

# Mortgage Applications per Underwriter

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Mortgage Applications per Underwriter

Definition & Measurement Details



## What is Mortgage Applications per Underwriter?

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 mortgage loan underwriting employees working for the company over the same period of time.

## Why should this KPI be measured?

Mortgage Applications per Underwriter measures the overall productivity of the mortgage underwriting function, as well as methods in place to improve loan package data quality and reduce the volume of low

## How is this KPI calculated?

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

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# Mortgage Applications per Underwriter

Benchmarks & Characteristics of High Performers



## Mortgage Applications per Underwriter

Total Number of Mortgage Loan Applications Received by Underwriting / (Average Number of Mortgage Loan Underwriters)



### 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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