

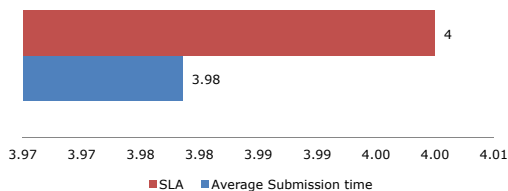
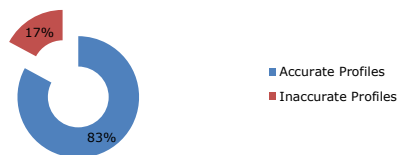
KPI Dashboard: MAY 2014

No of borrowers added	474
No of Group Codes Created	14

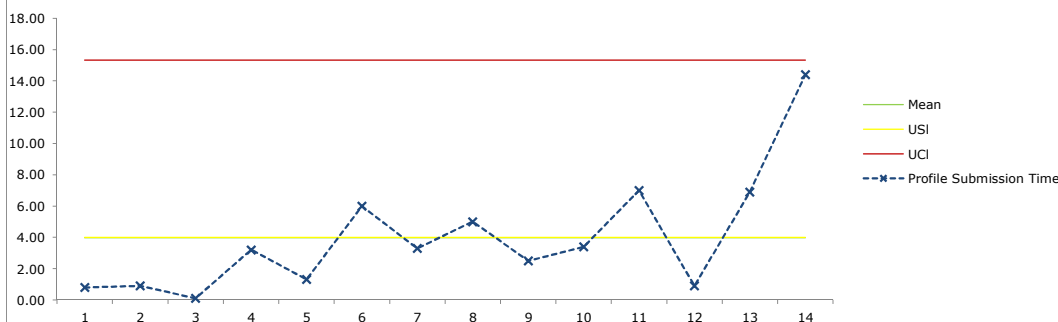
Submission Process

Process Name	Submission Process
Process KPI	Submission Time,First Time Yield(FTY)
Average Submission Time (in days)	3.98
Standard Deviation (in days)	3.79
SLA:	4 Days*
Process Definition	Time elapsed for updation of new borrower details into Rang De website

Profile Data Accuracy (FTY)



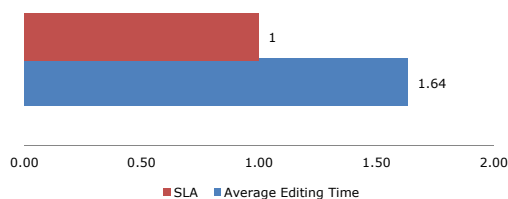
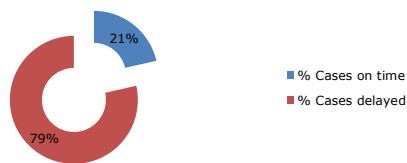
Process Control Chart



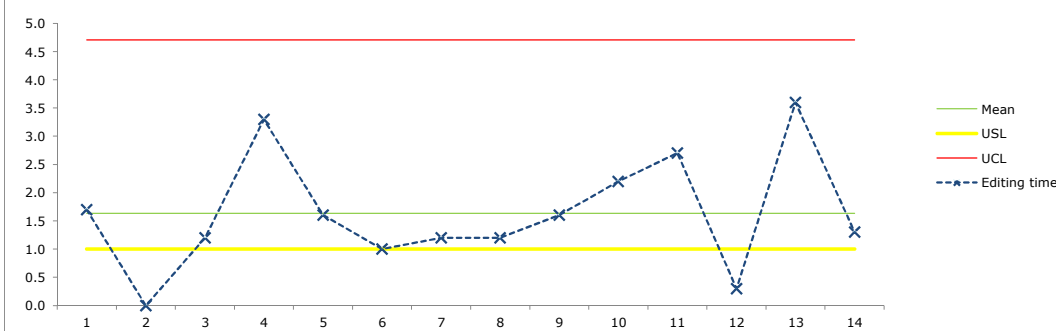
Editing Process

Process Name:	Editing Process
Process KPI:	Editing Time
Average Editing Time	1.64
Std.Dev	1.02
SLA:	1 Day*
Process Definition	Time Elapsed between sending data to editor and receipt of edited story

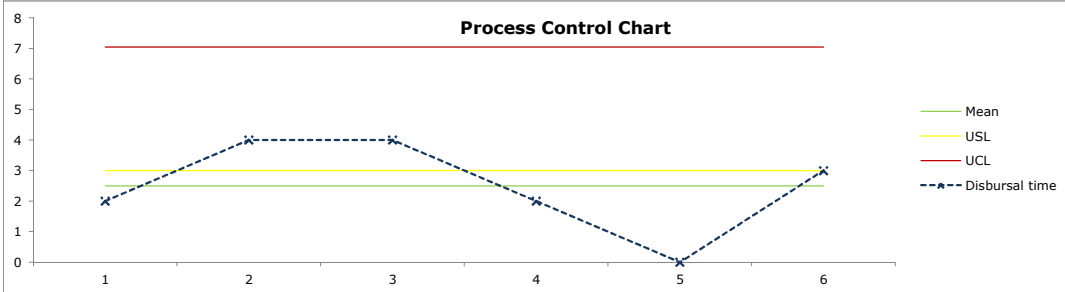
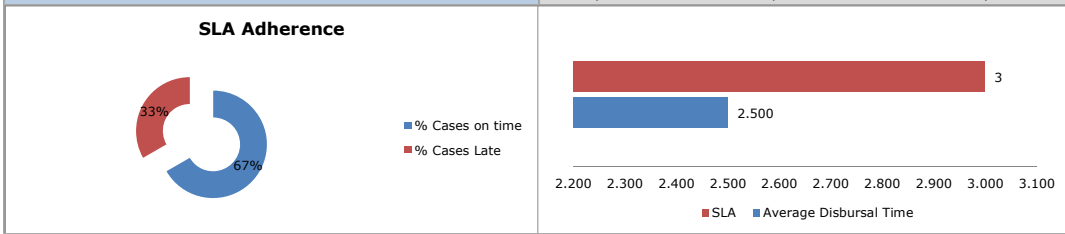
SLA Adherence



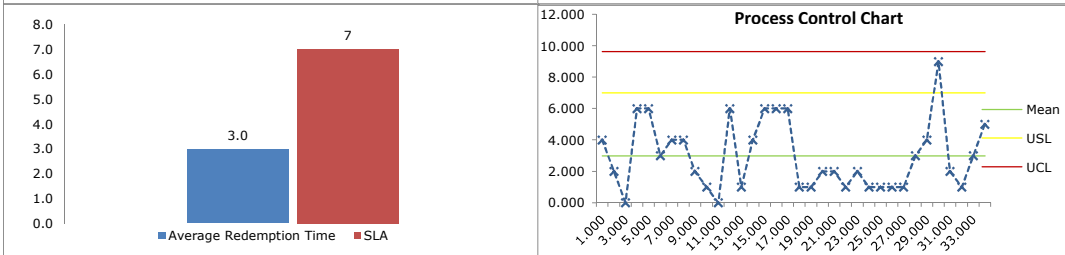
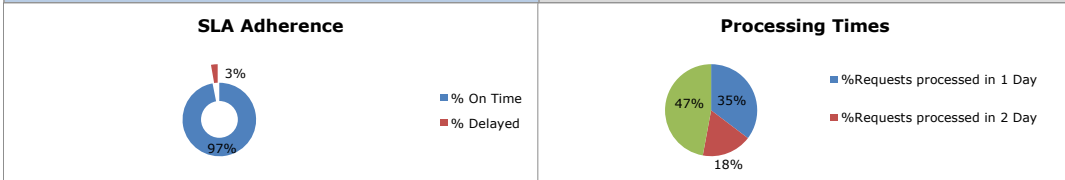
Process Control Chart



Disbursal Process	
Process Name:	Disbursal Process
Process KPI:	Disbursal Time
Average Submission Time	2.500
Std.Dev	1.517
SLA:	3 Days*
Process Definition	Time elapsed from fund tranfer till updation of disbursement details by FP



Redemption Process	
Process Name:	Redemption Process
Process KPI:	Redemption Time
Average Redemption Time	2.971
Std.Dev	2.222
SLA:	5-7 Days*
Process Definition	Time elapsed from redemption request to transfer of amount to investor



*** Working Days**

**In all the process listed above, the SLA is considered as USL whereas UCL is computed in accordance with the standard data. This explains the reason behind USL being greater than UCL in Disbursal and Redemption process.

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/update 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