

# Consumer Loans Serviced per Servicing Employee

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Consumer Loans Serviced per Servicing Employee

Definition & Measurement Details



## What is Consumer Loans Serviced per Servicing Employee?

The total number of consumer loans in the bank's servicing portfolio divided by the number of consumer loan servicing employees working for the bank at the same point in time.

## Why should this KPI be measured?

Consumer Loans Serviced per Consumer Loan Servicing Employee measures the total number of consumer loans in the bank's servicing portfolio in relation to the number of consumer loan servicing employees.

## How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the total number of consumer loans in the bank's servicing portfolio, and (2) the number of consumer loan servicing employees working for the bank at the same point in time.

**ABRIDGED CONTENT**  
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# Consumer Loans Serviced per Servicing Employee

Benchmarks & Characteristics of High Performers



## Consumer Loans Serviced per Servicing Employee

Total Number of Consumer Loans / Number of Consumer 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 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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