KPI Dashboard: APRIL 2015

**Submission Process**

- **Process Name**: Submission Process
- **Process KPI**: Submission Time, First Time Yield (FTY)
- **Average Submission Time (in days)**: 1.98
- **Standard Deviation (in days)**: 1.70
- **SLA**: 4 Days*
- **Process Definition**: Time elapsed for updating of new borrower details into Rang De website

Profile Data Accuracy (FTY)

- **Accurate Profiles**: 87%
- **Inaccurate Profiles**: 13%

Process Control Chart

- **Mean**, **USL**, **UCL**

**Editing Process**

- **Process Name**: Editing Process
- **Process KPI**: Editing Time
- **Average Editing Time**: 1.19
- **Std.Dev**: 0.76
- **SLA**: 1 Day*
- **Process Definition**: Time elapsed between sending data to editor and receipt of edited story

SLA Adherence

- **% Cases on time**: 57%
- **% Cases delayed**: 43%

Process Control Chart

- **Mean**, **USL**, **UCL**, **Editing time**
**Process Name:** Disbursal Process  
**Process KPI:** Disbursal Time  
**Average Submission Time:** 1.941  
**Std. Dev:** 1.345  
**SLA:** 3 Days*  
**Process Definition:** Time elapsed from fund transfer till updating of disbursement details by FP.

**Process Name:** Redemption Process  
**Process KPI:** Redemption Time  
**Average Redemption Time:** 2.333  
**Std. Dev:** 1.624  
**SLA:** 5-7 Days*  
**Process Definition:** Time elapsed from redemption request to transfer of amount to investor.

**Profile Publishing Process for a Group Code**  
**Process KPI:** Publishing Time  
**Average Submission Time:** 0.00  
**Std. Dev:** 0.00  
**SLA:** 0%  
**Process Definition:** Time Taken to Publish all Profiles of a particular Group.

**SLA Adherence**
- **Disbursal Process:** 88% on time, 12% not on time  
- **Redemption Process:** 0% on time, 100% not on time  
- **Profile Publishing Process:** 86% on time, 14% not on time

**Processing Times**
- **Disbursal Process:** 2.3% processed in 1 Day, 38% processed in 2 Day  
- **Redemption Process:** 40% processed in 1 Day, 38% processed in 2 Day

**Process Control Chart**
- **Mean**, **USL**, **UCL**

- **Average Disbursal Time**
- **Average Redemption Time**

- **Average Vs SLA**
- **Average Time Taken to Publish Profiles**
<table>
<thead>
<tr>
<th>Process</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disbursal Process</td>
<td>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.</td>
</tr>
<tr>
<td>Redemption Process</td>
<td>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.</td>
</tr>
<tr>
<td>Submission Process</td>
<td>Submission Process involves the transfer/updating of borrower details onto the Rang De Dot Net website from the borrower application form.</td>
</tr>
<tr>
<td>Editing Process</td>
<td>Involves conversion of new borrower data into presentable format. Performed mainly by freelancers.</td>
</tr>
</tbody>
</table>

**Legend**

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