

CMI Survey Provides a Voice for Credit Professionals

The Credit Managers' Index (CMI) is a powerful tool to help amplify credit professionals' voices through monthly surveys that ask about sales, credit applications, collections, days beyond terms and more. These results help reflect the cycle of commercial business transactions and provide an accurate and predictive benchmarking tool.

NACM Economist Amy Crews Cutts, Ph.D., CBE, updates the index with a detailed analysis of month-over-month point increases and decreases, along with favorable and unfavorable factors. Concerns from CMI respondents are included in the index as well—regarding credit issues from their customers based on any impact from the current economic state. For example, many respondents from the [latest report](#) noted increases in delinquent accounts due to cashflow issues.

January's CMI report showed a massive drop in sales and the combined index fell closer to contraction territory, continuing the 9-month downward trend. "We have rising demand for credit and more credit approvals at a time when sales are declining," said Cutts. "The increase in the amount of credit extended has been cited by respondents as a concern rather than a positive. Inflation is driving prices higher, which means customers are asking for more credit to cover regular purchases rather than because business is booming. Sales are actually declining now, so the demand for more credit is perhaps out of sync with the business activity it supports."

The CMI provides a platform for credit professionals to showcase their expertise and the important role they play in B2B trade. The survey elevates the credit profession and has been quoted by major news outlets, such as *Bloomberg*, *The New York Times*, and *The Wall Street Journal*.

[Sign up](#) to receive monthly CMI participation alerts. The complete breakdown of manufacturing and service sector data and graphics can be found [here](#). CMI archives may also be viewed on [NACM's website](#).