KPI Dashboard: January 2016

| No of Loans | 1179 |
| No of Group Codes Created | 43 |

**Submission Process**
- **Process Name**: Submission Process
- **Process KPI**: Submission Time, First Time Yield (FTY)
- **Average Submission Time (in days)**: 2.73
- **Standard Deviation (in days)**: 2.19
- **SLA**: 4 Days*
- **Process Definition**: Time elapsed for updating 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**: 2.94
- **Std Dev**: 2.09
- **SLA**: 1 Day*
- **Process Definition**: Time Elapsed between sending data to editor and receipt of edited story

**SLA Adherence**
- % Cases on time: 80%
- % Cases delayed: 20%

**Process Control Chart**

**Disbursal Process**
- **Process Name**: Disbursal Process
- **Process KPI**: Disbursal Time
- **Average Disbursal Time**: 1.902
- **Std Dev**: 3.604
- **SLA**: 3 Days*
- **Process Definition**: Time elapsed from fund transfer till updating of disbursement details by FP
SLA Adherence

Process Control Chart

Redemption Process

Process Name: Redemption Process
Process KPI: Redemption Time
Average Redemption Time: 1.458
Std. Dev: 1.304
SLA: 5-7 Days
Process Definition: Time elapsed from redemption request to transfer of amount to investor

SLA Adherence

Processing Times

Profile Publishing Process

Process Name: Profile Publishing Process for a Group Code
Process KPI: Publishing Time
Average Publishing Time: 4.97
Standard Deviation: 5.96
SLA: 4
Process Definition: Time Taken to Publish all Profiles of a particular Group

Average Vs SLA

Process Control Chart
## Fund Raising Process

**Process Name**: Fund Raising Process for a Group Code  
**Process KPI**: Fund Raising Time  
**Average Fund Raising Time (in days)**: 7  
**Standard Deviation (in days)**: 9.90  
**SLA**: 29  
**Process Definition**: Time Taken to Raise Funds for a particular Group

### SLA Adherence

- 96% on time  
- 4% not on time

### Average Vs SLA

<table>
<thead>
<tr>
<th>SLA</th>
<th>Average Time Taken to Raise Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td>29</td>
<td>7</td>
</tr>
</tbody>
</table>

### Process Control Chart

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

## Fund Transfer Process

**Process Name**: Fund Transfer Process for a Group Code  
**Process KPI**: Fund Transfer Time  
**Average Fund Transfer Time (in days)**: 26.52  
**Standard Deviation (in days)**: 9.49  
**SLA**: 30  
**Process Definition**: Time Taken to Transfer Funds of a particular Group to Field Partner

### SLA Adherence

- 95% on time

### Average Vs SLA

<table>
<thead>
<tr>
<th>SLA</th>
<th>Average Time Taken to Transfer Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td>30</td>
<td>26.52</td>
</tr>
</tbody>
</table>

### Process Control Chart

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

*Working Days*

### Legend

<table>
<thead>
<tr>
<th>KPI</th>
<th>Key Performance Indicator</th>
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</thead>
<tbody>
<tr>
<td>SLA</td>
<td>Service Level Agreement</td>
</tr>
<tr>
<td>St.Dev</td>
<td>Standard Deviation</td>
</tr>
<tr>
<td>PP</td>
<td>Field Partner</td>
</tr>
</tbody>
</table>

### Process Explanation

**Disbursement 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.

**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 freelancers.

**Publishing Process**: Once the profiles are submitted by the editors, the team screen and publish them on the website. This process is called 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 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 Fund Transfer Process.