

Mortgage Applications per Processor

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Mortgage Applications per Processor

Definition & Measurement Details



What is Mortgage Applications per Processor?

The total number of mortgage loan applications submitted by potential borrowers through all channels (e.g., phone, branch, web, etc.) over a certain period of time divided by the average number employees responsible for processing mortgage loan applications over the same period of time.

Why should this KPI be measured?

Mortgage Applications per Processor measures the productivity of individual mortgage processors, as well as the overall efficiency of mortgage application processes. As one would expect, lending institutions

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the number of mortgage loan applications received by the institution over a given time period, and (2) the average number of employees responsible for the institution that are

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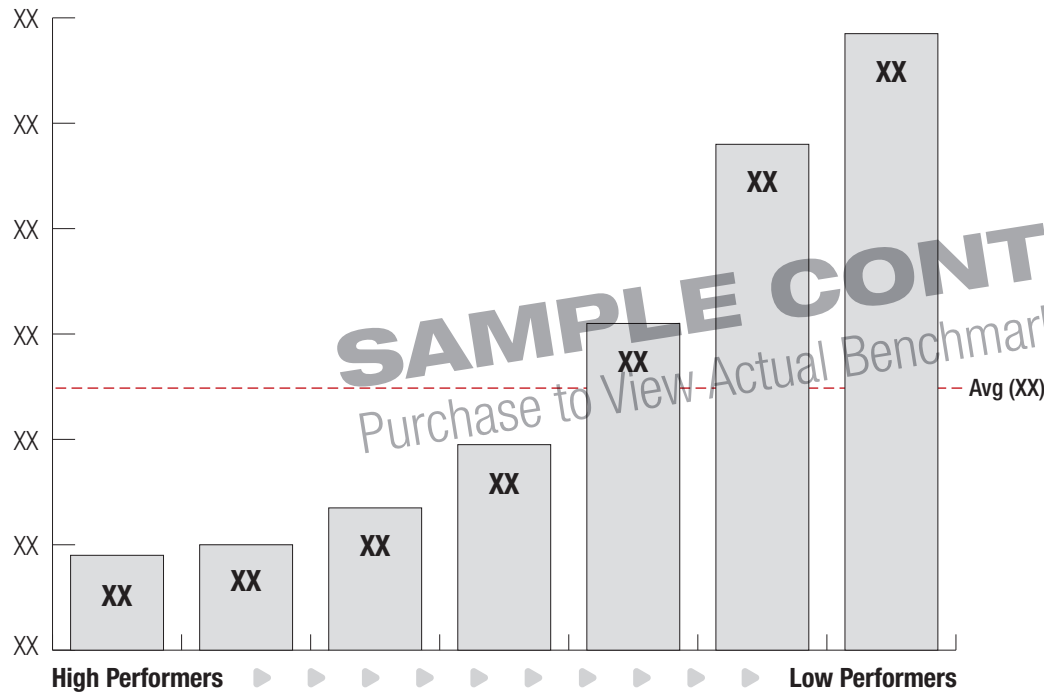
Mortgage Applications per Processor

Benchmarks & Characteristics of High Performers



Mortgage Applications per Processor

Total Number of Mortgage Loan Applications Received / (Average Number of Mortgage Loan Processing Employees)



Characteristics of High Performers

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

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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