No of borrowers added: 456
No of Group Codes Created: 16

Submission Process
- Process Name: Submission Process
- Process KPI: Submission Time, First Time Yield (FTY)
- Average Submission Time (in days): 2.79
- Standard Deviation (in days): 3.45
- SLA: 4 Days*
- Process Definition: Time elapsed for updation of new borrower details into Rang De website

Profile Data Accuracy (FTY)
- 52% Accurate Profiles
- 48% Inaccurate Profiles

Process Control Chart

Editing Process
- Process Name: Editing Process
- Process KPI: Editing Time
- Average Editing Time: 0.81
- Std Dev: 0.42
- SLA: 1 Day*
- Process Definition: Time Elapsed between sending data to editor and receipt of edited story

SLA Adherence
- 81% % Cases on time
- 19% % Cases delayed

Process Control Chart
Disbursement Process

Process Name: Disbursement Process
Process KPI: Disbursement Time
Average Submission Time: 5.250
Std.Dev: 3.464
SLA: 3 Days*
Process Definition: Time elapsed from fund transfer till updation of disbursement details by FP

Redemption Process

Process Name: Redemption Process
Process KPI: Redemption Time
Average Redemption Time: 2.528
Std.Dev: 1.949
SLA: 5-7 Days*
Process Definition: Time elapsed from redemption request to transfer of amount to investor

SLA Adherence

Average Disbursement Time

Process Control Chart

Redemption Process

Process Name: Redemption Process
Process KPI: Redemption Time
Average Redemption Time: 2.528
Std.Dev: 1.949
SLA: 5-7 Days*
Process Definition: Time elapsed from redemption request to transfer of amount to investor

SLA Adherence

Processing Times

Process Control Chart

Processing Times

% Requests processed in 1 Day
% Requests processed in 2 Day

* Working Days

**In all the process listed above, the SLA is considered as USL whereas UCL is computed in accordance with the standard data. This explains the reason behind USL being greater than UCL in Disbursement and Redemption process.

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 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.