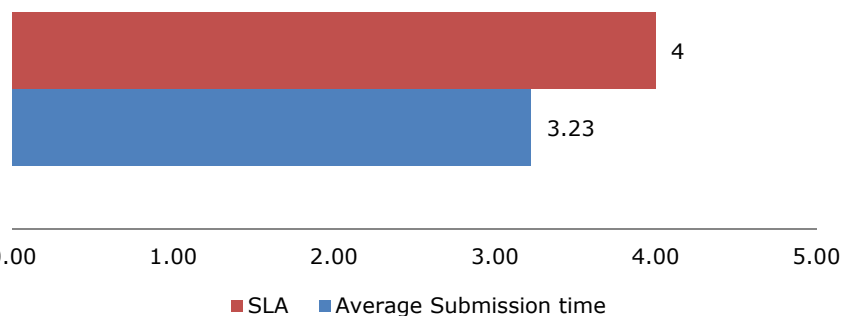
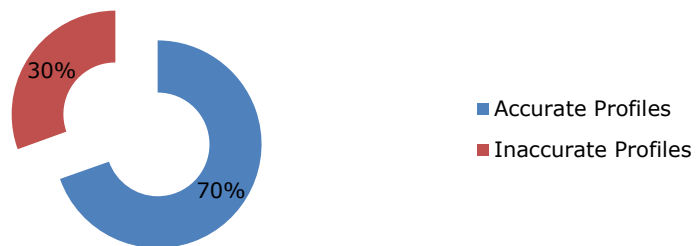


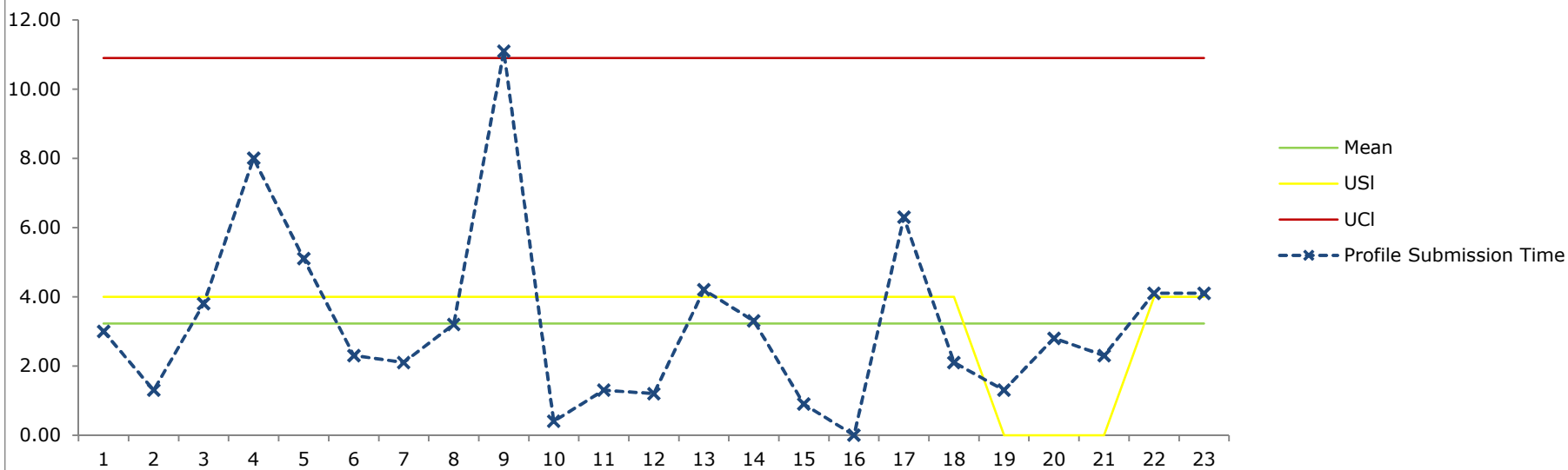
KPI Dashboard: January 2015

No of loans	678
No of Group Codes Created	23
Submission Process	
Process Name	Submission Process
Process KPI	Submission Time, First Time Yield(FTY)
Average Submission Time (in days)	3.23
Standard Deviation (in days)	2.56
SLA:	4 Days*
Process Definition	Time elapsed for updating of new borrower details into Rang De website

Profile Data Accuracy (FTY)



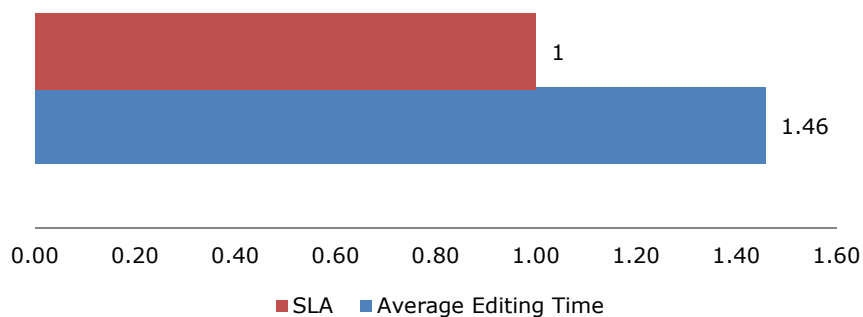
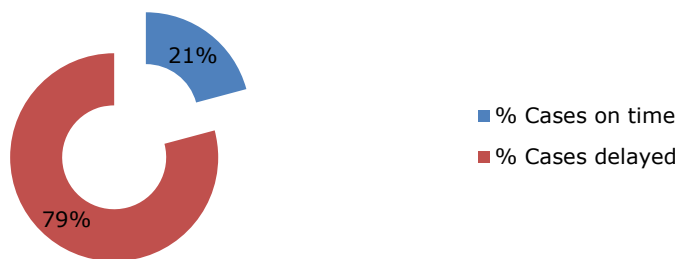
Process Control Chart



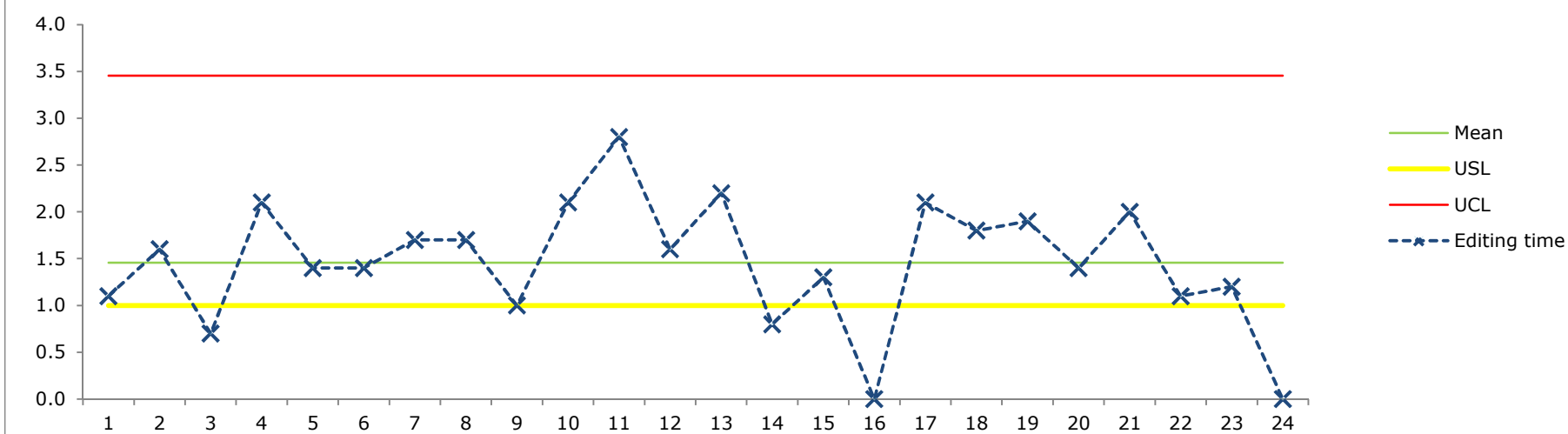
Editing Process

Process Name:	Editing Process
Process KPI:	Editing Time
Average Editing Time	1.46
Std.Dev	0.67
SLA:	1 Day*
Process Definition	Time Elapsed between sending data to editor and receipt of edited story

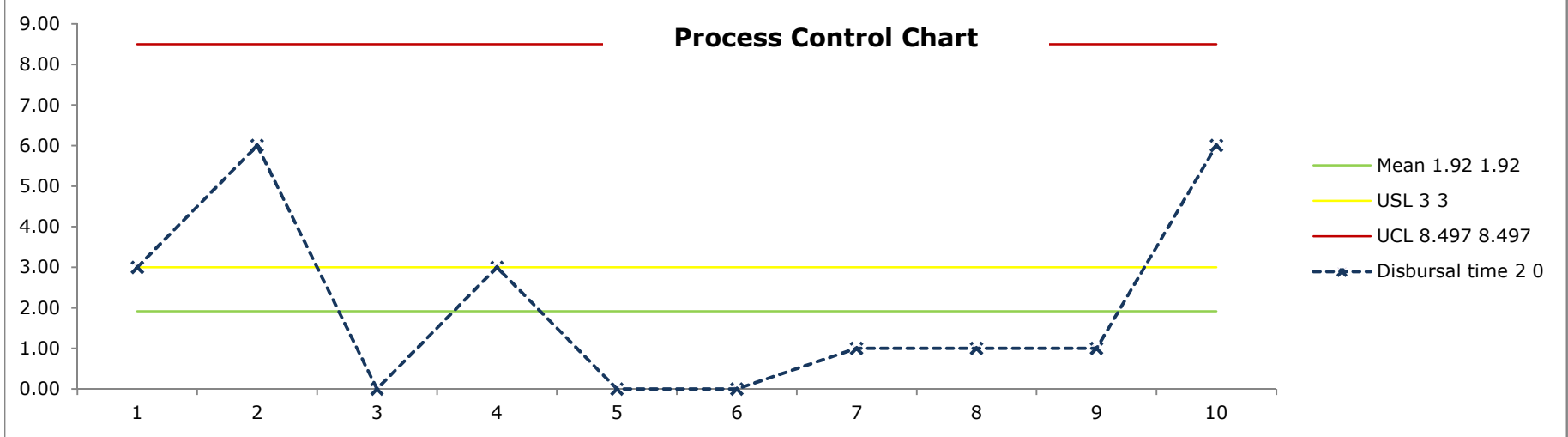
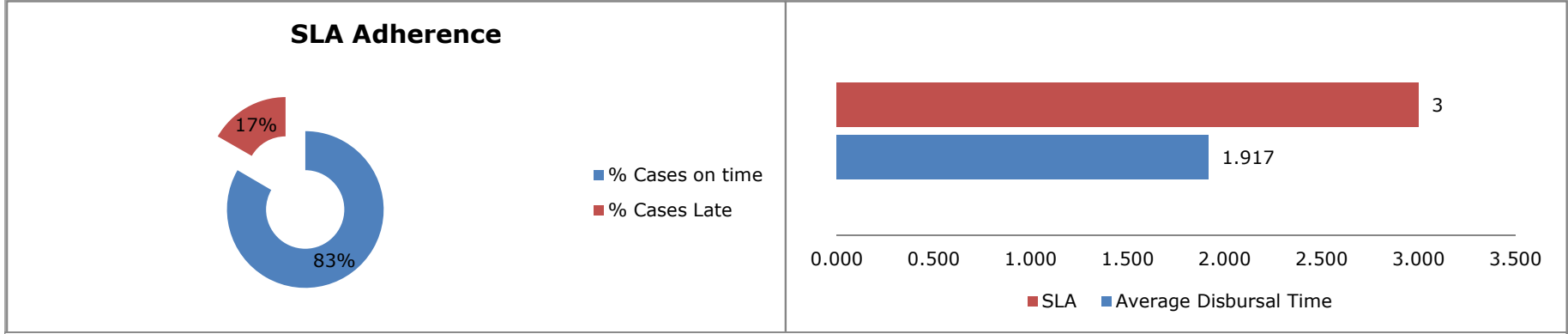
SLA Adherence



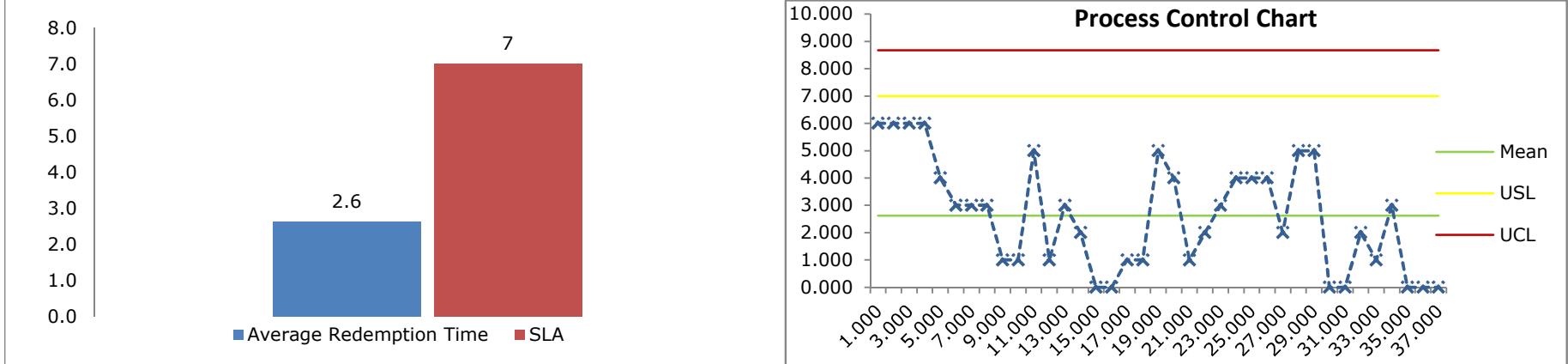
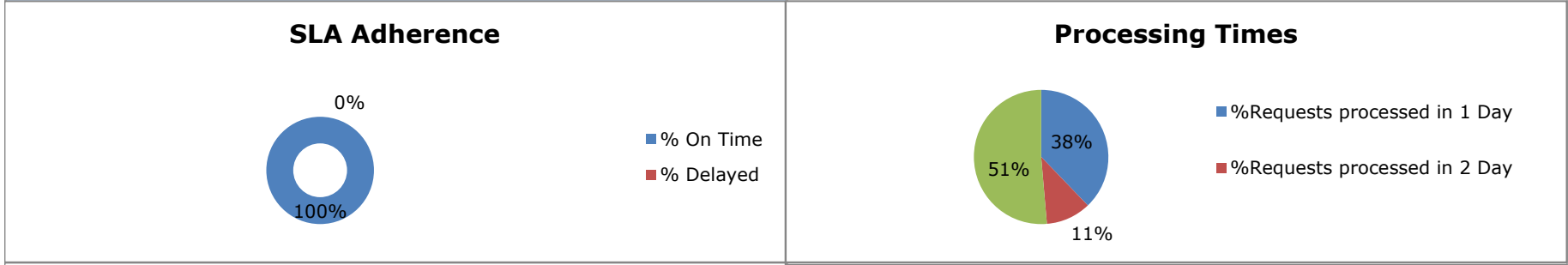
Process Control Chart



Disbursal Process	
Process Name:	Disbursal Process
Process KPI:	Disbursal Time
Average Submission Time	1.917
Std.Dev	2.193
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	2.622
Std.Dev	2.019
SLA:	5-7 Days*
Process Definition	Time elapsed from redemption request to transfer of amount to investor



*** Working Days**

Legend	
SLA	Service Level Agreement
St.Dev	Standard Deviation
FP	Field Partner
KPI	Key Performance Indicator

Process Explanation	
Disbursal 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 free lancers

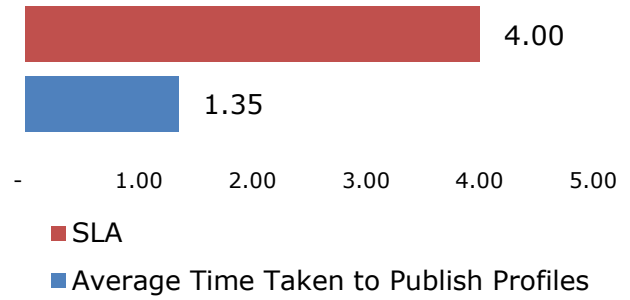
Profile Publishing Process

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

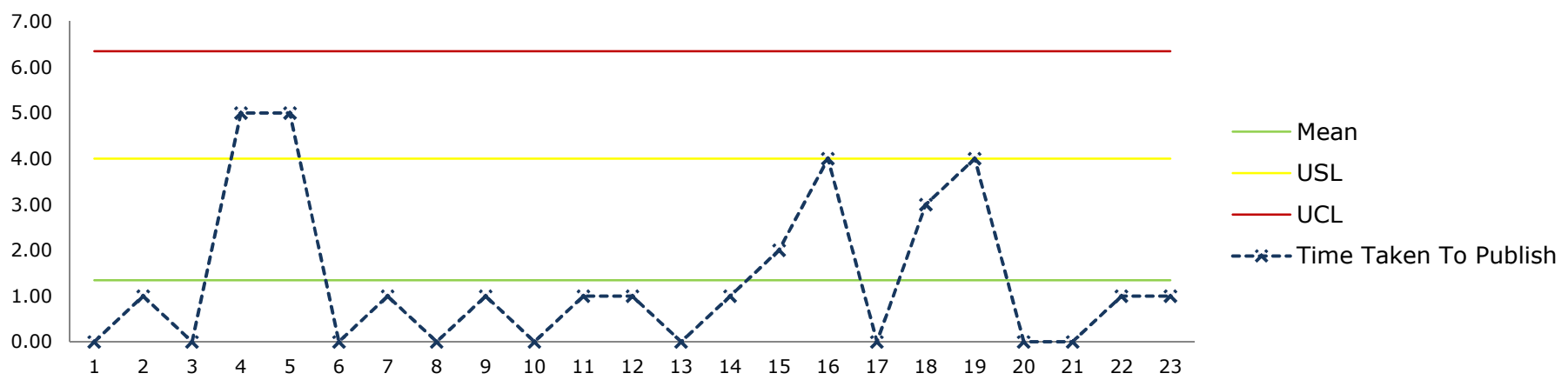
SLA Adherence



Average Vs SLA



Process Control Chart



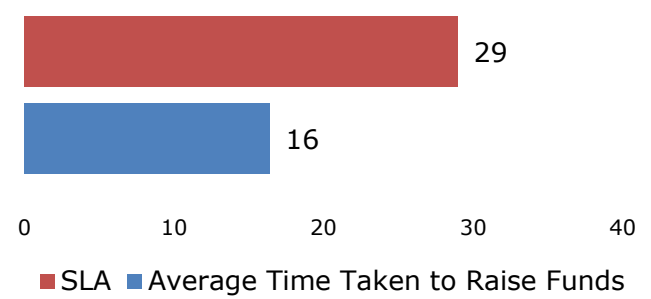
Fund Raising Process

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

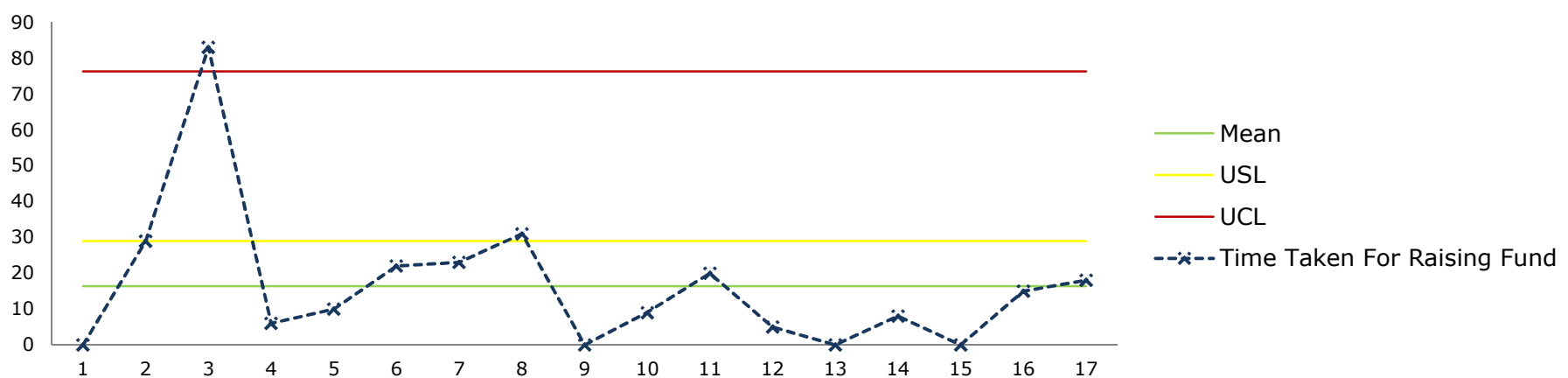
SLA Adherence



Average Vs SLA



Process Control Chart



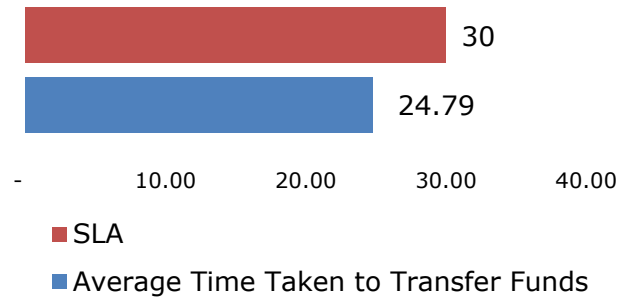
Fund Transfer Process

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

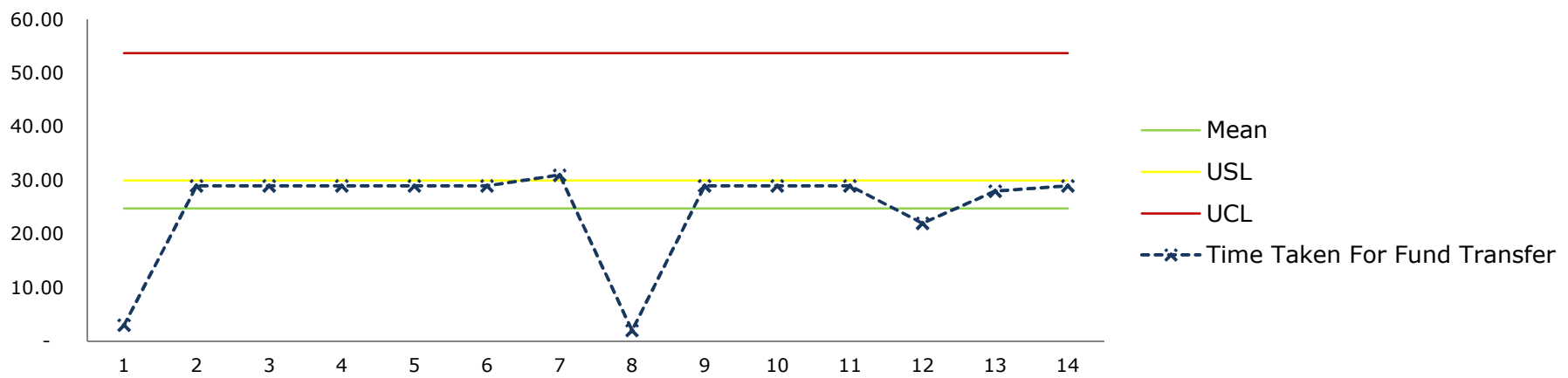
SLA Adherence



Average Vs SLA



Process Control Chart



* Working Days

Legend

SLA	Service Level Agreement
St.Dev	Standard Deviation
FP	Field Partner
KPI	Key Performance Indicator

Process Explanation

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