

Banking

Benchmarks, KPI Definitions & Measurement Details



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The OpsDog Banking Benchmarking Report



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The OpsDog Banking Benchmarking Report



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Report Details & Methodology

The OpsDog Banking Benchmarking Report



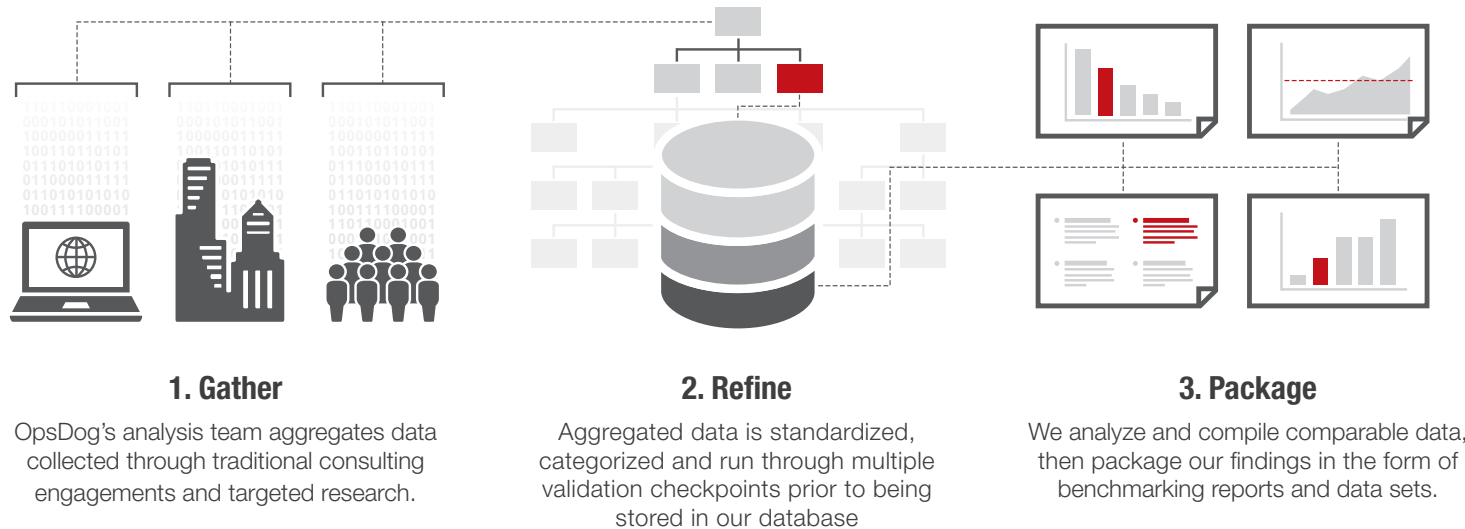
More than **7,000 KPI values** (i.e., data points) were analyzed to produce benchmarks for the **50 KPIs** included in this report.¹

Data Range: 2012-2017

Region(s) Included: United States, Canada, South America

The benchmarks included in this report were found to be comparable across companies of varying sizes (i.e., number of employees, total revenue).

Methodology: Data Collection & Validation



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Note:

¹ The sample size of the observed data varies for each KPI.

Retail Branch Operations

Banking

Retail Branch Operations

Mortgage Lending

Commercial Lending

Consumer Lending

Investment Management

Treasury & Cash Management

The retail branch operations function is responsible for managing the performance of a bank's retail branch network. They manage high-frequency tasks such as platform operations, loan openings, account maintenance and account terminations. Individual and business customers can perform financial transactions and maintain relationships with personal bankers at brick and mortar retail branch locations. Typically, the majority of a bank's employees reside within the retail branch network, making it a prime candidate for savings through process improvement and reorganization.

Retail Branch Span of Control

Definition & Measurement Details



What is Retail Branch Span of Control?

The average number of retail branch employees reporting to each retail branch manager at a certain point in time (i.e., direct reports per retail branch manager/director).

Why should this KPI be measured?

Retail Branch Span of Control, or Management Span, measures the average number of retail branch employees reporting to each retail branch manager at a certain point in time (i.e., direct reports per retail

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the sum of direct reports (i.e., employees reporting directly to a given retail branch manager) across all retail branch managers, and (2) the number of retail branch

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