

Cost per Teller Transaction

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Cost per Teller Transaction

Definition & Measurement Details



What is Cost per Teller Transaction?

The total bank teller-related cost of completing transactions divided by the number of transactions completed by bank tellers at retail branch locations over the same period of time.

Why should this KPI be measured?

Cost per Teller Transaction measures the total bank teller-related cost of completing transactions in relation to the number of transactions completed by bank tellers at retail branch locations over the same period.

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total bank teller-related cost incurred through the processing of basic customer account transactions and (2) the number of transactions completed by bank tellers at retail branch locations over the same period.

ABRIDGED CONTENT
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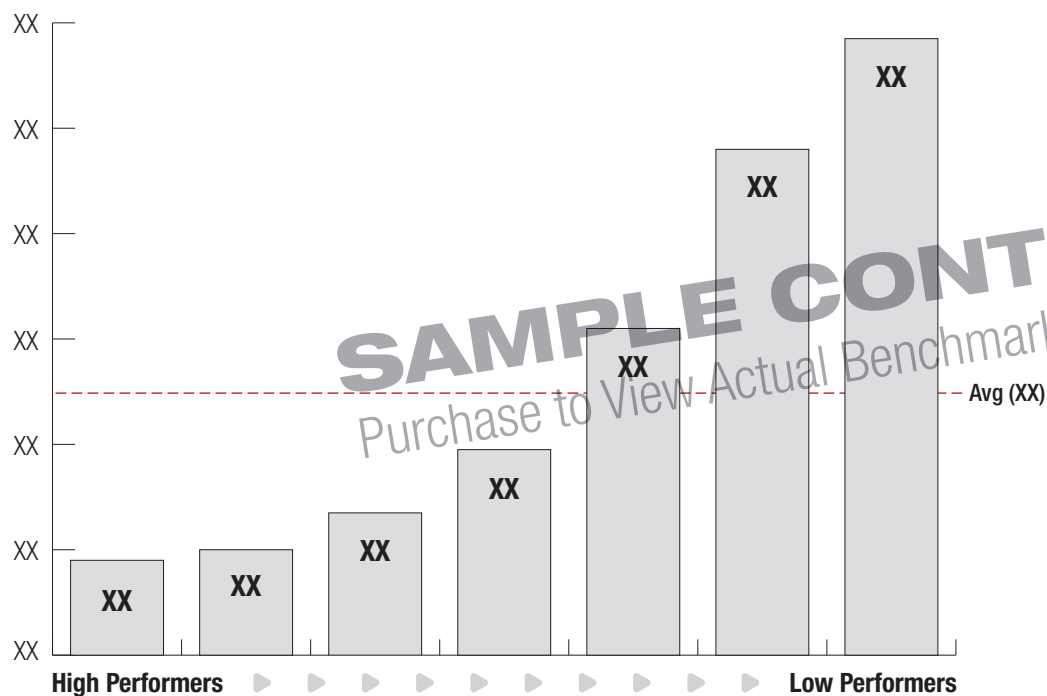
Cost per Teller Transaction

Benchmarks & Characteristics of High Performers



Cost per Teller Transaction

Total Teller-Related Expense / Total Number of Teller Transactions



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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