Mortgage Lending

Benchmarks, KPI Definitions & Measurement Details

ABRIDGED CONTENT
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2017 Edition

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Benchmarking Report Terms & Conditions

The OpsDog Mortgage Lending Benchmarking Report

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Report Details & Methodology

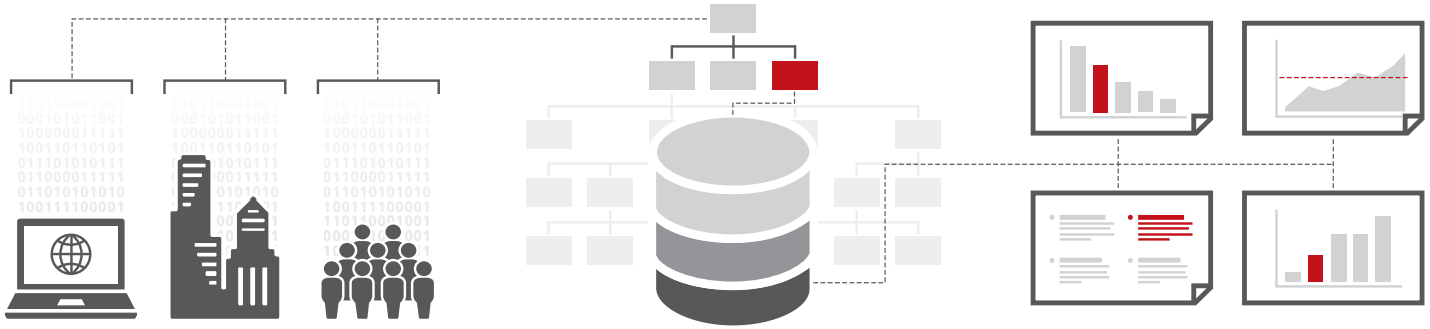
The OpsDog Mortgage Lending Benchmarking Report

More than **4,900 KPI values** (i.e., data points) were analyzed to produce benchmarks for the **21 KPIs** included in this report.[1]

Data Range: 2012-2017 **Region(s) Included:** United States, Canada

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



1. Gather

OpsDog's analysis team aggregates data collected through traditional consulting engagements and targeted research.

2. Refine:

Aggregated data is standardized, categorized and run through multiple validation checkpoints prior to being stored in our database

3. Package:

We analyze and compile comparable data, then package our findings in the form of benchmarking reports and data sets.

Looking for customized research and analysis? Contact our research team. P: 844.650.2888 E. info@opsdog.com

Note:

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

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Mortgage Sales & Origination

Mortgage Lending

- **Mortgage Sales & Origination**
- Mortgage Loan Servicing
- Secondary/Wholesale Mortgage Sales

The Mortgage Sales & Origination function works to generate sales leads, educate potential borrowers on loan options, and move borrowers through the loan origination process. Mortgage Loan Officers, or Sales Representatives, are tasked with performing all of the front office, customer facing tasks related to mortgage loan origination, including collecting customer information (pay stubs, tax returns, credit reports, etc.), communicating with borrowers throughout the origination process and reaching out to potential new borrowers to grow their book of business. This function also includes underwriters and application processors, who work with the loan officers to ensure that applications are underwritten according to company protocols and receive a decision (i.e., approval or denial) in a timely manner.

Mortgages Closed per Loan Officer

Definition & Measurement Details

What is Mortgages Closed per Loan Officer?

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 mortgage loan officers, or originators, working for the company over the same time period.

Why should this KPI be measured?

Mortgages Closed per Loan Officer measures the average productivity (i.e., volume of loans closed per loan officer) of individual loan officers

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the total number of mortgage loans closed by the [illegible] over a given time period,

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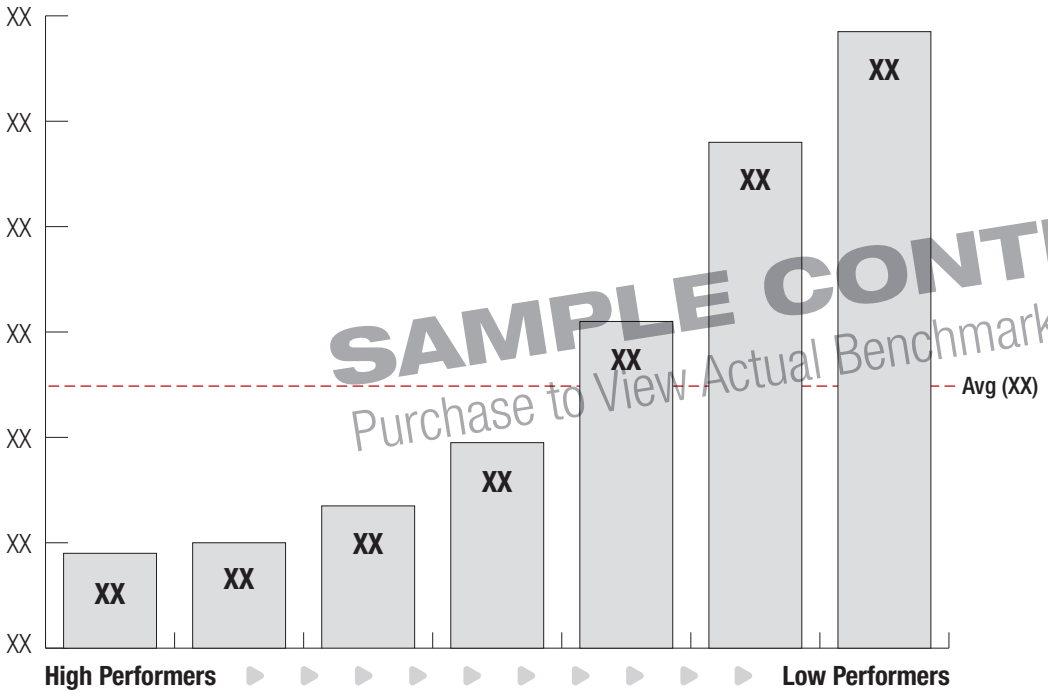
Mortgages Closed per Loan Officer

Benchmarks & Characteristics of High Performers

Mortgages Closed per Loan Officer (Monthly)

Total Number of Mortgage Loans Closed / (Average Number of Mortgage Loan Officers)



SAMPLE CONTENT
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Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer [illegible]

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.