KPI Dashboard: March 2016

<table>
<thead>
<tr>
<th>No of loans</th>
<th>1384</th>
</tr>
</thead>
<tbody>
<tr>
<td>No of Group Codes Created</td>
<td>50</td>
</tr>
</tbody>
</table>

**Submission Process**

- **Process Name**: Submission Process
- **Process KPI**: Submission Time, First Time Yield (FTY)
- **Average Submission Time (in days)**: 3.49
- **Standard Deviation (in days)**: 3.28
- **SLA**: 4 Days*

**Process Definition**: Time elapsed for updating of new borrower details into Rang De website

**Profile Data Accuracy (FTY)**

- **Accurate Profiles**: 40%
- **Inaccurate Profiles**: 60%

**Process Control Chart**

**Editing Process**

- **Process Name**: Editing Process
- **Process KPI**: Editing Time
- **Average Editing Time**: 1.49
- **Std.Dev**: 1.69
- **SLA**: 1 Day*

**Process Definition**: Time Elapsed between sending data to editor and receipt of edited story

**SLA Adherence**

- **% Cases on time**: 70%
- **% Cases delayed**: 30%

**Process Control Chart**

**Disbursement Process**
**Process Name:** Disbursal Process  
**Process KPI:** Disbursal Time  
**Average Disbursal Time:** 2.605  
**Std.Dev:** 4.929  
**SLA:** 3 Days*  
**Process Definition**  
Time elapsed from fund transfer till updating of disbursement details by FP

**SLA Adherence**  
- % Cases on time: 87%  
- % Cases Late: 13%

**Process Control Chart**

**Redemption Process**

**Process Name:** Redemption Process  
**Process KPI:** Redemption Time  
**Average Redemption Time:** 2.821  
**Std.Dev:** 2.220  
**SLA:** 5-7 Days**  
**Process Definition**  
Time elapsed from redemption request to transfer of amount to investor

**SLA Adherence**  
- % On Time: 99%  
- % Delayed: 1%

**Processing Times**  
- % Requests processed in 1 Day: 41%  
- % Requests processed in 2 Day: 49%  
- % Requests not processed: 10%

**Profile Publishing Process**

**Process Name:** Profile Publishing Process for a Group Code  
**Process KPI:** Publishing Time  
**Average Publishing Time (in days):** 6.41  
**Standard Deviation (in days):** 7.88  
**SLA:** 4  
**Process Definition**  
Time Taken to Publish all Profiles of a particular Group

**SLA Adherence**  
- % On time: 50%  
- % Not on time: 50%

**Average Vs SLA**  
- Average Time Taken to Publish Profiles: 6.41
<table>
<thead>
<tr>
<th>Process Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Disbursal Process</strong></td>
</tr>
<tr>
<td>Once the loan amount is raised the funds are then transferred to the field partner.</td>
</tr>
<tr>
<td>The process of distributing the loan amount by the field partner is called the</td>
</tr>
<tr>
<td>disbursal process</td>
</tr>
<tr>
<td><strong>Redemption Process</strong></td>
</tr>
<tr>
<td>When an investor wants to withdraw his investment from Rang DE, he/she sends a</td>
</tr>
<tr>
<td>request which is then processed and amount transferred into their account</td>
</tr>
<tr>
<td><strong>Submission Process</strong></td>
</tr>
<tr>
<td>Submission Process involves the transfer/updating of borrower details onto the Rang</td>
</tr>
<tr>
<td>De Dot Net website from the borrower application form</td>
</tr>
<tr>
<td><strong>Editing Process</strong></td>
</tr>
<tr>
<td>Involves conversion of new borrower data into presentable format. Performed</td>
</tr>
<tr>
<td>mainly by free lancers</td>
</tr>
<tr>
<td><strong>Publishing Process</strong></td>
</tr>
<tr>
<td>Once the Profiles are submitted by the editors, the team screen and publish them on</td>
</tr>
<tr>
<td>the website. This process is called as Publishing process</td>
</tr>
<tr>
<td><strong>Fund Raising Process</strong></td>
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<tr>
<td>Once the profiles are published on the website, it remains there for 30 days for</td>
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<tr>
<td>raising the funds online. This process is called as Fund raising process</td>
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<tr>
<td><strong>Fund Transfer Process</strong></td>
</tr>
<tr>
<td>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</td>
</tr>
</tbody>
</table>