Closed Claims per Adjuster (Auto)

Benchmarks, Definition & Measurement Details

SAMPLE
CONTENT & DATA

What is Closed Claims per Adjuster (Auto)?

The total number of claims closed divided by the average number of adjusters working for the company over the same period of time.

Why should this KPI be measured?

Closed Claims per Adjuster measures the productivity and caseload of claims adjusters within the company. A low value for this KPI may indicate inadequate training protocols for adjusters, an overstaffing of

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total number of claims closed, and (2) the average number of adjusters working for the company

ABRIDGED CONTENT

Purchase to View Full Definition & Measurement Details!

Closed Claims per Adjuster (Auto)

Benchmarks & Characteristics of High Performers

Closed Claims per Adjuster (Auto)

Total Number of Claims Closed / Number of Adjusters

SAMPLE CONTENT
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Avg (XX)

High Performers ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ Low Performers

Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer

Sample Size: XX

KPI Type: XX

Unit: XX

Is High or Low Best?: XX

How to read this chart: This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.

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