12	41.38	32.82	38.06	39.76	35.64	31.02	43.20	45.64	27.17	24.77	20.16	22.59	-0.99
EVM - Posch Toyota	11.32	52.32	48.99	43.20	54.27	63.67	65.07	54.18	49.67	75.69	64.48	90.35	70.42	49.35	74.62	64.07	61.88	31.71	38.88	58.20	34.02	14.33	-0.61
EVM - Quick Lane	9.00	3.50	12.49	5.50	7.20	10.50	5.50	15.70	34.30	13.90	7.50	22.25	5.00	4.50	8.30	20.20	2.00	10.90	6.50	24.70	6.20	-0.19	
Total	96.92	312.57	359.95	356.14	360.59	417.95	428.87	385.50	502.33	371.43	426.97	469.92	497.74	348.51	407.97	433.30	480.92	272.10	302.74	330.67	405.11	312.31	374.82

SERVICE ADVISOR HOURS SOLD DAILY TOTAL																							
Name	Daily Target	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Avg
EVM - Bethal Nissan		15.10	15.60	11.50	22.22	20.96	16.14	21.24	5.30	7.60	23.00	13.80	18.20	24.70	9.40	32.70	8.80	8.60	21.14	-9.16	19.64	10.50	-0.43
EVM - Ford Middelburg		31.85	30.00	35.80	44.46	41.42	45.61	45.37	52.87	21.30	15.30	33.65	60.06	30.10	12.28	42.27	56.20	13.65	16.70	31.24	45.25	55.68	-2.57
EVM - Ford Secunda		48.30	46.47	36.00	57.00	42.50	48.18	45.90	51.90	42.71	49.01	52.35	51.11	46.50	68.00	42.20	37.30	18.60	30.72	60.71	67.80	18.25	-0.79
EVM - Ford Witbank		50.65	62.85	39.64	43.25	57.85	65.20	64.40	81.24	60.30	82.88	43.40	100.57	52.20	61.67	102.86	61.06	88.10	34.80	32.49	68.05	62.72	-2.41
EVM - Honda Middelburg		3.60	5.70	1.80	0.00	3.60	0.00	3.20	2.00	0.00	9.80	3.00	14.80	5.50	4.00	2.90	16.00	0.00	0.00	2.00	1.00	0.00	0.08
EVM - JAC / TATA		1.00	3.00	8.50	0.00	16.00	0.00	0.00	0.00	0.00	0.00	0.00	4.00	3.00	0.00	0.00	2.30	0.00	0.00	24.60	1.00	3.50	-0.03
EVM - Kohler Auto		12.15	24.70	47.25	45.80	38.15	73.55	31.90	110.50	27.10	62.00	69.80	33.13	31.10	62.90	42.50	44.12	43.50	54.45	56.80	55.97	83.43	-3.87
EVM - Motor City Witbank		56.40	66.10	95.60	57.09	83.00	69.60	62.68	91.20	74.71	71.65	102.35	98.09	68.80	75.06	73.48	109.86	21.80	65.18	47.53	65.52	43.31	-1.99
Total	57.60	50.65	62.85	39.64	43.25	57.85	65.20	64.48	81.24	60.30	82.85	43.60	100.57	52.20	61.67	102.86	81.06	88.10	34.80	32.49	68.05	52.72	60.65

2. Technician daily hours sold.

TECHNICIAN HOURS SOLD DAILY TOTAL																							
Name	Daily Target	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Avg
Ishan Smit	18.00	13.75	21.24	18.64	16.60	24.85	20.97	27.72	28.09	19.40	31.00	6.02	39.11	9.55	32.00	28.91	40.26	61.70	3.50	9.00	13.14	4.62	22.17
Mandla Masombuka	7.00	12.10	1.00	1.50	1.40	0.00	0.00	0.00	6.00	5.80	10.31	8.83	13.20	10.57	8.50	11.90	12.70	6.70	3.00	5.50	5.90	5.67	
Marie Potgieter	11.80	12.10	18.50	9.30	15.30	20.10	22.69	20.10	28.39	12.80	10.95	10.57	22.73	11.00	2.35	46.42	14.30	7.90	7.50	8.00	24.41	26.50	15.50
Martin Mkhwebane	7.00	11.90	12.95	4.70	6.75	10.20	17.53	8.40	14.85	6.50	7.00	1.60	12.85	13.75	4.35	9.82	3.50	4.00	8.70	2.00	8.90	3.70	8.11
Ntokozi Moyo	8.00	0.80	8.66	0.00	0.40	0.00	0.00	0.00	8.10	21.20	8.50	10.80	4.70	6.10	9.20	11.10	1.80	8.40	10.49	11.90	8.50	5.82	
Rudi Greyling	6.00	0.00	0.50	5.50	2.80	2.70	4.01	8.20	9.93	7.50	6.90	6.60	6.25	0.00	6.30	0.00	0.00	0.00	0.00	0.00	4.20	3.50	3.40
Total	57.60	50.65	62.85	39.64	43.25	57.85	65.20	64.48	81.24	60.30	82.85	43.60	100.57	52.20	61.67	102.86	81.06	88.10	34.80	32.49	68.05	52.72	60.65

Displays per technician hours target to be sold per day, this is the setup in the DMS hours on the technician. The system then calculates per working day how many hours has been sold per technician. The Average per technician is then calculated.

3. Service daily hours sold.

SERVICE ADVISOR HOURS SOLD DAILY TOTAL																							
Name	Daily Target	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Avg
Michelle		20.80	23.74	10.94	17.90	17.85	25.54	23.50	27.95	27.50	37.40	19.70	47.77	28.95	21.37	59.11	27.50	68.10	27.60	15.30	21.20	7.10	28.08
SARIE		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Sbongile		14.80	13.40	18.20	5.00	24.10	24.56	28.08	31.23	17.10	27.75	9.80	23.90	23.25	26.50	40.33	48.56	0.00	0.90	5.45	14.90	8.10	18.94
Samantha		15.05	25.71	10.50	20.35	15.90	15.10	12.90	22.05	15.70	17.70	14.10	28.90	0.00	13.80	3.42	5.00	0.00	6.30	11.74	31.95	37.52	13.63
Total	57.60	50.65	62.85	39.64	43.25	57.85	65.20	64.48	81.24	60.30	82.85	43.60	100.57	52.20	61.67	102.86	81.06	88.10	34.80	32.49	68.05	52.72	60.65

Displays per service advisor hours target to be sold per day, this is the setup in the DMS hours on the technician. The system then calculates per working day how many hours has been sold per technician. The Average per technician is then calculated.

4. Technician daily running hours sold.

TECHNICIAN HOURS SOLD DAILY TOTAL																							
Name	Daily Target	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Avg
Johan Smit	18.00	13.75	21.24	18.64	16.60	24.85	20.97	27.78	28.08	19.40	31.00	6.02	39.11	9.55	32.00	28.91	40.26	61.70	3.50	9.00	13.14	4.62	22.17
Mandla Masombuka	7.00	12.10	1.00	1.50	1.40	0.00	0.00	0.00	0.00	6.00	5.80	10.31	8.83	13.20	10.57	8.50	11.90	12.70	6.70	3.00	5.50	5.90	5.67
Manie Potgieter	11.60	12.10	18.50	9.30	15.30	20.10	22.69	20.10	28.38	12.80	10.95	10.57	22.73	11.00	2.35	46.43	14.30	7.90	7.50	8.00	24.41	26.50	15.50
Martin Mkhwebane	7.00	11.90	12.95	4.70	6.75	10.20	17.53	8.40	14.85	6.50	7.00	1.60	12.85	13.75	4.35	9.82	3.50	4.00	8.70	2.00	8.90	3.70	8.11
Ntokozo Moyo	8.00	0.00	8.86	0.00	0.40	0.00	0.00	0.00	0.00	8.10	21.20	8.50	10.80	4.70	6.10	9.20	11.10	1.80	8.40	10.49	11.90	8.50	5.82
Rudi Greyling	6.00	0.00	0.50	5.50	2.80	2.70	4.01	8.20	9.92	7.50	6.90	6.60	6.25	0.00	6.30	0.00	0.00	0.00	0.00	0.00	4.20	3.50	3.40
Total	57.60	50.65	62.85	39.64	43.25	57.85	65.20	64.48	81.24	60.30	82.85	43.60	100.57	52.20	61.67	102.86	81.06	88.10	34.80	32.49	68.05	52.72	60.65

Displays per technician hours target to be sold per day, this is the setup in the DMS hours on the technician. The system then calculates per working day how many hours has been sold per technician. The Average per technician is then calculated.

5. Service daily running hours sold.

SERVICE ADVISOR HOURS SOLD DAILY TOTAL																							
Name	Daily Target	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Avg
Michelle		20.80	23.74	10.94	17.90	17.85	25.54	23.50	27.96	27.50	37.40	19.70	47.77	28.95	21.37	59.11	27.50	88.10	27.60	15.30	21.20	7.10	28.08
SARIE		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Sbongile		14.80	13.40	18.20	5.00	24.10	24.56	28.08	31.23	17.10	27.75	9.80	23.90	23.25	26.50	40.33	48.56	0.00	0.90	5.45	14.90	8.10	18.94
Samantha		15.00	25.71	10.50	20.35	15.90	15.10	12.90	22.05	15.70	17.70	14.10	28.90	0.00	13.80	3.42	5.00	0.00	6.30	11.74	31.95	37.52	13.63
Total		50.65	62.85	39.64	43.25	57.85	65.20	64.48	81.24	60.30	82.85	43.60	100.57	52.20	61.67	102.86	81.06	88.10	34.80	32.49	68.05	52.72	60.65

Displays per service advisor hours target to be sold per day, this is the setup in the DMS hours on the technician. The system then calculates per working day how many hours has been sold per technician. The Average per technician is then calculated.

6. Total Summary.

TOTAL SUMMARY																							
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Avg
Total Hours Per Day		50.65	62.85	39.64	43.25	57.85	65.20	64.48	81.24	60.30	82.85	43.60	100.57	52.20	61.67	102.86	81.06	88.10	34.80	32.49	68.05	52.72	60.65
Cumulative Hours Actual		50.65	113.50	153.14	196.39	254.24	319.44	385.92	465.16	525.46	608.31	651.91	752.48	804.68	866.35	969.21	1,050.27	1,138.37	1,173.17	1,205.66	1,273.71	1,326.43	1,326.43
Cumulative Hours Target		57.60	115.20	172.80	230.40	288.00	345.60	403.20	460.80	518.40	576.00	633.60	691.20	748.80	806.40	864.00	921.60	979.20	1,036.80	1,094.40	1,152.00	1,209.60	1,209.60
% of Target		87.93%	98.52%	88.62%	85.24%	88.28%	92.43%	95.22%	100.95%	101.36%	105.61%	102.89%	108.87%	107.46%	107.43%	112.18%	113.96%	116.26%	113.15%	110.17%	110.57%	109.66%	115.41%

Displays total hours sold per day, cumulative hours sold per day and cumulative hours target (DMS Target per technician). The Average is then calculated.
% Of Target is calculated with the cumulative hrs.

7. Gross Profit.

GROSS PROFIT																							
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Avg
Total GP Per Day		27.933	41.722	30.845	24.881	42.756	41.850	39.220	53.807	34.677	31.862	27.494	64.371	36.833	38.188	52.404	41.220	47.609	17.310	18.732	37.935	35.975	37.27
Cumulative GP Actual		27.933	69.655	100.500	125.380	168.136	209.986	249.208	303.015	337.692	369.554	397.038	461.409	498.242	536.428	588.832	630.052	677.661	694.971	713.703	751.638	787.613	37.50
Cumulative GP Target		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% of Target		inf%	inf%	inf%	inf%	inf%	inf%	inf%	inf%	inf%	inf%	inf%	inf%	inf%	inf%	inf%	inf%	inf%	inf%	inf%	inf%	inf%	inf%
Over / Short		27.933	69.655	100.500	125.380	168.136	209.986	249.208	303.015	337.692	369.554	397.038	461.409	498.242	536.428	588.832	630.052	677.661	694.971	713.703	751.638	787.613	38.98

Displays Gross Profit per day, cumulative Gross Profit per day and cumulative Gross Profit target (DMS Budgets). The Average is then calculated.

% of Target is calculated with the cumulative Gross Profit Actual and Gross Profit Target.

Over / Short is calculated to display in value the over / short on cumulative basis.

% Of Target is calculated with the cumulative hrs.

8. Key Performance Index.

KEY PERFORMANCE INDEX																								
Name	Daily Target	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Avg	
R/O Completed		29	35	19	21	22	31	30	38	29	33	26	37	28	28	38	23	14	15	14	32	17	27	
Hours Per R/O	2.00	1.75	1.80	2.09	2.09	2.43	2.10	2.15	2.14	2.09	2.51	1.49	2.72	1.86	2.20	2.71	3.52	6.29	2.32	2.32	2.13	3.10	2.35	
Total Sales Per Day		31,363	48,251	36,331	29,242	49,690	48,232	46,228	63,559	40,116	37,039	31,342	74,015	41,415	43,042	62,222	47,763	56,201	19,491	21,626	44,318	38,504	41,499	
GP%		89.1%	86.5%	84.9%	85.1%	86.1%	86.8%	84.8%	84.7%	86.4%	86.0%	87.7%	87.0%	88.9%	88.7%	84.2%	86.3%	84.7%	88.8%	86.6%	85.6%	93.4%	90.0%	
Labour Rate		650	619	768	917	676	859	740	717	782	665	447	719	736	793	698	605	589	638	560	666	651	730	686

Displays number of Repair Orders closed for a day (Please note this is not number of job cards but number of vehicles). The Average is then calculated on how many Repair Orders is closed daily.

Hours per R/O is calculated on the hours sold for the day divided by the number of R/O completed. The Average is then calculated on how many hours is sold per R/O.

Total Sales per day is calculated to determine the average labour rate per day.

9. Repair Order Split.

REPAIR ORDER SPLIT																							
Type		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	%
CSH		11	11	6	5	8	14	7	15	9	9	8	11	10	13	8	4	3	4	2	6	7	29.7%
CST		5	7	6	3	4	5	11	5	6	7	8	9	3	6	6	7	5	7	4	4	1	20.7%
ESC		11	15	9	12	9	11	9	13	12	11	9	16	15	6	22	12	6	5	6	7	4	38.4%
INT		0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.2%
VEH		1	1	0	0	0	3	4	1	3	0	0	0	1	6	0	0	0	0	2	7	3	5.6%
WAR		1	1	0	1	1	2	1	2	2	3	1	1	3	2	0	0	0	0	0	0	3	5.6%
Total		29	36	21	21	22	32	31	39	30	33	26	37	31	28	42	24	14	16	14	32	18	576

Displays number of Repair Orders closed for a day closed per type of Jobcard.

10. Gross Profit Other sales.

SERVICE OTHER SALES GP%																							
Name		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	Avg
Sublet GP%		0.0%	18.2%	0.0%	22.2%	20.5%	37.5%	0.0%	37.5%	28.9%	0.0%	22.2%	33.5%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	30.0%	-50,000.0%	14.4%
Oil GP%		44.3%	43.2%	41.2%	33.3%	47.2%	47.7%	37.0%	38.1%	47.3%	35.6%	35.2%	44.2%	41.5%	46.6%	35.0%	37.0%	38.3%	25.1%	33.9%	37.9%	45.1%	39.9%
Sundry / Consumables		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	67.2%	100.0%	100.0%	100.0%	100.0%	41.6%

Displays non labour GP% per day.

- Total → Total Sales.