

Expense per New Collections Account

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Expense per New Collections Account

Definition & Measurement Details



What is Expense per New Collections Account?

The total expense incurred by the Collections function divided by the number of new accounts in Collections over the same period of time. Total operating expense includes labor (wages, salaries, commissions, benefits), overhead (occupancy, utilities, supplies, advertising, legal fees, travel costs, etc.) and technology costs.

Why should this KPI be measured?

Expense per New Collections Account measures the total expense incurred by the Collections function in relation to the number of new accounts in Collections over the same period of time. A relatively high

How is this KPI calculated?

Two variables are used to calculate this KPI: (1) the total expense incurred by the Collections function and (2) the number of new accounts in Collections over the same period of time. The expense

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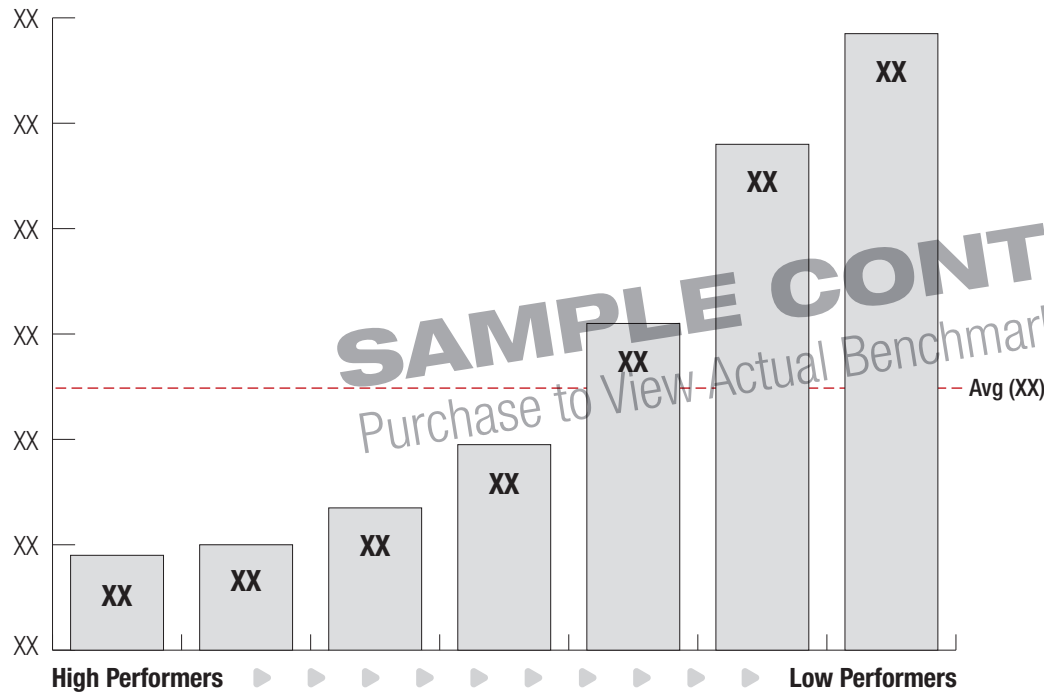
Expense per New Collections Account

Benchmarks & Characteristics of High Performers



Expense per New Collections Account

Total Collections Expense Incurred / Number of New Accounts



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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