

# Mortgages Closed per Secondary Employee

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Mortgages Closed per Secondary Employee

Definition & Measurement Details



## What is Mortgages Closed per Secondary Employee?

The total number of mortgage loans closed (i.e., funded) by the company over a certain period of time divided by the average number of secondary mortgage lending market employees working for the company over the same time period.

## Why should this KPI be measured?

Mortgages Closed per Secondary Employee measures the average number of mortgage loans funded by the lending institution relative to the number of secondary loan marketing, servicing and sales employees.

## How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the total number of mortgage loans closed by the lending institution over a given time period, and (2) the average number of secondary mortgage loan sales, marketing

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# Mortgages Closed per Secondary Employee

Benchmarks & Characteristics of High Performers



## Mortgages Closed per Secondary Employee

Total Number of Mortgage Loans Closed / (Average Number of Secondary Marketing & Sales Mortgage 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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