### KPI Dashboard: February 2014

**No of borrowers added**: 584  
**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)**: 2.86  
- **Standard Deviation (in days)**: 2.10  
- **SLA**: 4 Days

**Profile Data Accuracy (FTY)**
- **Accurate Profiles**: 84%  
- **Inaccurate Profiles**: 16%

![Profile Data Accuracy Chart](chart1)

**Process Control Chart**

- **Mean**  
- **USL**  
- **UCL**  
- **Profile Submission Time**

#### Editing Process
- **Process Name**: Editing Process  
- **Process KPI**: Editing Time  
- **Average Editing Time**: 1.15  
- **Std.Dev**: 0.56  
- **SLA**: 1 Day

**SLA Adherence**
- **Cases on time**: 84%  
- **Cases delayed**: 16%

![SLA Adherence Chart](chart2)

**Process Control Chart**

- **Mean**  
- **USL**  
- **UCL**  
- **Editing time**

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*Note: The charts and data points are visual representations of the KPIs and processes described.*
**Disbursement Process**

- **Process Name:** Disbursement Process
- **Process KPI:** Disbursement Time
- **Average Submission Time:** 1.857
- **Std.Dev:** 0.900
- **SLA:** 3 Days*
- **Process Definition:** Time elapsed from fund transfer till updation of disbursement details by FP

**SLA Adherence**
- 100% on time
- 0% late

**Process Control Chart**

**Redemption Process**

- **Process Name:** Redemption Process
- **Process KPI:** Redemption Time
- **Average Redemption Time:** 2.667
- **Std.Dev:** 1.967
- **SLA:** 5-7 Days*
- **Process Definition:** Time elapsed from redemption request to transfer of amount to investor

**SLA Adherence**
- 98% on time
- 2% delayed

**Processing Times**
- 41% requests processed in 1 Day
- 26% requests processed in 2 Days
- 33% requests processed in 3 Days or more

**Process Control Chart**

*Working Days*
<table>
<thead>
<tr>
<th>Process Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Disbursal Process</strong></td>
</tr>
<tr>
<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><strong>Redemption Process</strong></td>
</tr>
<tr>
<td>When an investor wants to withdraw his investment from Rang De, he/she sends a request which is then processed and amount transfereed into their account.</td>
</tr>
<tr>
<td><strong>Submission Process</strong></td>
</tr>
<tr>
<td>Submission Process involves the transfer/ updation of borrower details onto the Rang De Dot Net website from the borrower application form.</td>
</tr>
<tr>
<td><strong>Editing Process</strong></td>
</tr>
<tr>
<td>Involves conversion of new borrower data into presentable format. Performed mainly by freelancers.</td>
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</tbody>
</table>