### KPI Dashboard: December 2015

| No of loans | 880 |
| No of Group Codes Created | 38 |

#### 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>2.75</td>
</tr>
<tr>
<td>Standard Deviation (in days)</td>
<td>2.66</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**: 78%
- **Inaccurate Profiles**: 22%

#### Process Control Chart

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#### 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>1.41</td>
</tr>
<tr>
<td>Std.Dev</td>
<td>1.06</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**: 53%
- **% Cases delayed**: 47%

#### Process Control Chart

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#### Disbursement Process
**Disbursement Process**

**Process Name:** Disbursement Process

**Process KPI:** Disbursement Time

**Average Submission Time:** 1.800

**Std Dev:** 2.265

**SLA:** 3 Days*

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

**SLA Adherence**

- 87% Cases on time
- 13% Cases late

**Process Control Chart**

**Redemption Process**

**Process Name:** Redemption Process

**Process KPI:** Redemption Time

**Average Redemption Time:** 1.710

**Std Dev:** 1.311

**SLA:** 5-7 Days*

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

**SLA Adherence**

- 0% Cases on time
- 100% Cases delayed

**Processing Times**

- 47% Requests processed in 1 Day
- 26% Requests processed in 2 Day
- 27% Requests processed in 3 Days or more

**Process Control Chart**

**Profile Publishing Process**

**Process Name:** Profile Publishing Process for a Group Code

**Process KPI:** Publishing Time

**Average Submission Time (in days):** 0.00

**Standard Deviation (in days):** 0.00

**SLA:** 0

**Process Definition:** Time Taken to Publish all Profiles of a particular Group.

**SLA Adherence**

- 50% Cases on time
- 50% Cases delayed

**Average Vs SLA**

- Average Time Taken to Publish Profiles: 4.00
- % on time: 88%
- % not on time: 12%

**Process Control Chart**
### Fund Raising Process

**Process Name:** Fund Raising Process for a Group Code  
**Process KPI:** Fund Raising Time  
**Average Submission Time (in days):** 0  
**Standard Deviation (in days):** 0.00  
**SLA:** 0  
**Process Definition:** Time Taken to Raise Funds for a particular Group

#### SLA Adherence

![SLA Adherence Chart]

- 96% on time  
- 4% not on time

#### Average Vs SLA

![Average Vs SLA Chart]

- SLA: 29  
- Average Time Taken to Raise Funds: 24

#### Process Control Chart

![Process Control Chart]

- Mean
- USL
- UCL
- Time Taken To Publish

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### Fund Transfer Process

**Process Name:** Fund Transfer Process for a Group Code  
**Process 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

#### SLA Adherence

![SLA Adherence Chart]

- 96% on time  
- 4% not on time

#### Average Vs SLA

![Average Vs SLA Chart]

- SLA: 1  
- Average Time Taken to Transfer Funds: 26.79

#### Process Control Chart

![Process Control Chart]

- Mean
- USL
- UCL
- Time Taken For Fund Transfer

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* Working Days

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<thead>
<tr>
<th>Legend</th>
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<tbody>
<tr>
<td>SLA</td>
</tr>
<tr>
<td>St.Dev</td>
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<tr>
<td>FP</td>
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<tr>
<td>KPI</td>
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<tr>
<td>Process</td>
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<td>-------------------------------</td>
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<tr>
<td>Disbursement Process</td>
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<td>Redemption Process</td>
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<td>Submission Process</td>
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<td>Editing Process</td>
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<td>Publishing Process</td>
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<td>Fund Raising Process</td>
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<tr>
<td>Fund Transfer Process</td>
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