KPI Dashboard: JUNE 2014

No of borrowers added: 474
No of Group Codes Created: 14

Submission Process
- Process Name: Submission Process
- Process KPI: Submission Time, First Time Yield (FTY)
- Average Submission Time (in days): 3.15
- Standard Deviation (in days): 1.81
- SLA: 4 Days*
- Process Definition: Time elapsed for updation of new borrower details into Rang De website

Profile Data Accuracy (FTY)
- Accurate Profiles: 77%
- Inaccurate Profiles: 23%

Process Control Chart

Editing Process
- Process Name: Editing Process
- Process KPI: Editing Time
- Average Editing Time: 1.52
- Std. Dev: 0.38
- SLA: 1 Day*
- Process Definition: Time Elapsed between sending data to editor and receipt of edited story

SLA Adherence
- % Cases on time: 92%
- % Cases delayed: 8%

Process Control Chart
### Disbursal Process

<table>
<thead>
<tr>
<th>Process Name:</th>
<th>Disbursal Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process KPI:</td>
<td>Disbursal Time</td>
</tr>
<tr>
<td>Average Submission Time</td>
<td>2.429</td>
</tr>
<tr>
<td>Std.Dev</td>
<td>1.604</td>
</tr>
<tr>
<td>SLA:</td>
<td>3 Days*</td>
</tr>
</tbody>
</table>

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

**SLA Adherence**

- **% Cases on time**: 86%
- **% Cases late**: 14%

**Process Control Chart**

- **Mean**: Disbursal time
- **USL**: Average Disbursal Time
- **UCL**: 3 Days*

### Redemption Process

<table>
<thead>
<tr>
<th>Process Name:</th>
<th>Redemption Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process KPI:</td>
<td>Redemption Time</td>
</tr>
<tr>
<td>Average Redemption Time</td>
<td>2.389</td>
</tr>
<tr>
<td>Std.Dev</td>
<td>2.233</td>
</tr>
<tr>
<td>SLA:</td>
<td>5-7 Days*</td>
</tr>
</tbody>
</table>

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

**SLA Adherence**

- **% On time**: 97%
- **% Delayed**: 3%

**Process Control Chart**

- **Mean**: Average Redemption Time
- **USL**: SLA
- **UCL**: Average Redemption Time

**Processing Times**

- **% Requests processed in 1 Day**: 47%
- **% Requests processed in 2 Day**: 33%

* **Working Days**

**% Requests processed in 1 Day**

**% Requests processed in 2 Day**

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### 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/updation of borrower details onto the Rang DeDot Net website from the borrower application form.
- **Editing Process**: Involves conversion of new borrower data into presentable format. Performed mainly by freelancers.