

# Vendor Title AMC Performance Scorecard

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*The Housing Assistant*



## Overview

This scorecard provides a standardized framework for evaluating the performance of the vendor title amc. It supports organizational objectives by aligning performance measurement with operational procedures (SOPs) and key performance indicators (KPIs). Scorecards are essential for ensuring consistency, accountability, and ongoing process improvement across mortgage operations.

## Why Scorecards Matter

Scorecards promote transparency and consistency across roles. When paired with documented SOPs and team KPIs, they:

- Help maintain compliance with investor and regulatory expectations
- Provide a quantifiable baseline to assess performance trends
- Serve as tools for coaching, recognition, and corrective action
- Create a feedback loop to improve workflows and customer satisfaction

THA Note: This scorecard should be treated as a baseline and tailored to the organization's specific metrics and goals.

## Performance Evaluation Metrics

| Performance Metric    | Target      |
|-----------------------|-------------|
| On-Time Delivery      | ≥ 95%       |
| Error/Correction Rate | ≤ 2%        |
| Responsiveness        | ≤ 2 hrs avg |
| Compliance with SLAs  | 100%        |
| Customer Feedback     | ≥ 4.5/5     |

### Description

Vendors directly impact turn time and file quality. These scorecards ensure accountability and alignment with service expectations and loan cycle timelines.