

Supplemental Cost as a Percentage of Repair Cost (Auto)

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Supplemental Cost as a Percentage of Repair Cost (Auto)

Definition & Measurement Details



What is Supplemental Cost as a Percentage of Repair Cost (Auto)?

The dollar amount of supplements paid to claimants by the insurance company divided by the dollar amount of repair costs paid for by the insurance company over the same period of time, as a percentage.

Why should this KPI be measured?

Supplemental Cost as a Percentage of Repair Cost measures the accuracy of the damage assessment of the insurance company's adjusters. A high value for this KPI may suggest inadequate training.

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total dollar amount of supplements paid to claimants by the insurance company, and (2) the total dollar amount of repair costs paid by the insurance company.

ABRIDGED CONTENT
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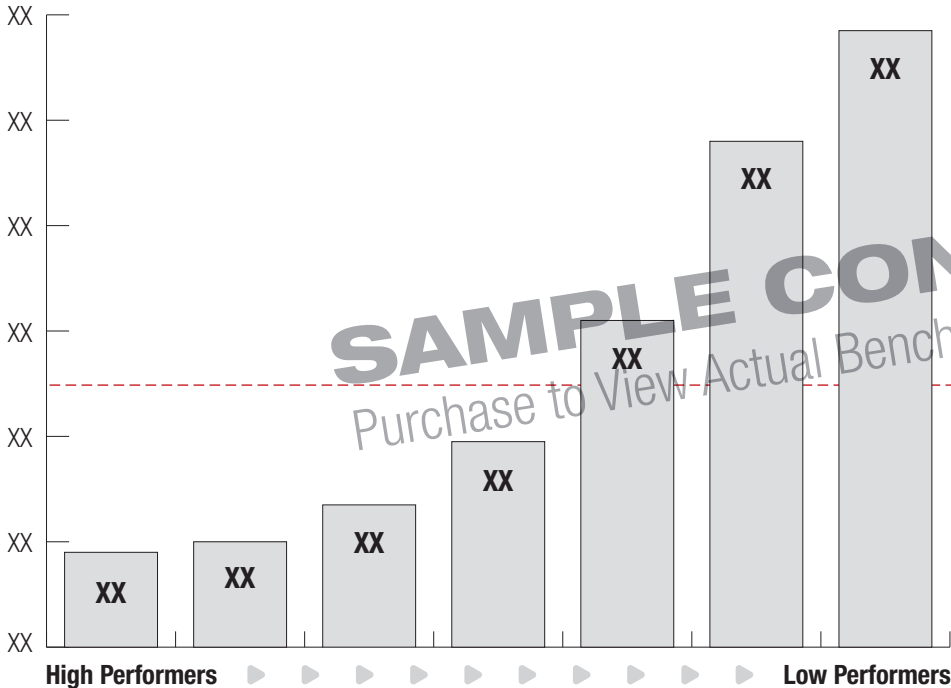
Supplemental Cost as a Percentage of Repair Cost (Auto)

Benchmarks & Characteristics of High Performers



Supplemental Cost as a Percentage of Repair Cost (Auto)

(Dollar Amount of Supplements Paid by the Insurer / Total Dollar Amount of Repair Costs Paid by the Insurer) * 100



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.

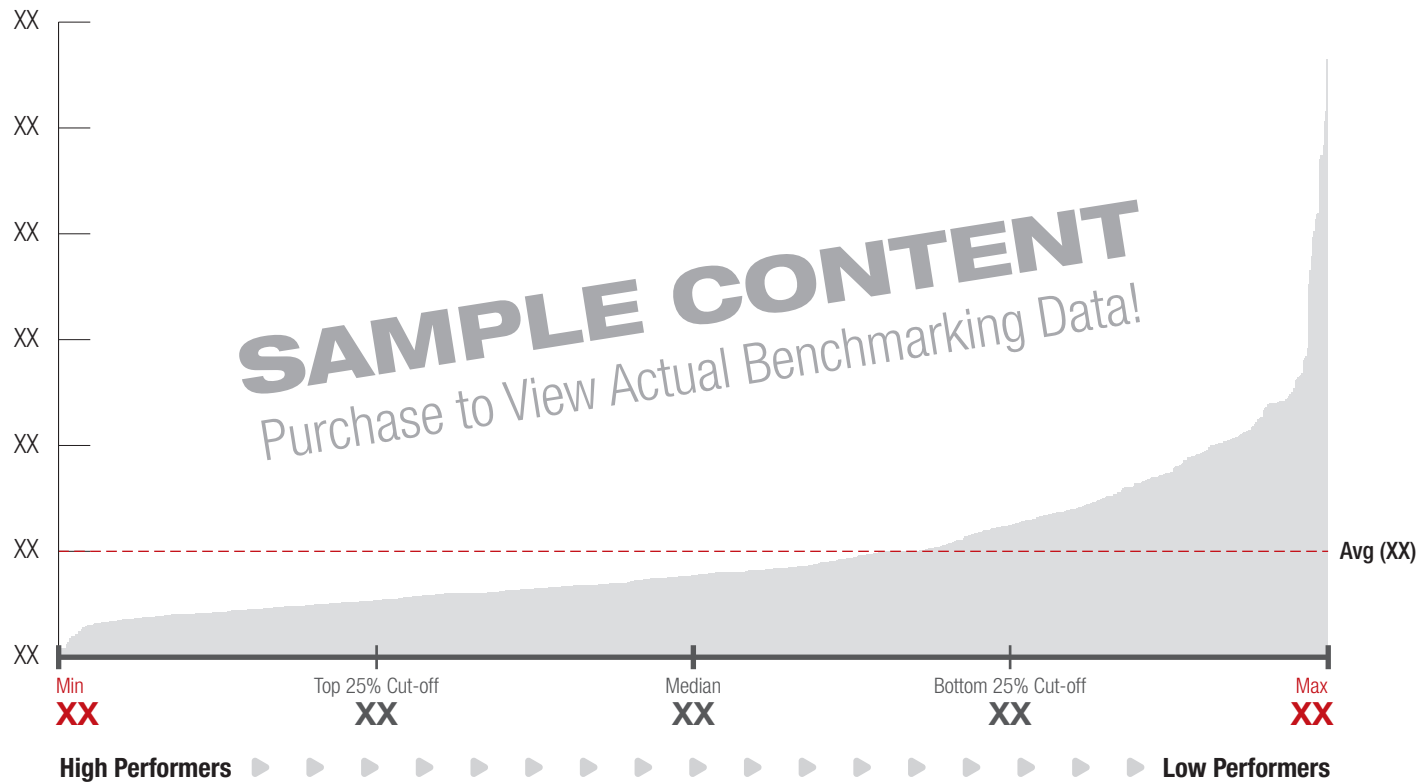
Supplemental Cost as a Percentage of Repair Cost (Auto)

Benchmarks & "Long Tail" Analysis



Supplemental Cost as a Percentage of Repair Cost (Auto)

*(Dollar Amount of Supplements Paid by the Insurer / Total Dollar Amount of Repair Costs Paid by the Insurer) * 100*



How to read this chart: This chart plots all values within the observed population for this KPI. This chart can be useful in analyzing the upper and lower boundaries (i.e., minimum/maximum values) and the amount of the population that falls above/below the average for the KPI, among other things.

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