| INDICATOR | INDICATOR NUMBER | DEFINITION | |
|---|---|---|---|
| Average Cost Per Claim | #1 | Measures how much your organization pays out for each claim filed by your customers. | |

## PERFORMANCE INDICATOR CATEGORY

| KEY PERFORMANCE INDICATOR (KPI) | | PROCESS PERFORMANCE INDICATOR (PPI) | | | | |
|---|---|---|---|---|---|---|
| Financial | Operational | Time | Cost | Quality | Volume | Efficiency |
| X | | | X | | | |

| RATIONALE | TARGET GROUP(S) |
|---|---|
| Measures the exact cost per claim per customer. | Top management. |
| Enables and support decision making to reduce customer claims administration costs. | Finance management. |

| CALCULATION | PROCESS OWNER | APPLICATION OWNER | DATA OWNER |
|---|---|---|---|
| Divide total number of claims by total accumulated claims costs. | Name of process owner | Name of application owner | Name of data owner |

| DRILL-DOWN DIMENSIONS | PROCESS(ES) ACTIVITY MEASURED | SOURCE(S): Application Function, Task or Service |
|---|---|---|
| Regions, divisions. | Evaluate settlement. | Example: WebSphere Insurance Content Pack. |

| BUSINESS COMPETENCY | | SERVICE TYPE | SERVICE TIER |
|---|---|---|---|
| Business Competency | Operational Business Competency | 13 - Measurements (T) | Tier 4 - Tactical Service |
| Property & Casualty | P&C Quotations & Underwriting | | |

| STRATEGY/GOAL CONNECTION | CRITICAL SUCCESS FACTOR/OBJECTIVE CONNECTION |
|---|---|
| Cost Efficiency (SBO) | Reduce Cost Of Insurance Policies Sold (Strategic CSF) |

**Color Legend**

■ = Business Layer    ■ = Application Layer