

Year

2023

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Month

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Region

All

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Area Director

All

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Location

All

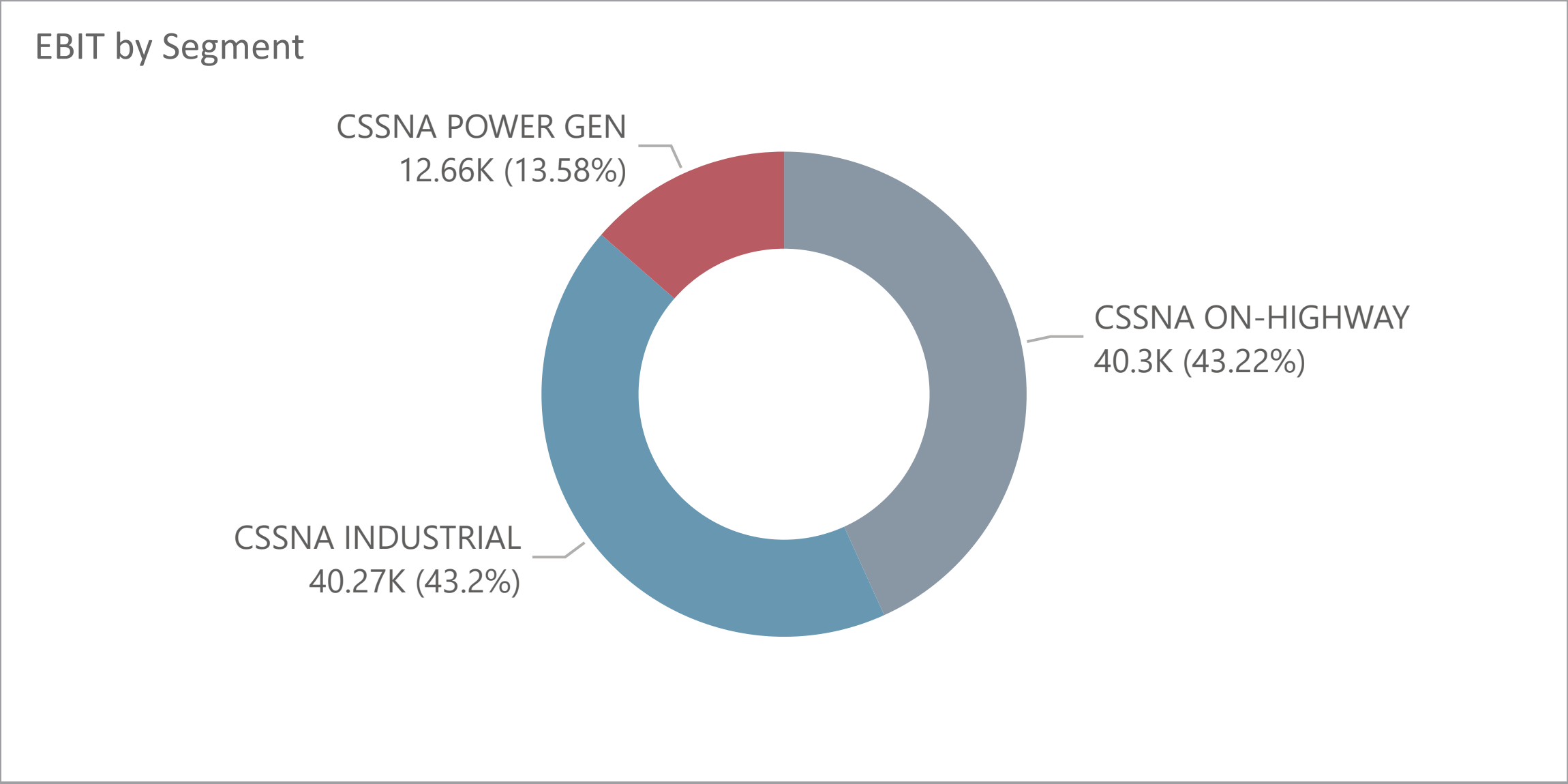
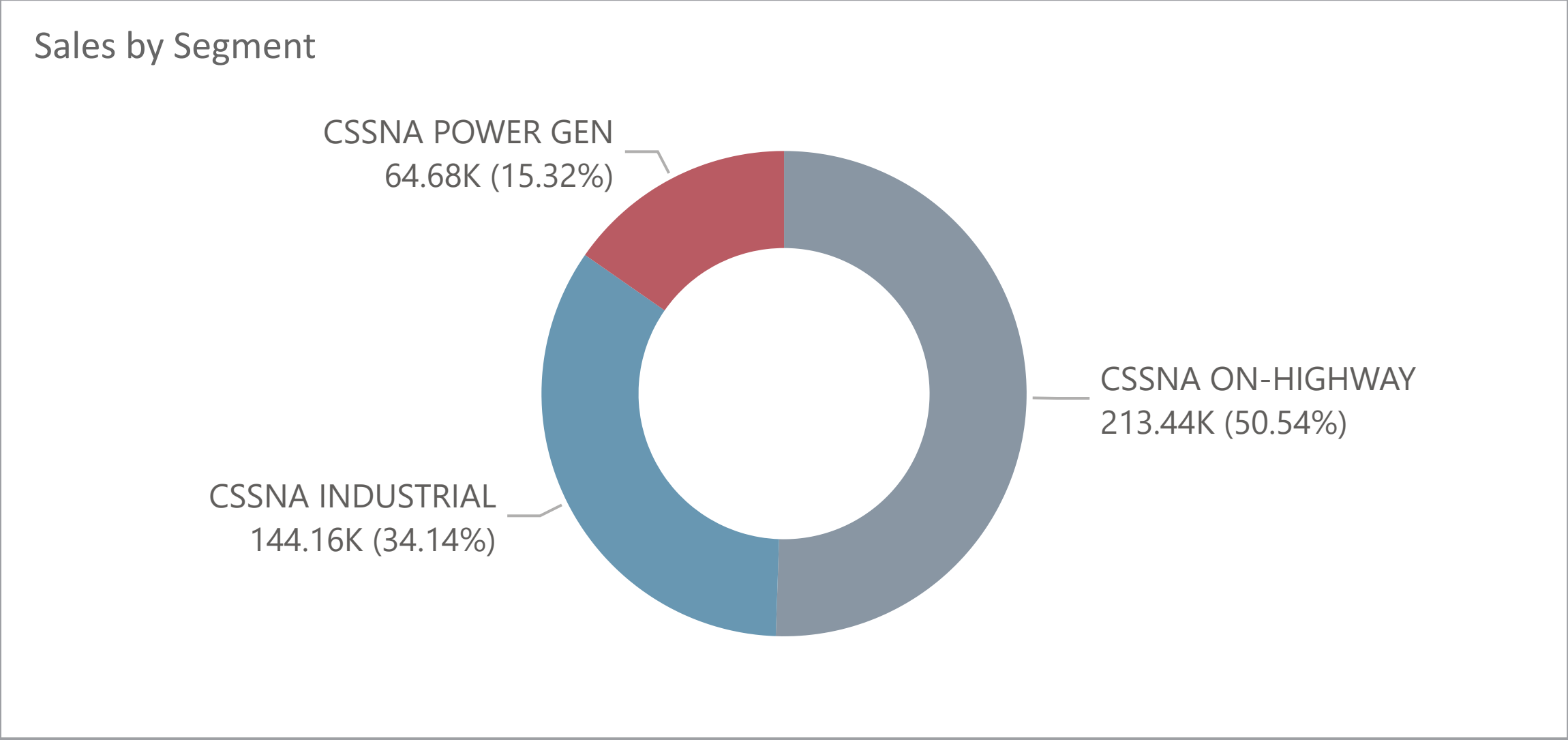
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Segment

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Category	Service	Parts	Total	B(W) vs AOP
Prime Margins %	18.9%	27.1%	23.9%	
Material Prime Margin %	32.6%	26.1%	27.5%	
Labor & Misc. Prime Margin %	9.6%	87.5%	12.7%	
Unrecovered Warranty % of Sales	-7%		-7%	
Warranty Material Margin	16%		16%	
Warranty Labor Margin	-3%		-3%	
EBIT %	15.7%	27.0%	22.0%	0.5%
Productive Tech Hours %	82%			
Productivity Finance Measure	80%			
Recovery \$ Per Hour	\$143.81			



B(W) vs AOP	
AOP Sales	\$10,908
AOP Warranty/Policy Sales	\$4,976
AOP EBIT	4,512
AOP Productive Hrs	(38,163)

Category	Mgmt	Service	Parts	Total
Sales		162,827	259,461	422,288
Costs	0	(131,973)	(189,270)	(321,243)
Prime Margins	0	30,854	70,191	101,045
Warranty/Policy Sales		35,483	0	35,483
Warranty/Policy Costs		(37,082)	0	(37,082)
Net Warranty/Policy	0	(1,599)	0	(1,599)
Total Expenses	(2,194)	(114,333)	(29,268)	(145,796)
Salary - Direct	25	(34,810)	(45)	(34,830)
Salary - Indirect	(1,108)	(7,362)	(7,615)	(16,086)
Exempt Salary	(3,313)	(6,239)	(1,525)	(11,076)
Benefits	(2,085)	(23,706)	(4,881)	(30,671)
Travel	(322)	(1,955)	(90)	(2,367)
Facilities	(16,003)	(513)	(184)	(16,701)
Vehicles	(240)	(8,884)	(197)	(9,321)
Tools & Supplies	(2,912)	(5,779)	(1,094)	(9,785)
Corp. Cross Charge	0	6	(32)	(26)
Freight	(11)	(13)	(6,784)	(6,808)
Distributor Warranty/FCS	(4)	(3,593)	(162)	(3,760)
Misc. Expenses	(3,068)	(1,653)	(46)	(4,767)
Allocations	26,847	(19,832)	(6,613)	402
Net Recovery	(296)	110,567	29,206	139,477
Net Cost/Hour Recovery	(298)	108,113	(71)	107,744
Warehouse Recovery	0	0	28,539	28,539
Other Recovery	2	2,453	739	3,194
Net Expenses	(2,490)	(3,767)	(62)	(6,319)
Other Income/(Expense)	(57)	(0)	(0)	(57)
EBIT	(2,547)	25,489	70,128	93,070

Category	Mgmt	Service	Parts
Gross Cost/Hour Recovery & Internal WO			
Gross Cost/Hour Recovery	(0)	134,979	(0)
Internal WO - Building Maintenance	(14)	(2,054)	0
Internal WO - Lack of Work	(7)	(2,157)	0
Internal WO - Meetings	(121)	(3,994)	0
Internal WO - EEEEC	(7)	(67)	0
Internal WO - Rework	0	1	0
Internal WO - Tools & Supplies	(4)	(510)	(1)
Internal WO - Training	(98)	(14,305)	0
Internal WO - INTSUP	(43)	(2,778)	(70)
Internal WO - Vehicle	(3)	(1,001)	0
Total Internal WO	(297)	(26,866)	(71)
Net Cost/Hour Recovery	(298)	108,113	(71)
Tech Hours			
Productive Tech Hours	0	768,533	0
Non-Productive Tech Hours	0	170,056	0



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Region  
All

Area Director  
All

Location  
All

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All

Category	Service	Parts	Branch Service	Branch All	B(W) vs AOP
Prime Margins %	18.9%	24.7%	18.9%	23.9%	
Material Prime Margin %	32.6%	23.7%	32.6%	27.5%	
Labor & Misc. Prime Margin %	9.6%	87.5%	9.6%	12.7%	
Unrecovered Warranty % of Sales	-7%		-7%	-7%	
Warranty Material Margin	16%		16%	16%	
Warranty Labor Margin	-3%		-3%	-3%	
EBIT %	17.9%	24.7%	15.7%	22.0%	0.5%

Category	In Shop	FSE	FSPG	Service
Productive Tech Hours %	78%	87%	82%	82%
Productivity Finance Measure	63%	93%	90%	80%
Recovery \$ Per Hour	\$156.12	\$136.22	\$137.34	\$143.81

422K

(321K)

101K

(146K)

93K

Sales

Costs

Prime Margins

Total Expenses

EBIT

CATEGORY	Management	Parts & Warehouse	Service Support	In Shop	FSE	FSPG	Total Service	Total Operations	Service	Parts	Branch Service	Branch All
⊕ Sales									162,827	259,461	162,827	422,288
⊕ Costs	0	6,061	0	0	0	0	0	6,061	(131,973)	(195,332)	(131,973)	(321,243)
⊕ Prime Margins	0	6,061	0	0	0	0	0	6,061	30,854	64,129	30,854	101,045
⊕ Warranty/Policy Sales									35,483	0	35,483	35,483
⊕ Warranty/Policy Costs									(37,082)	0	(37,082)	(37,082)
⊕ Net Warranty/Policy	0	0	0	0	0	0	0	0	(1,599)	0	(1,599)	(1,599)
☐ Total Expenses	(2,194)	(29,266)	(1)	(42,982)	(34,416)	(35,724)	(113,123)	(144,583)	(1,210)	(2)	(114,333)	(145,796)
Salary - Direct	25	(45)	(20)	(11,495)	(11,430)	(11,866)	(34,810)	(34,830)	0	0	(34,810)	(34,830)
Salary - Indirect	(1,108)	(7,615)	(1,448)	(1,887)	(2,435)	(1,556)	(7,326)	(16,049)	(37)	0	(7,362)	(16,086)
Exempt Salary	(3,313)	(1,525)	(2,220)	(1,559)	(1,163)	(1,296)	(6,239)	(11,076)	0	0	(6,239)	(11,076)
Benefits	(2,085)	(4,881)	(1,833)	(8,200)	(6,895)	(6,754)	(23,681)	(30,647)	(24)	0	(23,706)	(30,671)
Travel	(322)	(90)	(115)	(456)	(632)	(743)	(1,946)	(2,358)	(9)	0	(1,955)	(2,367)
Facilities	(16,003)	(184)	(105)	(192)	(143)	(75)	(515)	(16,702)	2	0	(513)	(16,701)
Vehicles	(240)	(197)	(166)	(265)	(4,329)	(4,120)	(8,880)	(9,317)	(4)	0	(8,884)	(9,321)
Tools & Supplies	(2,912)	(1,094)	(715)	(3,001)	(1,082)	(951)	(5,749)	(9,755)	(30)	0	(5,779)	(9,785)
Corp. Cross Charge	0	(32)	0	0	4	2	6	(26)	0	0	6	(26)
Freight	(11)	(6,782)	(6)	(2)	(4)	(1)	(13)	(6,806)	0	(2)	(13)	(6,808)
Distributor Warranty/FCS	(4)	(162)	(26)	(1,650)	(522)	(345)	(2,542)	(2,709)	(1,051)	0	(3,593)	(3,760)
Misc. Expenses	(3,068)	(46)	(66)	(824)	(247)	(459)	(1,597)	(4,711)	(56)	0	(1,653)	(4,767)
Allocations	26,847	(6,613)	6,718	(13,453)	(5,538)	(7,559)	(19,832)	402	(0)	0	(19,832)	402
☐ Net Recovery	(296)	29,206	(1)	34,079	36,862	38,561	109,501	138,411	1,066		110,567	139,477
Net Cost/Hour Recovery	(298)	(71)	5	33,610	36,615	37,980	108,210	107,841	(97)		108,113	107,744
Warehouse Recovery	0	28,539	0	0	0	0	0	28,539			0	28,539
Other Recovery	2	739	(6)	469	247	581	1,291	2,032	1,162		2,453	3,194
⊕ Net Expenses	(2,490)	(60)	(2)	(8,903)	2,445	2,838	(3,622)	(6,172)	(144)	(2)	(3,767)	(6,319)
⊕ Other Income/(Expense)	(57)	(0)	(27)	35	(5)	(3)	(0)	(57)	0	0	(0)	(57)
⊕ EBIT	(2,547)	6,001	(29)	(8,868)	2,440	2,834	(3,623)	(168)	29,111	64,127	25,489	93,070

Category	Management	Parts & Warehouse	Service Support	In Shop	FSE	FSPG	Total Service	Total Operations
☐ Gross Cost/Hour Recovery & Internal WO								
Gross Cost/Hour Recovery	(0)	(0)	5	53,127	39,570	42,277	134,979	134,978
Internal WO - Building Maintenance	(14)	0	0	(1,949)	(31)	(74)	(2,054)	(2,067)
Internal WO - Lack of Work	(7)	0	0	(1,223)	(475)	(459)	(2,157)	(2,164)
Internal WO - Meetings	(121)	0	0	(3,213)	(383)	(398)	(3,994)	(4,116)
Internal WO - EEEEC	(7)	0	0	(57)	(5)	(5)	(67)	(75)
Internal WO - Rework	0	0	0	1	0	0	1	1
Internal WO - Tools & Supplies	(4)	(1)	0	(319)	(68)	(116)	(502)	(508)
Internal WO - Training	(98)	0	0	(10,361)	(1,228)	(2,669)	(14,257)	(14,355)
Internal WO - INTSUP	(43)	(70)	0	(1,894)	(595)	(252)	(2,741)	(2,854)
Internal WO - Vehicle	(3)	0	0	(504)	(171)	(323)	(998)	(1,001)
Total Internal WO	(297)	(71)	0	(19,517)	(2,955)	(4,296)	(26,769)	(27,138)
⊕ Net Cost/Hour Recovery	(298)	(71)	5	33,610	36,615	37,980	108,210	107,841
☐ Tech Hours								
Productive Tech Hours	0	0	0	264,540	252,186	251,807	768,533	768,533
Non-Productive Tech Hours	0	0	0	75,760	38,290	56,006	170,056	170,056

B(W) vs AOP

AOP Sales	10,908
AOP Warranty/Policy Sales	4,976
AOP EBIT	4,512
AOP Productive Hrs	(38,163)



BRANCH P&L DASHBOARD

Year

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Month

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Region

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Area Director

All

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Location

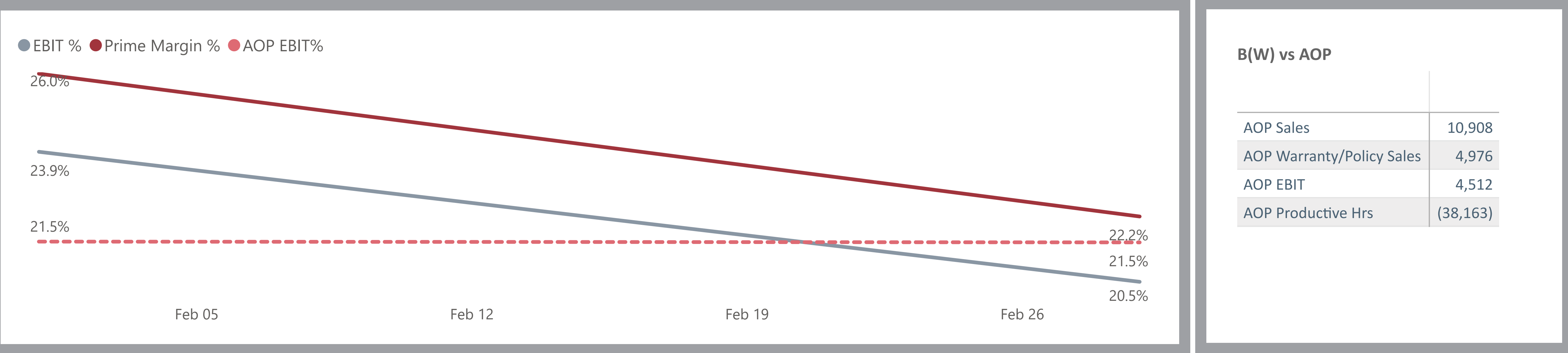
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Segment

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Year	2023			
Quarter	1			Total
	2	3	Total	
Prime Margin %	26.0%	22.2%	23.9%	23.9%
Material Prime Margin %	30.2%	25.1%	27.5%	27.5%
Labor & Misc. Prime Margin %	12.0%	13.2%	12.7%	12.7%
Unrecovered Warranty % of Sales	-6%	-9%	-7%	-7%
Warranty Material Margin	16%	16%	16%	16%
Warranty Labor Margin	-6%	-1%	-3%	-3%
EBIT %	23.9%	20.5%	22.0%	22.0%
Productive Tech Hours %	81.8%	82.0%	81.9%	81.9%
Productive Finance Measure%	79.7%	79.9%	79.8%	79.8%
Recovery \$ Per hour	\$144.82	\$142.93	\$143.81	\$143.81
Sales & Warranty/Policy per Day US				
Sales & Warranty/Policy per Day CAD				
AOP Sales	(4,290)	15,199	10,908	10,908
AOP Warranty/Policy Sales	574	4,403	4,976	4,976
AOP EBIT	3,651	860	4,512	4,512
AOP Productive Hrs	(13,031)	(25,133)	(38,163)	(38,163)

# Working Days

Year	
Quarter	
Canada	
US	

Year	2023			
Quarter	1			Total
Category	2	3	Total	
⊕ Sales	191,949	230,339	422,288	422,288
⊕ Costs	(142,050)	(179,193)	(321,243)	(321,243)
⊕ Prime Margins	49,898	51,146	101,045	101,045
⊕ Warranty/Policy Sales	15,827	19,656	35,483	35,483
⊕ Warranty/Policy Costs	(16,570)	(20,512)	(37,082)	(37,082)
⊕ Net Warranty/Policy	(743)	(856)	(1,599)	(1,599)
⊖ Total Expenses	(68,809)	(76,987)	(145,796)	(145,796)
Salary - Direct	(16,264)	(18,566)	(34,830)	(34,830)
Salary - Indirect	(7,460)	(8,626)	(16,086)	(16,086)
Exempt Salary	(5,417)	(5,659)	(11,076)	(11,076)
Benefits	(15,053)	(15,619)	(30,671)	(30,671)
Travel	(1,182)	(1,185)	(2,367)	(2,367)
Facilities	(8,211)	(8,490)	(16,701)	(16,701)
Vehicles	(4,937)	(4,384)	(9,321)	(9,321)
Tools & Supplies	(4,483)	(5,302)	(9,785)	(9,785)
Corp. Cross Charge	(22)	(4)	(26)	(26)
Freight	(3,198)	(3,610)	(6,808)	(6,808)
Distributor Warranty/FCS	(1,727)	(2,032)	(3,760)	(3,760)
Misc. Expenses	(1,111)	(3,656)	(4,767)	(4,767)
Allocations	254	148	402	402
⊖ Net Recovery	65,565	73,912	139,477	139,477
Net Cost/Hour Recovery	50,251	57,493	107,744	107,744
Warehouse Recovery	13,665	14,874	28,539	28,539
Other Recovery	1,649	1,545	3,194	3,194
⊕ Net Expenses	(3,244)	(3,075)	(6,319)	(6,319)
⊕ Other Income/(Expense)	6	(63)	(57)	(57)
⊕ EBIT	45,918	47,152	93,070	93,070

Year	2023			
Quarter	1			Total
Category	2	3	Total	
⊖ Gross Cost/Hour Recovery & Internal WO				
Gross Cost/Hour Recovery	63,028	71,951	134,978	134,978
Internal WO - Building Maintenance	(956)	(1,111)	(2,067)	(2,067)
Internal WO - Lack of Work	(981)	(1,183)	(2,164)	(2,164)
Internal WO - Meetings	(1,795)	(2,321)	(4,116)	(4,116)
Internal WO - EEEEC	(21)	(54)	(75)	(75)
Internal WO - Rework	(8)	9	1	1
Internal WO - Tools & Supplies	(248)	(267)	(515)	(515)
Internal WO - Training	(6,934)	(7,469)	(14,403)	(14,403)
Internal WO - INTSUP	(1,391)	(1,501)	(2,892)	(2,892)
Internal WO - Vehicle	(444)	(560)	(1,004)	(1,004)
Total Internal WO	(12,777)	(14,458)	(27,234)	(27,234)
⊕ Net Cost/Hour Recovery	50,251	57,493	107,744	107,744
⊖ Tech Hours				
Productive Tech Hours	355,979	412,554	768,533	768,533
Non-Productive Tech Hours	79,225	90,830	170,056	170,056

BRANCH P&L DASHBOARD

Year

2023

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Month

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Region

All

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Area Director

All

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Location

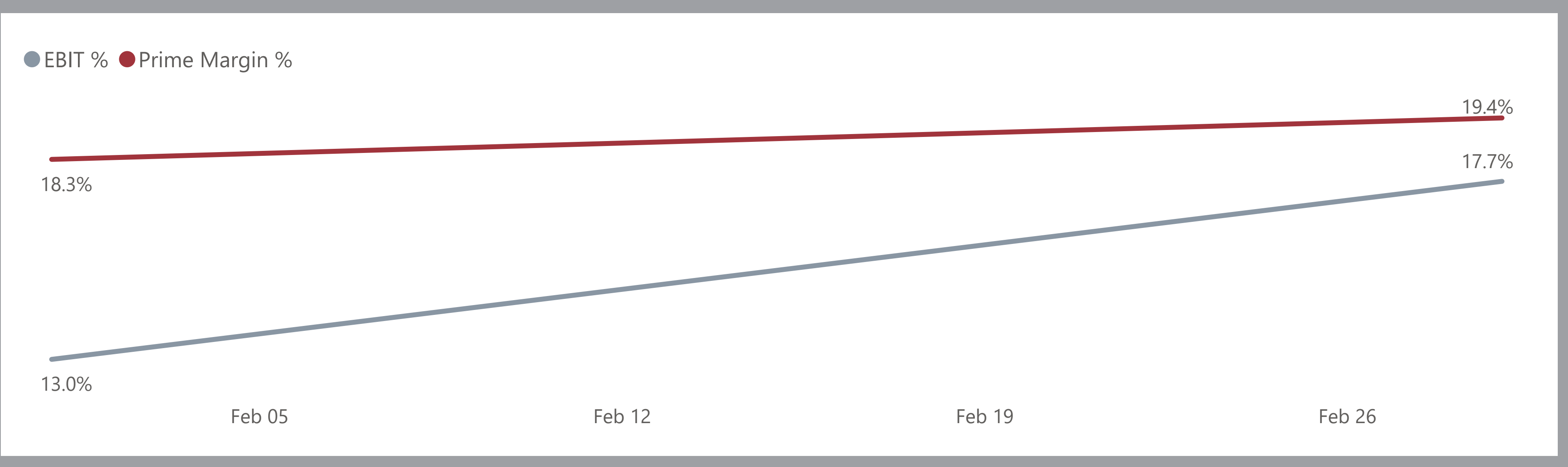
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Segment

All

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B(W) vs AOP

AOP Sales	4,826
AOP Warranty/Policy Sales	4,976
AOP Productive Hrs	(38,163)

Year	2023				
Quarter	1			Total	
	2	3	Total		
Prime Margin %	18.3%	19.4%	18.9%	18.9%	
Material Prime Margin %	32.2%	32.9%	32.6%	32.6%	
Labor & Misc. Prime Margin %	8.7%	10.3%	9.6%	9.6%	
Unrecovered Warranty % of Sales	-6%	-9%	-7%	-7%	
Warranty Material Margin	16%	16%	16%	16%	
Warranty Labor Margin	-6%	-1%	-3%	-3%	
EBIT %	13.0%	17.7%	15.7%	15.7%	
Productive Tech Hours%	82%	82%	82%	82%	
Productive Finance Measure%	80%	80%	80%	80%	
Recovery \$ per hour	\$144.82	\$142.93	\$143.81	\$143.81	
Sales & Warranty/Policy per Day US					
Sales & Warranty/Policy per Day CA					
Tech HC	2799	2787	2787	2787	
Sales & Warranty/Policy per Tech	\$31	\$40	\$36	\$36	
Productive Hrs per Day US					
Productive Hrs per Day CA					
Productive Hrs/Day/Tech US					
Productive Hrs/Day/Tech CA					

# Working Days

Year	
Quarter	
Canada	
US	

Year	2023				
Quarter	1			Total	
Category	2	3	Total		
⊕ Sales	71,763	91,064	162,827	162,827	
⊕ Costs	(58,608)	(73,365)	(131,973)	(131,973)	
⊕ Prime Margins	13,155	17,699	30,854	30,854	
⊕ Warranty/Policy Sales	15,827	19,656	35,483	35,483	
⊕ Warranty/Policy Costs	(16,570)	(20,512)	(37,082)	(37,082)	
⊕ Net Warranty/Policy	(743)	(856)	(1,599)	(1,599)	
☐ Total Expenses	(54,813)	(59,520)	(114,333)	(114,333)	
Salary - Direct	(16,265)	(18,545)	(34,810)	(34,810)	
Salary - Indirect	(3,450)	(3,912)	(7,362)	(7,362)	
Exempt Salary	(3,052)	(3,187)	(6,239)	(6,239)	
Benefits	(11,544)	(12,162)	(23,706)	(23,706)	
Travel	(987)	(968)	(1,955)	(1,955)	
Facilities	(215)	(299)	(513)	(513)	
Vehicles	(4,712)	(4,172)	(8,884)	(8,884)	
Tools & Supplies	(2,650)	(3,129)	(5,779)	(5,779)	
Corp. Cross Charge	2	4	6	6	
Freight	(6)	(7)	(13)	(13)	
Distributor Warranty/FCS	(1,600)	(1,993)	(3,593)	(3,593)	
Misc. Expenses	(748)	(905)	(1,653)	(1,653)	
Allocations	(9,587)	(10,244)	(19,832)	(19,832)	
☐ Net Recovery	51,694	58,872	110,567	110,567	
Net Cost/Hour Recovery	50,357	57,756	108,113	108,113	
Warehouse Recovery	0	0	0	0	
Other Recovery	1,337	1,116	2,453	2,453	
⊕ Net Expenses	(3,119)	(648)	(3,767)	(3,767)	
⊕ Other Income/(Expense)	35	(36)	(0)	(0)	
⊕ EBIT	9,329	16,160	25,489	25,489	

Year	2023				
Quarter	1			Total	
Category	2	3	Total		
☐ Gross Cost/Hour Recovery & Internal WO					
Gross Cost/Hour Recovery	63,028	71,951	134,979	134,979	
Internal WO - Building Maintenance	(947)	(1,107)	(2,054)	(2,054)	
Internal WO - Lack of Work	(976)	(1,181)	(2,157)	(2,157)	
Internal WO - Meetings	(1,760)	(2,235)	(3,994)	(3,994)	
Internal WO - EEEEC	(21)	(47)	(67)	(67)	
Internal WO - Rework	(8)	9	1	1	
Internal WO - Tools & Supplies	(245)	(266)	(510)	(510)	
Internal WO - Training	(6,909)	(7,396)	(14,305)	(14,305)	
Internal WO - INTSUP	(1,363)	(1,415)	(2,778)	(2,778)	
Internal WO - Vehicle	(442)	(558)	(1,001)	(1,001)	
Total Internal WO	(12,670)	(14,195)	(26,866)	(26,866)	
☐ Net Cost/Hour Recovery					
Net Cost/Hour Recovery	50,357	57,756	108,113	108,113	
☐ Tech Hours					
Productive Tech Hours	355,979	412,554	768,533	768,533	
Non-Productive Tech Hours	79,225	90,830	170,056	170,056	



BRANCH P&L DASHBOARD

Year

2023

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Month

Multiple s...

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Region

All

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Area Director

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Location

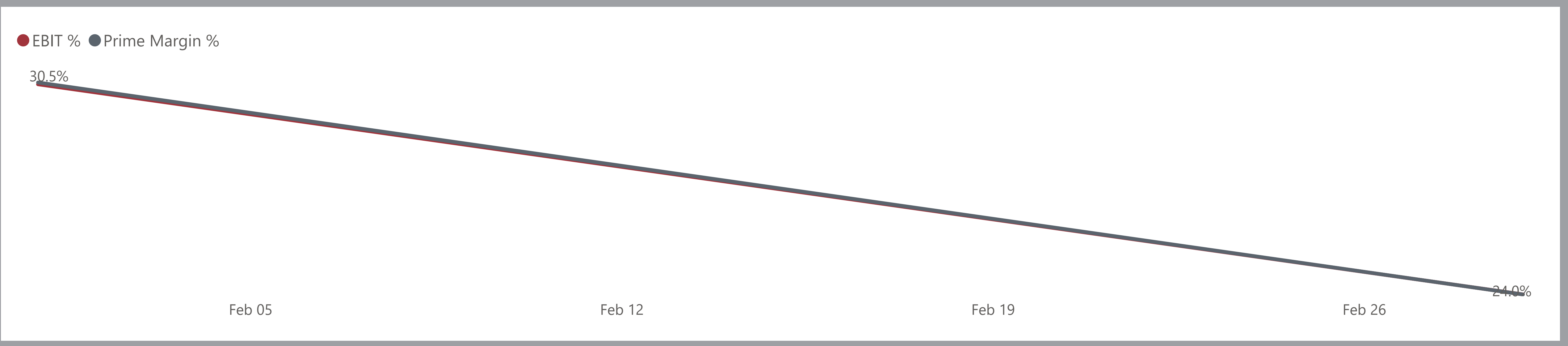
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Segment

All

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Year	2023				
Quarter	1			Total	
	2	3	Total		
Prime Margin %	30.6%	24.0%	27.1%	27.1%	
Material Prime Margin %	29.7%	23.0%	26.1%	26.1%	
Labor & Misc. Prime Margin %	89.7%	85.6%	87.5%	87.5%	
EBIT %	30.5%	24.0%	27.0%	27.0%	
Sales & Warranty/Policy per Day US					
Sales & Warranty/Policy per Day CA					
B(W) vs AOP	(3,576)	9,658	6,082	6,082	

# Working Days

Year	
Quarter	
Canada	
US	

Year	2023				
Quarter	1			Total	
Category	2	3	Total		
+ Sales	120,186	139,275	259,461	259,461	
+ Costs	(83,442)	(105,828)	(189,270)	(189,270)	
+ Prime Margins	36,743	33,447	70,191	70,191	
+ Warranty/Policy Sales	0	0	0	0	
+ Warranty/Policy Costs	0	0	0	0	
+ Net Warranty/Policy	0	0	0	0	
- Total Expenses	(14,015)	(15,254)	(29,268)	(29,268)	
Salary - Direct	(21)	(24)	(45)	(45)	
Salary - Indirect	(3,505)	(4,110)	(7,615)	(7,615)	
Exempt Salary	(750)	(775)	(1,525)	(1,525)	
Benefits	(2,464)	(2,418)	(4,881)	(4,881)	
Travel	(51)	(38)	(90)	(90)	
Facilities	(89)	(95)	(184)	(184)	
Vehicles	(102)	(95)	(197)	(197)	
Tools & Supplies	(454)	(640)	(1,094)	(1,094)	
Corp. Cross Charge	(24)	(8)	(32)	(32)	
Freight	(3,188)	(3,596)	(6,784)	(6,784)	
Distributor Warranty/FCS	(126)	(37)	(162)	(162)	
Misc. Expenses	(14)	(32)	(46)	(46)	
Allocations	(3,228)	(3,385)	(6,613)	(6,613)	
- Net Recovery	13,948	15,258	29,206	29,206	
Net Cost/Hour Recovery	(28)	(44)	(71)	(71)	
Warehouse Recovery	13,665	14,874	28,539	28,539	
Other Recovery	311	427	739	739	
+ Net Expenses	(66)	4	(62)	(62)	
+ Other Income/(Expense)	0	(0)	(0)	(0)	
+ EBIT	36,677	33,451	70,128	70,128	

Year	2023				
Quarter	1			Total	
Category	2	3	Total		
- Gross Cost/Hour Recovery & Internal WO					
Gross Cost/Hour Recovery	0	(0)	(0)	(0)	
Internal WO - Building Maintenance	0	0	0	0	
Internal WO - Lack of Work	0	0	0	0	
Internal WO - Meetings	0	0	0	0	
Internal WO - EEEEC	0	0	0	0	
Internal WO - Rework	0	0	0	0	
Internal WO - Tools & Supplies	(1)	0	(1)	(1)	
Internal WO - Training	0	0	0	0	
Internal WO - INTSUP	(26)	(44)	(70)	(70)	
Internal WO - Vehicle	0	0	0	0	
Total Internal WO	(28)	(44)	(71)	(71)	
- Net Cost/Hour Recovery					
Net Cost/Hour Recovery	(28)	(44)	(71)	(71)	
- Tech Hours					
Productive Tech Hours	0	0	0	0	
Non-Productive Tech Hours	0	0	0	0	

BRANCH P&L DASHBOARD

Year

2023

▼

Month

Multiple s...

▼

Region

All

▼

Area Director

All

▼

Location

All

▼

Segment

All

▼

# Working Days

Year	
Quarter	
Canada	
US	

Year	2023			
Quarter	1			Total
Category	2	3	Total	
<div>[-] Total Expenses</div>	19	(2,213)	(2,194)	(2,194)
Salary - Direct	23	2	25	25
Salary - Indirect	(505)	(603)	(1,108)	(1,108)
Exempt Salary	(1,616)	(1,697)	(3,313)	(3,313)
Benefits	(1,045)	(1,039)	(2,085)	(2,085)
Travel	(144)	(178)	(322)	(322)
Facilities	(7,907)	(8,097)	(16,003)	(16,003)
Vehicles	(123)	(117)	(240)	(240)
Tools & Supplies	(1,380)	(1,533)	(2,912)	(2,912)
Corp. Cross Charge	0	0	0	0
Freight	(3)	(8)	(11)	(11)
Distributor Warranty/FCS	(2)	(2)	(4)	(4)
Misc. Expenses	(349)	(2,719)	(3,068)	(3,068)
Allocations	13,070	13,777	26,847	26,847
<div>[-] Net Recovery</div>	(78)	(218)	(296)	(296)
Net Cost/Hour Recovery	(79)	(219)	(298)	(298)
Warehouse Recovery	0	0	0	0
Other Recovery	1	1	2	2
<div>[+] Net Expenses</div>	(59)	(2,431)	(2,490)	(2,490)
<div>[+] Other Income/(Expense)</div>	(29)	(28)	(57)	(57)
<div>[+] EBIT</div>	(88)	(2,459)	(2,547)	(2,547)

Year	2023			
Quarter	1			Total
Category	2	3	Total	
<div>▲</div>				
<div>[-] Gross Cost/Hour Recovery &amp; Internal WO</div>				
Gross Cost/Hour Recovery	0	(0)	(0)	(0)
Internal WO - Building Maintenance	(10)	(4)	(14)	(14)
Internal WO - Lack of Work	(5)	(3)	(7)	(7)
Internal WO - Meetings	(35)	(86)	(121)	(121)
Internal WO - EEEEC	(0)	(7)	(7)	(7)
Internal WO - Rework	0	0	0	0
Internal WO - Tools & Supplies	(2)	(2)	(4)	(4)
Internal WO - Training	(24)	(73)	(98)	(98)
Internal WO - INTSUP	(1)	(42)	(43)	(43)
Internal WO - Vehicle	(2)	(2)	(3)	(3)
Total Internal WO	(79)	(219)	(297)	(297)
<div>[-] Net Cost/Hour Recovery</div>				
Net Cost/Hour Recovery	(79)	(219)	(298)	(298)
<div>[-] Tech Hours</div>				
Productive Tech Hours	0	0	0	0
Non-Productive Tech Hours	0	0	0	0