

# Consumer Loans Closed per Consumer Lending Employee

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Consumer Loans Closed per Consumer Lending Employee

Definition & Measurement Details



## What is Consumer Loans Closed per Consumer Lending Employee?

The total number of consumer loans closed over a certain period of time divided by the number of consumer lending employees working for the bank. Consumer lending employees include consumer loan officers, loan processors, underwriters and closers. Loan servicing employees are not included.

## Why should this KPI be measured?

Consumer Loans Closed per Consumer Lending Employee measures the total number of consumer loans closed in relation to the number of consumer lending employees working for the bank during the same

## How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the total number of consumer loans closed over a certain period of time, and (2) the number of consumer lending employees working for the bank. Closed consumer

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# Consumer Loans Closed per Consumer Lending Employee

Benchmarks & Characteristics of High Performers



## Consumer Loans Closed per Consumer Lending Employee

Total Number of Consumer Loans Closed / Number of Consumer Lending 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 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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