## KPI Dashboard: December 2017

### 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>1.45</td>
</tr>
<tr>
<td>Standard Deviation (in days)</td>
<td>1.18</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>
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</table>

### Profile Data Accuracy (FTY)

- **Accurate Profiles:** 75%
- **Inaccurate Profiles:** 25%

### Process Control Chart

#### Average Submission Time

- **SLA:** 4 Days*

#### Average Editing Time

- **SLA:** 1 Day*

#### Disbursement Process

- % Cases on time: 75%
- % Cases delayed: 25%
### Disbursal Process

- **Process Name:** Disbursal Process
- **Process KPI:** Disbursal Time
- **Average Disbursement Time:** 2.400
- **Std. Dev:** 5.394
- **SLA:** 3 Days
- **Process Definition:** Time elapsed from fund transfer till updating of disbursement details by FP

### Redemption Process

- **Process Name:** Redemption Process
- **Process KPI:** Redemption Time
- **Average Redemption Time:** 2.866
- **Std. Dev:** 1.936
- **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 Name:** Profile Publishing Process for a Group Code
- **Process KPI:** Publishing Time
- **Average Publishing Time (in days):** 0.29
- **Standard Deviation (in days):** 0.91
- **SLA:** 4
- **Process Definition:** Time Taken to Publish all Profiles of a particular Group

### SLA Adherence

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

- **Redemption Process:**
  - % On Time: 97%
  - % Delayed: 3%

- **Profile Publishing Process:**
  - % On time: 100%
  - %not on time: 0%

### Process Control Chart

- **Disbursal Process Control Chart:**
  - Mean: 2.400
  - SLA: 3 Days

- **Redemption Process Control Chart:**
  - % Requests processed in 1 Day: 77%
  - % Requests processed in 2 Day: 23%

- **Profile Publishing Process Control Chart:**
  - Average Publishing Time: 0.29
  - SLA: 4

### Processing Times

- **Disbursal Process:**
  - % Requests processed in 1 Day: 80%
  - % Requests processed in 2 Day: 20%

- **Redemption Process:**
  - % Requests processed in 1 Day: 77%
  - % Requests processed in 2 Day: 23%

- **Profile Publishing Process:**
  - % Requests processed in 1 Day: 100%
  - % Requests processed in 2 Day: 0%

### Average Vs SLA

- **Disbursal Process:**
  - Average Disbursement Time: 2.400
  - SLA: 3 Days

- **Redemption Process:**
  - Average Redemption Time: 2.866
  - SLA: 5-7 Days

- **Profile Publishing Process:**
  - Average Publishing Time: 0.29
  - SLA: 4
Process Name: Fund Raising Process for a Group Code

- Process KPI: Fund Raising Time
- Average Fund Raising Time (in days): 58
- Standard Deviation (in days): 15.56
- SLA: 45
- Process Definition: Time Taken to Raise Funds for a particular Group

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Process Name: Fund Transfer Process for a Group Code

- Process KPI: Fund Transfer Time
- Average Fund Transfer Time (in days): 46.19 (rounded)
- Standard Deviation (in days): 16.16
- SLA: 46
- Process Definition: Time Taken to Transfer Funds of a particular Group to Field Partner

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SLA Adherence:
- 96% on time
- 4% not on time

Average Vs SLA:
- 40% not on time
- 60% on time

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Process Control Chart

- Mean
- USL
- UCL
- Time Taken To Publish

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Process Control Chart

- Mean
- USL
- UCL
- Time Taken to Raise Funds

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Process Control Chart

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

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Process Control Chart

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

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SLA Adherence:
- 62% on time
- 38% not on time

Average Vs SLA:
- 41% not on time
- 59% on time

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Process Control Chart

- Mean
- USL
- UCL
- Time Taken For Transfer Funds
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**.

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 involves the transfer/updating of borrower details onto the Rang De Dot Net website from the borrower application form.

Involves conversion of new borrower data into presentable format. Performed mainly by freelancers.

Once the Profiles are submitted by the editors, the team screen and publish them on the website. This process is called as Publishing process.

Once the profiles are published on the website, it remains there for 30 days for raising the funds online. This process is called as Fund raising process.

Once the funds are raised for all the profiles of a group, the Funds are transferred to the Impact partners. This process is called as Fund Transfer Process.

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