

Commercial Loans Outstanding (\$)¹ per Loan Servicing Employee

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Commercial Loans Outstanding per Loan Servicing Employee

Definition & Measurement Details



What is Commercial Loans Outstanding (\$) per Loan Servicing Employee?

The total dollar amount of unpaid, interest-bearing commercial loan balances managed by the company divided by the number of loan servicing employees working for the bank. Loan servicing employees include all employees working with customers regarding loans, including call centers, escrow management, collateral management, investor relations, etc.

Why should this KPI be measured?

Commercial Loans Outstanding (\$) per Loan Servicing Employee measures the total value of all unpaid, interest-bearing commercial loan balances in relation to all loan servicing employees working for

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the total dollar amount of unpaid, interest-bearing commercial loan balances managed by the company and (2) the number of loan servicing employees

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Commercial Loans Outstanding per Loan Servicing Employee

Benchmarks & Characteristics of High Performers



Commercial Loans Outstanding (\$) per Loan Servicing Employee

Total Dollar Amount of Unpaid Commercial Loans / Number of Commercial Loan Servicing Employees



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 displays the performance of each company within the observed sample for this particular metric, or Key Performance Indicator (KPI). Values are ordered based on performance; high performers on the far left, to low on the far right side of the chart.

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