KPI Dashboard: June 2017

| No of Loan Profiles | 596 |
| No of Group Codes Created | 22 |

**Submission Process**

- **Process Name:** Submission Process
- **Process KPI:** Submission Time, First Time Yield (FTY)
- **Average Submission Time (in days):** 2.20
- **Standard Deviation (in days):** 2.73
- **SLA:** 4 Days*
- **Process Definition:** Time elapsed for updating of new borrower details into Rang De website

**Profile Data Accuracy (FTY)**

- **Accurate Profiles:** 86%
- **Inaccurate Profiles:** 14%

**Process Control Chart**

**Editing Process**

- **Process Name:** Editing Process
- **Process KPI:** Editing Time
- **Average Editing Time:** 3.00
- **Std Dev:** 4.61
- **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**

**Disbursement Process**

- Mean
- USL
- UCL
- SLA Adherence
- % Cases on time
- % Cases delayed
- Average Disbursement Time
Process Name: Disbursal Process
Process KPI: Disbursal Time
Average Disbursal Time: 4.222
Std.Dev: 5.430
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: 3.973
Std.Dev: 2.236
SLA: 5-7 Days*
Process Definition: Time elapsed from redemption request to transfer of amount to investor

SLA Adherence

Processing Times

Process Control Chart

Profile Publishing Process
Process Name: Profile Publishing Process for a Group Code
Process KPI: Publishing Time
Average Publishing Time (in days): 1.55
Standard Deviation (in days): 4.12
SLA: 4
Process Definition: Time Taken to Publish all Profiles of a particular Group

SLA Adherence

Average Vs SLA
**Fund Raising Process**

- **Process Name**: Fund Raising Process for a Group Code
- **Process KPI**: Fund Raising Time
- **Average Fund Raising Time (in days)**: 51
- **Standard Deviation (in days)**: 26.12
- **SLA**: 45

**SLA Adherence**

- **% on time**: 24%
- **% not on time**: 76%

**Average Vs SLA**

- **SLA**: 40
- **Average Time Taken to Raise Funds**: 51

**Process Control Chart**

- **Mean**, **USL**, **UCL**, **Time Taken To Publish**

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**Fund Transfer Process**

- **Process Name**: Fund Transfer Process for a Group Code
- **Process KPI**: Fund Transfer Time
- **Average Fund Transfer Time (in days)**: 45.42857143
- **Standard Deviation (in days)**: 23.64
- **SLA**: 46

**SLA Adherence**

- **% on time**: 21%
- **% not on time**: 79%

**Average Vs SLA**

- **SLA**: 41
- **Average Time Taken to Transfer Funds**: 45.43

**Process Control Chart**

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

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- **Process Name**: Fund Transfer Process for a Group Code
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**Process Control Chart**

- **Mean**, **USL**, **UCL**, **Time Taken For Fund Transfer**
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<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>
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KPI Dashboard: June 2017

**Submission Process**

- **Process Name**: Submission Process
- **Process KPI**: Submission Time, First Time Yield (FTY)
- **Average Submission Time (in days)**: 2.20
- **Standard Deviation (in days)**: 2.73
- **SLA**: 4 Days*
- **Process Definition**: Time elapsed for updating of new borrower details into Rang De website

**Profile Data Accuracy (FTY)**

- **Accurate Profiles**
- **Inaccurate Profiles**

**Process Control Chart**

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- **Average Editing Time**: 3.00
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- **SLA**: 1 Day*
- **Process Definition**: Time Elapsed between sending data to editor and receipt of edited story

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- **% Cases on time**
- **% Cases delayed**

**Process Control Chart**

**Disbursement Process**
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<td>SLA</td>
<td>3 Days*</td>
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<td>Process Definition</td>
<td>Time elapsed from fund transfer till updating of disbursement details by FP</td>
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### SLA Adherence

- % Cases on time: 74%
- % Cases Late: 26%

### Process Control Chart

- Mean: 4.222
- USL: 5.430
- UCL: 6.500

## Process Name: Redemption Process

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### SLA Adherence

- % On Time: 90%
- % Delayed: 10%

### Processing Times

- % Requests processed in 1 Day: 11%
- % Requests processed in 2 Day: 74%
- % Requests processed in 3 Day: 15%

### Process Control Chart

- Mean: 3.973
- USL: 5.200
- UCL: 6.425

## Profile Publishing Process

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### SLA Adherence

- % On Time: 85%
- % Not On Time: 15%
**Fund Raising Process**

- **Process Name**: Fund Raising Process for a Group Code
- **Process KPI**: Fund Raising Time
- **Average Fund Raising Time (in days)**: 51
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- **SLA**: 45
- **Process Definition**: Time Taken to Raise Funds for a particular Group

**SLA Adherence**

- 24% on time
- 76% not on time

**Average Vs SLA**

- SLA: 51
- Average Time Taken to Raise Funds: 40

**Process Control Chart**

- Mean
- USL
- UCL
- Time Taken To Publish

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**Fund Transfer Process**

- **Process Name**: Fund Transfer Process for a Group Code
- **Process KPI**: Fund Transfer Time
- **Average Fund Transfer Time (in days)**: 45.43
- **Standard Deviation (in days)**: 23.64
- **SLA**: 46
- **Process Definition**: Time Taken to Transfer Funds of a particular Group to Field Partner

**SLA Adherence**

- 21% on time
- 79% not on time

**Average Vs SLA**

- SLA: 45.43
- Average Time Taken to Transfer Funds: 41

**Process Control Chart**

- Mean
- USL
- UCL
- Time Taken For Raising Fund
## Working Days

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<td>St.Dev</td>
<td>Standard Deviation</td>
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<td>FP</td>
<td>Field Partner</td>
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<tr>
<td>KPI</td>
<td>Key Performance Indicator</td>
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