KPI Dashboard: APRIL 2014

Submission Process

<table>
<thead>
<tr>
<th>Process Name</th>
<th>Submission Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process KPI</td>
<td>Submission Time, First Time Yield (FTY)</td>
</tr>
<tr>
<td>Average Submission Time (in days)</td>
<td>2.99</td>
</tr>
<tr>
<td>Standard Deviation (in days)</td>
<td>1.93</td>
</tr>
<tr>
<td>SLA:</td>
<td>4 Days*</td>
</tr>
<tr>
<td>Process Definition</td>
<td>Time elapsed for updation of new borrower details into Rang De website</td>
</tr>
</tbody>
</table>

Profile Data Accuracy (FTY)

Average Submission Time (in days) 2.99
Standard Deviation (in days) 1.93
SLA: 4 Days*

Profile Submission Time

Process Control Chart

Editing Process

Process Name: Editing Process
Process KPI: Editing Time
Average Editing Time 2.75
Std.Dev 2.87
SLA: 1 Day*
Process Definition Time Elapsed between sending data to editor and receipt of edited story

SLA Adherence

% Cases on time 62%
% Cases delayed 38%

Editing time

Process Control Chart
**Disbursal Process**

- **Process Name:** Disbursal Process
- **Process KPI:** Disbursal Time
- **Average Submission Time:** 2.800
- **Std.Dev:** 2.366
- **SLA:** 3 Days*

**Process Definition:** Time elapsed from fund transfer till updation of disbursement details by FP

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**Redemption Process**

- **Process Name:** Redemption Process
- **Process KPI:** Redemption Time
- **Average Redemption Time:** 2.487
- **Std.Dev:** 1.449
- **SLA:** 5-7 Days*

**Process Definition:** Time elapsed from redemption request to transfer of amount to investor

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**Legend**

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SLA</td>
<td>Service Level Agreement</td>
</tr>
<tr>
<td>St.Dev</td>
<td>Standard Deviation</td>
</tr>
<tr>
<td>FP</td>
<td>Field Partner</td>
</tr>
<tr>
<td>KPI</td>
<td>Key Performance Indicator</td>
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</tbody>
</table>

**Process Explanation**

- **Disbursal 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 disbursal process.

- **Redemption Process:** When an investor wants to withdraw his investment from Rang De, he/she sends a request which is then processed and amount transferred into their account.

- **Submission Process:** Submission Process involves the transfer/updation 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.

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**SLA Adherence**

- **% Cases on time:** 80%
- **% Cases Late:** 20%

**Process Control Chart**

- Mean, USL, UCL for Disbursal time

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**SLA Adherence**

- **% On Time:** 0%
- **% Delayed:** 100%

**Processing Times**

- **% Requests processed in 1 Day:** 43%
- **% Requests processed in 2 Day:** 31%

**Process Control Chart**

- Mean, USL, UCL for Redemption time