

Profit per Account in Collections

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Profit per Account in Collections

Definition & Measurement Details



What is Profit per Account in Collections?

Gross profit (total revenue minus total operating expenses) earned by the Collections function, or agency, divided by the number of delinquent accounts managed over the same period of time.

Why should this KPI be measured?

Profit per Account in Collections measures the gross profit (total revenue minus total operating expenses) earned by the Collections function, or agency, in relation to the number of delinquent accounts managed over

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the gross profit earned by the Collections function, or agency, and (2) the number of delinquent accounts managed over the same period of time. Subtract the operating

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Profit per Account in Collections

Benchmarks & Characteristics of High Performers



Profit per Account in Collections

Profit Earned / Number of Accounts in Collections



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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