KPI Dashboard: December 2014

No of borrowers added: 617
No of Group Codes Created: 18

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>1.84</td>
</tr>
<tr>
<td>Standard Deviation (in days)</td>
<td>1.32</td>
</tr>
<tr>
<td>SLA:</td>
<td>4 Days*</td>
</tr>
<tr>
<td>Process Definition</td>
<td>Time elapsed for updating of new borrower details into Rang De website</td>
</tr>
</tbody>
</table>

Profile Data Accuracy (FTY)

- Accurate Profiles: 94%
- Inaccurate Profiles: 6%

Process Control Chart

Editing Process

<table>
<thead>
<tr>
<th>Process Name</th>
<th>Editing Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process KPI:</td>
<td>Editing Time</td>
</tr>
<tr>
<td>Average Editing Time</td>
<td>1.10</td>
</tr>
<tr>
<td>Std.Dev</td>
<td>0.64</td>
</tr>
<tr>
<td>SLA:</td>
<td>1 Day*</td>
</tr>
<tr>
<td>Process Definition</td>
<td>Time Elapsed between sending data to editor and receipt of edited story</td>
</tr>
</tbody>
</table>

SLA Adherence

- % Cases on time: 50%
- % Cases delayed: 50%

Process Control Chart
### Disbursement Process

**Process Name:** Disbursement Process  
**Process KPI:** Disbursement Time  
**Average Submission Time:** 4.176  
**Std.Dev:** 5.199  
**SLA:** 3 Days*  
**Process Definition:** Time elapsed from fund transfer till updating of disbursement details by FP

#### SLA Adherence

<table>
<thead>
<tr>
<th>% Cases on time</th>
<th>% Cases Late</th>
</tr>
</thead>
<tbody>
<tr>
<td>71%</td>
<td>29%</td>
</tr>
</tbody>
</table>

#### Process Control Chart

- **Mean:** 4.18  
- **USL:** 3  
- **UCL:** 19.773

### Redemption Process

**Process Name:** Redemption Process  
**Process KPI:** Redemption Time  
**Average Redemption Time:** 7.000  
**Std.Dev:** 5.331  
**SLA:** 5-7 Days*  
**Process Definition:** Time elapsed from redemption request to transfer of amount to investor

#### SLA Adherence

<table>
<thead>
<tr>
<th>% On Time</th>
<th>% Delayed</th>
</tr>
</thead>
<tbody>
<tr>
<td>71%</td>
<td>29%</td>
</tr>
</tbody>
</table>

#### Processing Times

- **%Requests processed in 1 Day:** 8%  
- **%Requests processed in 2 Day:** 18%

#### Process Control Chart

- **Mean:** 7.0  
- **SLA:** 7

* Working Days

#### 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 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/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.

#### Legend

- **SLA**  
- **St.Dev**  
- **FP**  
- **KPI**  

- **Service Level Agreement**  
- **Standard Deviation**  
- **Field Partner**  
- **Key Performance Indicator**