



Financial Composite Review

Report Month: July 2018

**Grand Rapids, Michigan
September 25-26, 2018**

MBA DEALER SERVICES SERVICE AND PARTS MANAGER 20 GROUP

SERVICE AND PARTS FINANCIAL REVIEW

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Best of Class Average		01 - Service & Parts Comparison of Current YTD vs. Last YTD										Data Alert	
Group Average		Group: Midwest										Guides	
Ranking/Key Column		Year: 2018										YTD	Last YTD
Page 01		Current Month: July										Page 01	
Dealer Name	Service Dept.	Service Dept.	Service Dept.	Service Dept.	Service Dept.	P&A Dept.	P&A Dept.	P&A Dept.	P&A Dept.	P&A Dept.	P&A Dept.	P&A Dept.	
	A. Cust RO's '18	A. \$ Sales '18	A. \$ Gross '18	A. \$ Expenses '18	A. Oper Profit '18	A. Ctr Ret Tcts '18	A. Ctr Whls Tcts '18	A. \$ Sales '18	A. \$ Gross '18	A. \$ Expense '18	A. Oper Profit '18		
	B. Cust RO's '17	B. \$ Sales '17	B. \$ Gross '17	B. \$ Expenses '17	B. Oper Profit '17	B. Ctr Ret Tcts '17	B. Ctr Whls Tcts '17	B. \$ Sales '17	B. \$ Gross '17	B. \$ Expense '17	B. Oper Profit '17		
	C. % Changed	C. % Changed	C. % Changed	C. % Changed	C. % Changed	C. % Changed	C. % Changed	C. % Changed	C. % Changed	C. % Changed	C. % Changed	C. % Changed	
1	2	3	4	5	6	7	8	9	10	11	12		
01	8,317	1,698,711	1,275,980	984,229	291,751	699	1,760	2,184,805	811,053	511,404	299,649		
	8,736	1,761,536	1,309,138	1,012,398	296,740	846	1,862	2,501,313	933,906	535,287	398,619		
	-4.80%	-3.57%	-2.53%	-2.78%	-1.68%	-17.38%	-5.48%	-12.65%	-13.15%	-4.46%	-24.83%		
02	8,746	1,262,407	876,133	821,948	54,185	896	1,269	1,731,500	479,881	371,694	108,187		
	8,725	1,214,042	811,090	861,601	-50,511	883	1,367	1,668,525	444,821	363,877	80,944		
	0.24%	3.98%	8.02%	-4.60%	-207.27%	1.47%	-7.17%	3.77%	7.88%	2.15%	33.66%		
03	6,338	3,130,026	2,120,422	944,004	1,176,418	1,091	3,342	4,290,697	1,294,754	678,423	616,331		
	6,345	2,902,526	1,909,705	930,654	979,051	1,258	26,214	4,046,590	1,299,775	633,209	666,566		
	-0.11%	7.84%	11.03%	1.43%	20.16%	-13.28%	-87.25%	6.03%	-0.39%	7.14%	-7.54%		
04	6,451	1,573,029	998,412	890,991	107,421	3,090	6,419	3,220,835	684,329	719,339	-35,010		
	7,314	3,279,958	2,157,515	1,312,531	844,984	4,104	6,800	5,139,187	1,337,465	1,170,224	167,241		
	-11.80%	-52.04%	-53.72%	-32.12%	-87.29%	-24.71%	-5.60%	-37.33%	-48.83%	-38.53%	-120.93%		
05	4,990	870,329	583,217	699,228	-116,011	717	3,174	1,315,256	374,120	301,986	72,134		
	5,379	876,516	616,605	679,919	-63,314	705	2,969	1,319,502	379,912	255,939	123,973		
	-7.23%	-0.71%	-5.41%	2.84%	83.23%	1.70%	6.90%	-0.32%	-1.52%	17.99%	-41.81%		
06	1,387	399,293	256,970	335,701	-78,731	383	715	670,794	199,123	178,118	21,005		
	1,202	434,019	302,744	329,953	-27,209	430	789	676,255	202,305	178,531	23,774		
	15.39%	-8.00%	-15.12%	1.74%	189.36%	-10.93%	-9.38%	-0.81%	-1.57%	-0.23%	-11.65%		
07	6,355	2,281,746	1,535,340	1,105,225	430,115	1,178	2,601	2,939,502	1,194,351	554,448	639,903		
	5,867	2,028,516	1,425,244	1,030,331	394,913	1,272	3,184	3,096,650	1,257,484	519,857	737,627		
	8.32%	12.48%	7.72%	7.27%	8.91%	-7.39%	-18.31%	-5.07%	-5.02%	6.65%	-13.25%		
08	12,080	1,258,013	878,426	905,034	-26,608	1,277	3,183	1,918,483	747,224	575,144	172,080		
	10,634	1,343,725	964,159	925,638	38,521	1,477	4,298	2,093,685	830,567	587,138	243,429		
	13.60%	-6.38%	-8.89%	-2.23%	-169.07%	-13.54%	-25.94%	-8.37%	-10.03%	-2.04%	-29.31%		
09	6,412	1,372,110	838,562	818,091	20,471	2,714	6,215	2,626,455	720,085	472,130	247,955		
	6,245	1,707,655	1,050,553	915,961	134,592	2,075	7,159	2,750,682	804,948	517,948	287,000		
	2.67%	-19.65%	-20.18%	-10.68%	-84.79%	30.80%	-13.19%	-4.52%	-10.54%	-8.85%	-13.60%		
10	9,340	1,542,474	973,307	1,138,395	-165,088	2,802	4,796	2,593,253	907,399	696,648	210,751		
	9,392	1,730,004	1,124,368	1,085,591	38,777	2,955	5,057	2,798,644	974,074	673,304	300,770		
	-0.55%	-10.84%	-13.44%	4.86%	-525.74%	-5.18%	-5.16%	-7.34%	-6.84%	3.47%	-29.93%		
Group Avg	7,325	1,618,150	1,060,402	927,934	132,468	2,824	5,227	2,560,649	807,099	562,777	244,323		
	7,327	1,674,544	1,115,624	896,940	218,684	1,930	6,150	2,620,881	848,859	560,450	288,409		
	-0.02%	-3.37%	-4.95%	3.46%	-39.42%	46.31%	-15.01%	-2.30%	-4.92%	0.42%	-15.29%		

Best of Class Average			01 - Service & Parts Comparison of Current YTD vs. Last YTD								Data Alert	
Group Average			Group: 20 Group Cruise								Guides	
Ranking/Key Column			Year: 2018								YTD	Last YTD
Page 01			Current Month: July								Page 01	
Dealer Name	Service Dept.	Service Dept.	Service Dept.	Service Dept.	Service Dept.	P&A Dept.	P&A Dept.	P&A Dept.	P&A Dept.	P&A Dept.	P&A Dept.	
	A. Cust RO's '18	A. \$ Sales '18	A. \$ Gross '18	A. \$ Expenses '18	A. Oper Profit '18	A. Ctr Ret Tkts '18	A. Ctr Whls Tkts '18	A. \$ Sales '18	A. \$ Gross '18	A. \$ Expense '18	A. Oper Profit '18	
	B. Cust RO's '17	B. \$ Sales '17	B. \$ Gross '17	B. \$ Expenses '17	B. Oper Profit '17	B. Ctr Ret Tkts '17	B. Ctr Whls Tkts '17	B. \$ Sales '17	B. \$ Gross '17	B. \$ Expense '17	B. Oper Profit '17	
	C. % Changed	C. % Changed	C. % Changed	C. % Changed	C. % Changed	C. % Changed	C. % Changed	C. % Changed	C. % Changed	C. % Changed	C. % Changed	
1	2	3	4	5	6	7	8	9	10	11	12	
11	8,559	2,498,267	1,761,877	1,517,890	243,987	2,367	3,951	2,601,707	1,065,960	521,769	544,191	
	8,750	2,316,694	1,664,365	1,227,954	436,411	2,610	3,976	2,438,987	993,664	533,088	460,576	
	-2.18%	7.84%	5.86%	23.61%	-44.09%	-9.31%	-0.63%	6.67%	7.28%	-2.12%	18.15%	
12	4,129	475,047	273,235	289,533	-16,298	495	594	809,728	249,225	165,880	83,345	
	1,337	197,769	119,807	126,630	-6,823	334	164	298,449	96,089	59,280	36,809	
	208.83%	140.20%	128.06%	128.64%	138.87%	48.20%	262.20%	171.31%	159.37%	179.82%	126.43%	
13	10,680	2,736,162	1,688,741	1,436,621	252,120	3,221	16,423	5,200,790	1,482,934	943,717	539,217	
	10,713	2,428,613	1,576,872	1,239,084	337,788	3,449	16,581	5,069,952	1,508,314	933,365	574,949	
	-0.31%	12.66%	7.09%	15.94%	-25.36%	-6.61%	-0.95%	2.58%	-1.68%	1.11%	-6.21%	
14	4,971	1,504,867	985,840	866,348	119,492	11,722	7,650	3,835,047	1,118,491	901,816	216,675	
	5,021	1,748,903	1,000,098	748,895	251,203	2,744	7,894	2,597,973	702,030	661,145	40,885	
	-1.00%	-13.95%	-1.43%	15.68%	-52.43%	327.19%	-3.09%	47.62%	59.32%	36.40%	429.96%	
15	7,857	1,018,399	662,885	728,362	-65,477	1,551	2,328	1,438,882	494,035	460,259	33,776	
	7,753	971,597	652,149	645,832	6,317	1,551	2,268	1,472,988	541,408	421,943	119,465	
	1.34%	4.82%	1.65%	12.78%	-1136.52%	0.00%	2.65%	-2.32%	-8.75%	9.08%	-71.73%	
16	2,880	719,391	454,146	474,709	-20,563	653	1,263	888,313	312,591	268,718	43,873	
	3,742	814,812	517,459	504,783	12,676	674	1,185	900,696	320,214	287,135	33,079	
	-23.04%	-11.71%	-12.24%	-5.96%	-262.22%	-3.12%	6.58%	-1.37%	-2.38%	-6.41%	32.63%	
17	6,673	1,158,741	792,897	742,018	50,879	1,539	2,330	1,609,503	598,076	453,729	144,347	
	6,695	1,159,418	811,194	692,987	118,207	1,631	2,628	1,723,675	575,724	406,701	169,023	
	-0.33%	-0.06%	-2.26%	7.08%	-56.96%	-5.64%	-11.34%	-6.62%	3.88%	11.56%	-14.60%	
18	9,524	1,925,878	1,235,008	1,231,281	3,727	12,921	10,533	1,997,309	673,499	554,602	118,897	
	11,593	2,012,567	1,388,137	1,251,541	136,596	1,801	1,576	2,189,404	701,938	569,895	132,043	
	-17.85%	-4.31%	-11.03%	-1.62%	-97.27%	617.43%	568.34%	-8.77%	-4.05%	-2.68%	-9.96%	
19	14,465	2,656,364	1,481,301	1,523,845	-42,544	5,994	23,392	6,400,621	1,540,508	1,371,262	169,246	
	15,231	2,533,491	1,486,026	1,386,179	99,847	6,537	23,847	6,537,813	1,815,066	1,381,277	433,789	
	-5.03%	4.85%	-0.32%	9.93%	-142.61%	-8.31%	-1.91%	-2.10%	-15.13%	-0.73%	-60.98%	
20	6,355	2,281,746	1,535,340	1,105,225	430,115	1,178	2,601	2,939,502	1,194,351	554,448	639,903	
	5,867	2,028,516	1,425,244	1,030,331	394,913	1,272	3,184	3,096,650	1,257,484	519,857	737,627	
	8.32%	12.48%	7.72%	7.27%	8.91%	-7.39%	-18.31%	-5.07%	-5.02%	6.65%	-13.25%	