No of loans: 761
No of Group Codes Created: 25

**Submission Process**
- Process Name: Submission Process
- Process KPI: Submission Time, First Time Yield (FTY)
- Average Submission Time (in days): 3.28
- Standard Deviation (in days): 2.20
- SLA: 4 Days*
- Process Definition: Time elapsed for updating of new borrower details into Rang De website

**Profile Data Accuracy (FTY)**
- Accurate Profiles: 31%
- Inaccurate Profiles: 69%

**Process Control Chart**

**Editing Process**
- Process Name: Editing Process
- Process KPI: Editing Time
- Average Editing Time: 1.50
- Std. Dev: 0.96
- SLA: 1 Day*
- Process Definition: Time elapsed between sending data to editor and receipt of edited story

**SLA Adherence**
- % Cases on time: 50%
- % Cases delayed: 50%

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

<table>
<thead>
<tr>
<th>Process Name</th>
<th>Fund Raising Process for a Group Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process KPI</td>
<td>Fund Raising Time</td>
</tr>
<tr>
<td>Average Submission Time (in days)</td>
<td>0</td>
</tr>
<tr>
<td>Standard Deviation (in days)</td>
<td>0.00</td>
</tr>
<tr>
<td>SLA</td>
<td>0</td>
</tr>
</tbody>
</table>

#### SLA Adherence

- 30% %on time
- 70% %not on time

#### Average Vs SLA

- SLA: 29
- Average: 26

### Fund Transfer Process

<table>
<thead>
<tr>
<th>Process Name</th>
<th>Fund Transfer Process for a Group Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process KPI</td>
<td>Fund Transfer Time</td>
</tr>
<tr>
<td>Average Submission Time (in days)</td>
<td>0</td>
</tr>
<tr>
<td>Standard Deviation (in days)</td>
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</tr>
<tr>
<td>SLA</td>
<td>1</td>
</tr>
</tbody>
</table>

#### SLA Adherence

- 0% %on time
- 100% %not on time

#### Average Vs SLA

- SLA: 30
- Average: 0.55

### Process Control Chart

#### Mean, USL, UCL

- Time Taken To Publish
- Time Taken For Raising Funds
- Time Taken For Fund Transfer

*Working Days*
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.

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 freelance workers.