

New Claims per Adjuster (Auto)

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



New Claims per Adjuster (Auto)

Definition & Measurement Details



What is New Claims per Adjuster (Auto)?

The total number of new claims opened divided by the average number of adjusters working for the company over the same period of time.

Why should this KPI be measured?

New Claims per Adjuster measures the productivity and caseload of claims adjusters within the company. A low value for this KPI may indicate inadequate training protocols for adjusters, an overstaffing of

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total number of new claims opened, and (2) the average number of adjusters working for the company. New claims should be inflated

ABRIDGED CONTENT
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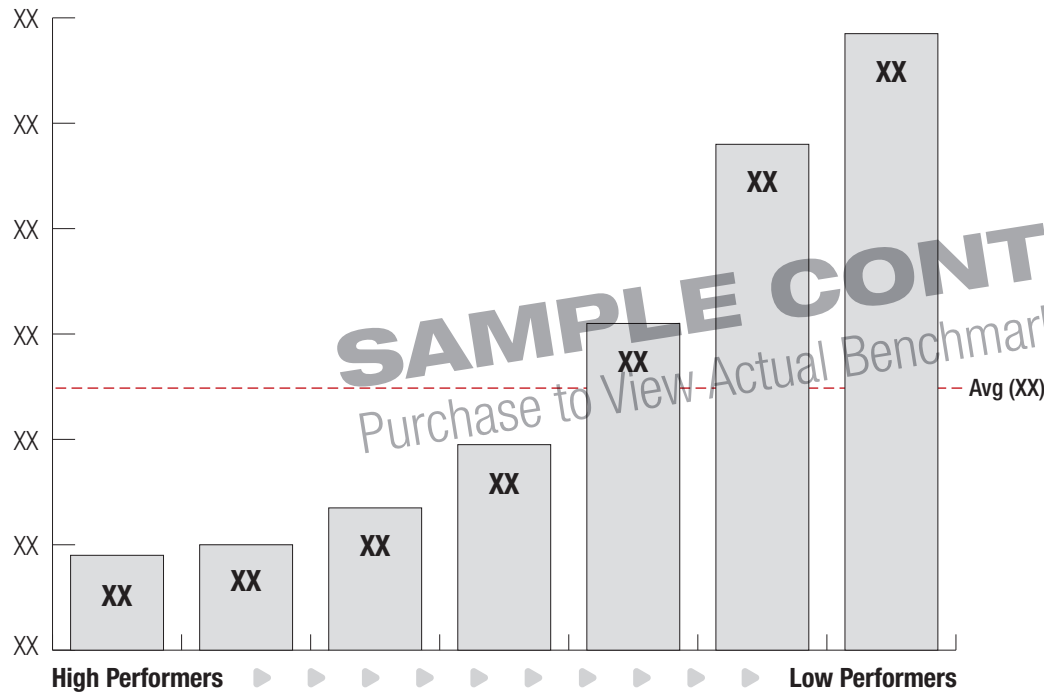
New Claims per Adjuster (Auto)

Benchmarks & Characteristics of High Performers



New Claims per Adjuster (Auto)

[Calculation Formula]



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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