KPI Dashboard: February 2015

No of loans: 694
No of Group Codes Created: 23

Submission Process
Process Name: Submission Process
Process KPI: Submission Time, First Time Yield (FTY)
Average Submission Time (in days): 2.70
Standard Deviation (in days): 2.33
SLA: 4 Days*
Process Definition: Time elapsed for updating of new borrower details into Rang De website

Profile Data Accuracy (FTY)
- Accurate Profiles: 83%
- Inaccurate Profiles: 17%

Process Control Chart

Editing Process
Process Name: Editing Process
Process KPI: Editing Time
Average Editing Time: 1.25
Std.Dev: 0.79
SLA: 1 Day*
Process Definition: Time Elapsed between sending data to editor and receipt of edited story

SLA Adherence
- % Cases on time: 67%
- % Cases delayed: 33%

Process Control Chart
**Disbursement Process**

<table>
<thead>
<tr>
<th>Process Name:</th>
<th>Disbursement Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process KPI:</td>
<td>Disbursement Time</td>
</tr>
<tr>
<td>Average Submission Time</td>
<td>2.100</td>
</tr>
<tr>
<td>Std.Dev</td>
<td>1.449</td>
</tr>
<tr>
<td>SLA:</td>
<td>3 Days*</td>
</tr>
</tbody>
</table>

**Process Definition**

SLA Adherence:
- Time elapsed from fund transfer till updating of disbursement details by FP

**Redemption Process**

<table>
<thead>
<tr>
<th>Process Name:</th>
<th>Redemption Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process KPI:</td>
<td>Redemption Time</td>
</tr>
<tr>
<td>Average Redemption Time</td>
<td>1.462</td>
</tr>
<tr>
<td>Std.Dev</td>
<td>1.354</td>
</tr>
<tr>
<td>SLA:</td>
<td>5-7 Days*</td>
</tr>
</tbody>
</table>

**Process Definition**

SLA Adherence:
- Time elapsed from redemption request to transfer of amount to investor

**Processing Times**

- %Requests processed in 1 Day: 72%
- %Requests processed in 2 Day: 20%
- %Requests delayed: 8%
- %Requests on time: 0%

**Process Control Chart**

Mean

USL

UCL

Legend

SLA Service Level Agreement
St.Dev Standard Deviation
FP Field Partner
KPI Key Performance Indicator

**Process Explanation**

- **Disbursement Process**: Once the loan amount is raised, the funds are then transferred to the field partner. The process of distributing the loan amount by the field partner is called the disbursement process.
- **Redemption Process**: When an investor wants to withdraw their investment from Rang DE, they send a request which is then processed and amount transferred into their account.
- **Submission Process**: Submission Process involves the transfer/updating of borrower details onto the Rang De Dot Net website from the borrower application form.
- **Editing Process**: Involves conversion of new borrower data into presentable format. Performed mainly by freelancers.
### Profile Publishing Process

<table>
<thead>
<tr>
<th>Process Name</th>
<th>Profile Publishing Process for a Group Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process KPI</td>
<td>Publishing Time</td>
</tr>
<tr>
<td>Average Submission Time (in days)</td>
<td>0.00</td>
</tr>
<tr>
<td>Standard Deviation (in days)</td>
<td>0.00</td>
</tr>
<tr>
<td>SLA</td>
<td>0</td>
</tr>
<tr>
<td>Process Definition</td>
<td>Time Taken to Publish all Profiles of a particular Group</td>
</tr>
</tbody>
</table>

#### SLA Adherence

![Circle Graph showing SLA Adherence](image)

#### Average Vs SLA

![Bar Chart showing Average Vs SLA](image)

### Fund Raising Process

<table>
<thead>
<tr>
<th>Process Name</th>
<th>Fund Raising Process for a Group Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process KPI</td>
<td>Fund Raising Time</td>
</tr>
<tr>
<td>Average Submission Time (in days)</td>
<td>0</td>
</tr>
<tr>
<td>Standard Deviation (in days)</td>
<td>0.00</td>
</tr>
<tr>
<td>SLA</td>
<td>0</td>
</tr>
<tr>
<td>Process Definition</td>
<td>Time Taken to Raise Funds for a particular Group</td>
</tr>
</tbody>
</table>

#### SLA Adherence

![Circle Graph showing SLA Adherence](image)

#### Average Vs SLA

![Bar Chart showing Average Vs SLA](image)

### Process Control Chart

![Process Control Chart](image)
### Fund Transfer Process

**Process Name:** Fund Transfer Process for a Group Code  
**KPI:** Fund Transfer Time  
**Average Submission Time (in days):** 0  
**Standard Deviation (in days):** 0.00  
**SLA:** 1  
**Process Definition:** Time Taken to Transfer Funds of a particular Group to Field Partner

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**SLA Adherence**
- % on time: 74%
- % not on time: 26%

**Average Vs SLA**
- Average Time Taken to Transfer Funds: 28.58 days

**Process Control Chart**
- Mean
- USL
- UCL
- *Time Taken For Fund Transfer*

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**Legend**
- **SLA:** Service Level Agreement
- **St.Dev:** Standard Deviation
- **FP:** Field Partner
- **KPI:** Key Performance Indicator

**Working Days**

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**Process Explanation**

- **Publishing Process**
  - Once the Profiles are submitted by the editors, the team screens and publish them on the website. This process is called as Publishing process.

- **Fund Raising Process**
  - Once the profiles are published on the website, it remains there for 30 days for raising the funds online. This process is called as Fund raising process.

- **Fund Transfer Process**
  - Once the funds are raised for all the profiles of a group, the Funds are transferred to the Impact partners. This process is called as Fund Transfer Process.