

Service Department Productivity

$$\text{Application} \times \text{Efficiency} = \text{Productivity}$$

$$\frac{\text{Applied Hours}}{\text{Hours Paid}} \times \frac{\text{Hours Billed}}{\text{Applied Hours}} = \frac{\text{Hours Billed}}{\text{Hours Paid}}$$

$$\frac{1768}{2080} \times \frac{1768}{1768} = \frac{1768}{2080}$$

$$85\% \times 100\% = 85\%$$