

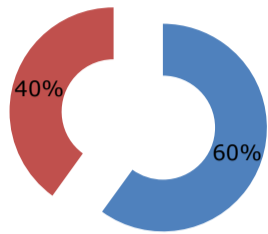
KPI Dashboard: March 2016

No of loans	1384
No of Group Codes Created	50

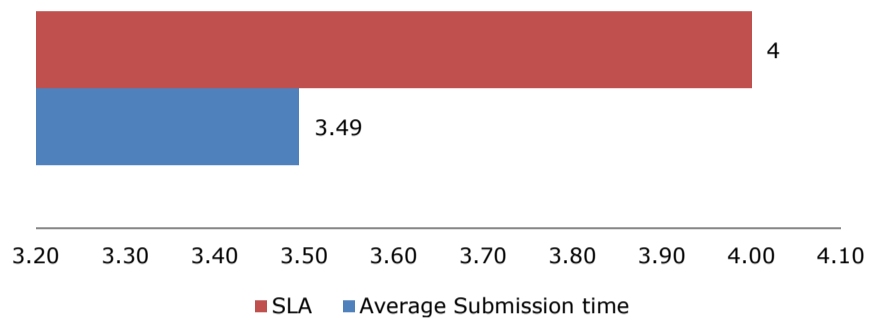
Submission Process

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

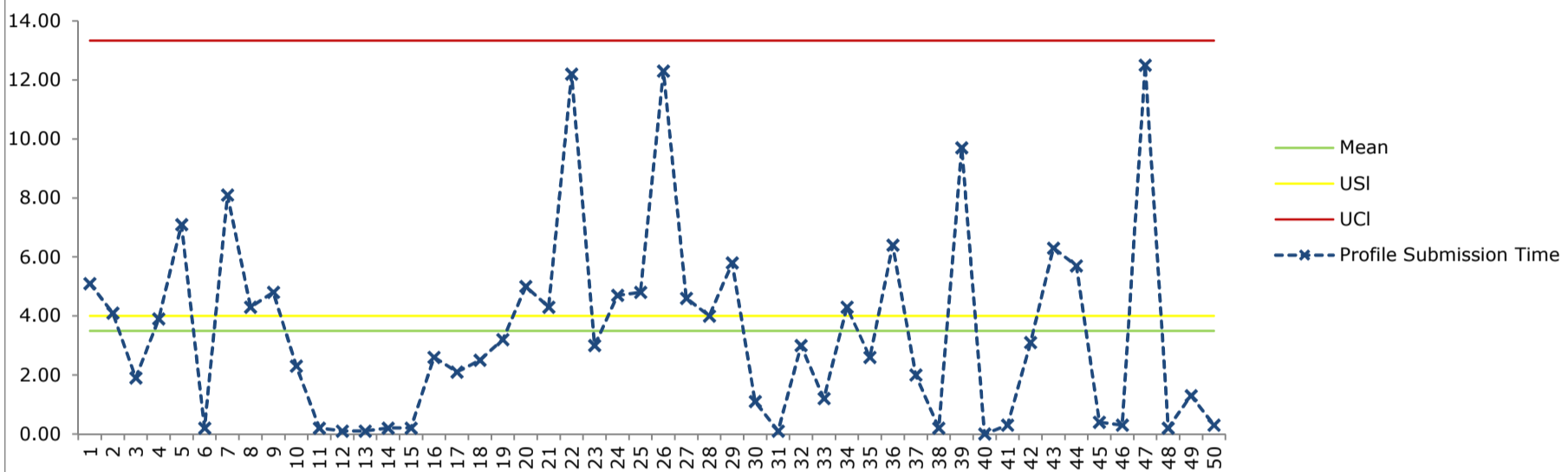
Profile Data Accuracy (FTY)



■ Accurate Profiles
■ Inaccurate Profiles



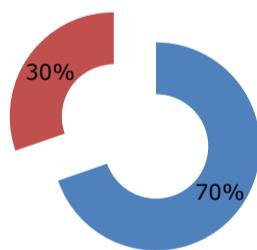
Process Control Chart



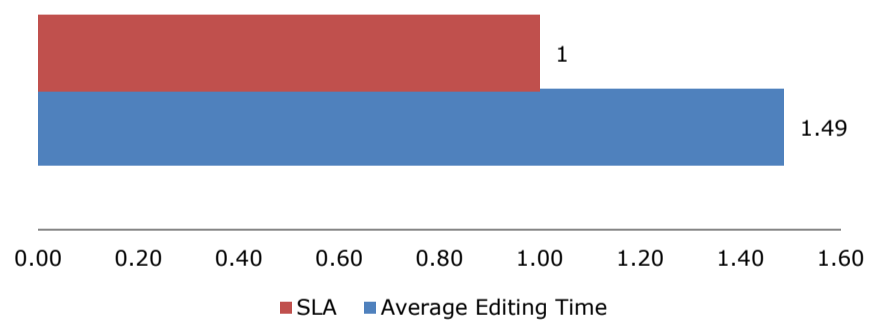
Editing Process

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

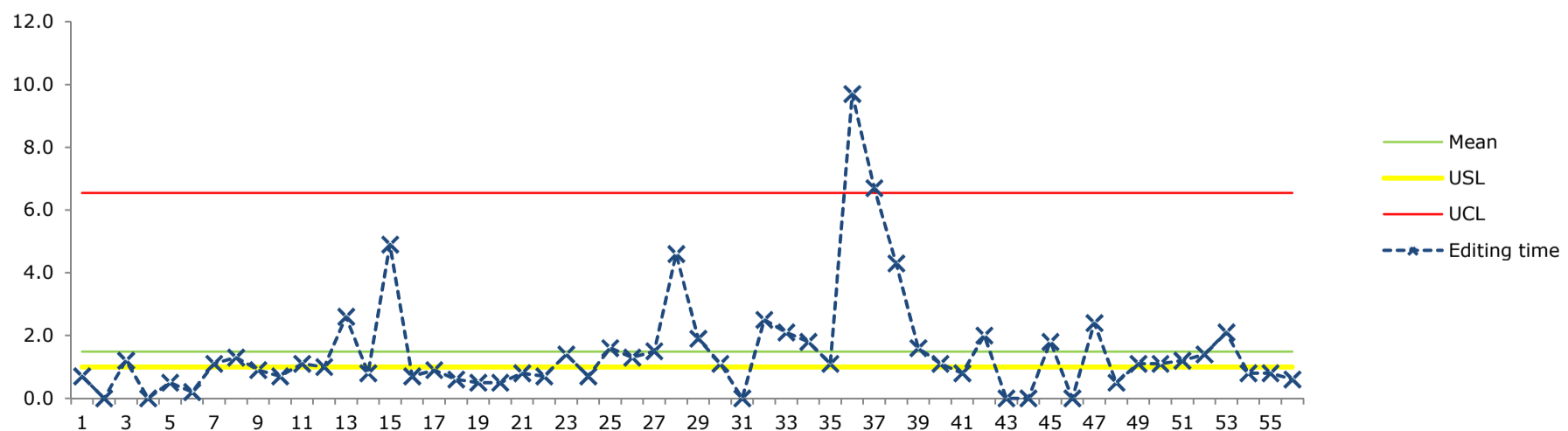
SLA Adherence



■ % Cases on time
■ % Cases delayed



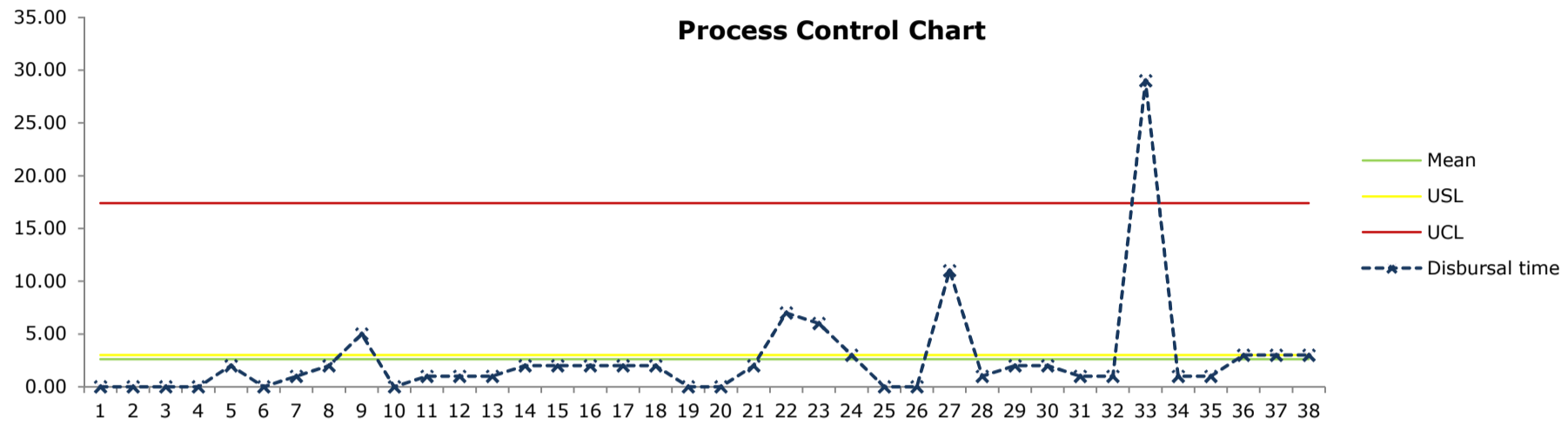
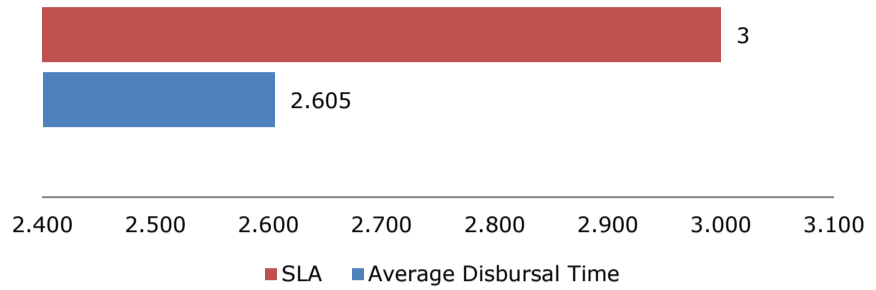
Process Control Chart



Disbursal 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

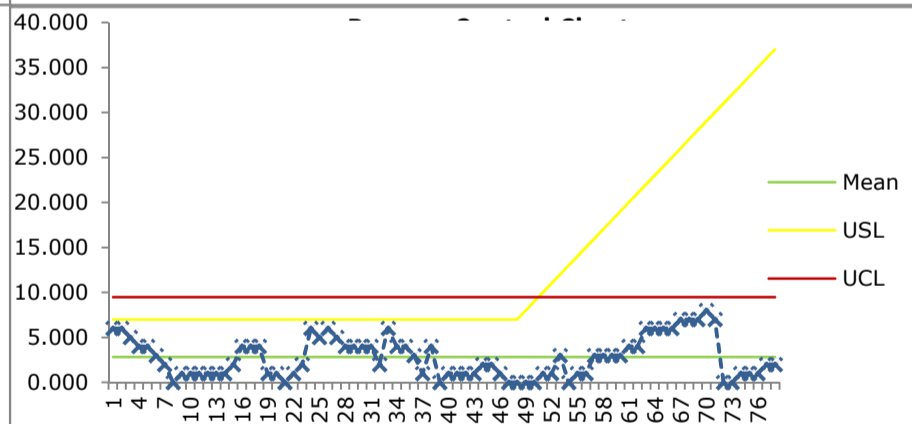
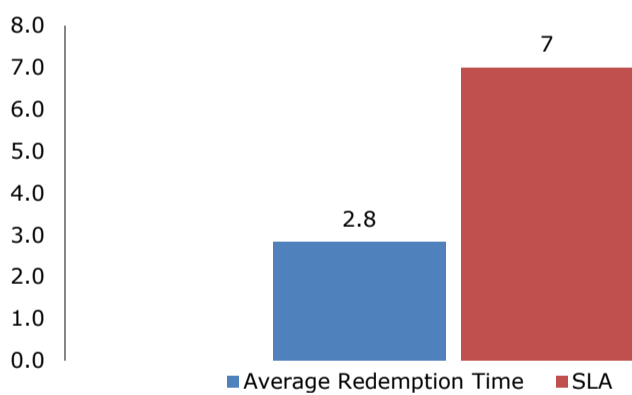
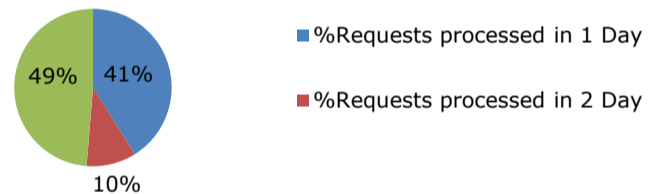


Redemption Process	
Process Name:	Redemption Process
Process KPI:	Redemption Time
Average Redemption Time	2.821
Std.Dev	2.220
SLA:	5-7 Days*
Process Definition	Time elapsed from redemption request to transfer of amount to investor

SLA Adherence



Processing Times

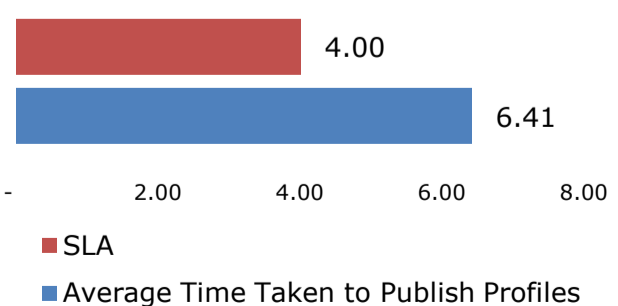


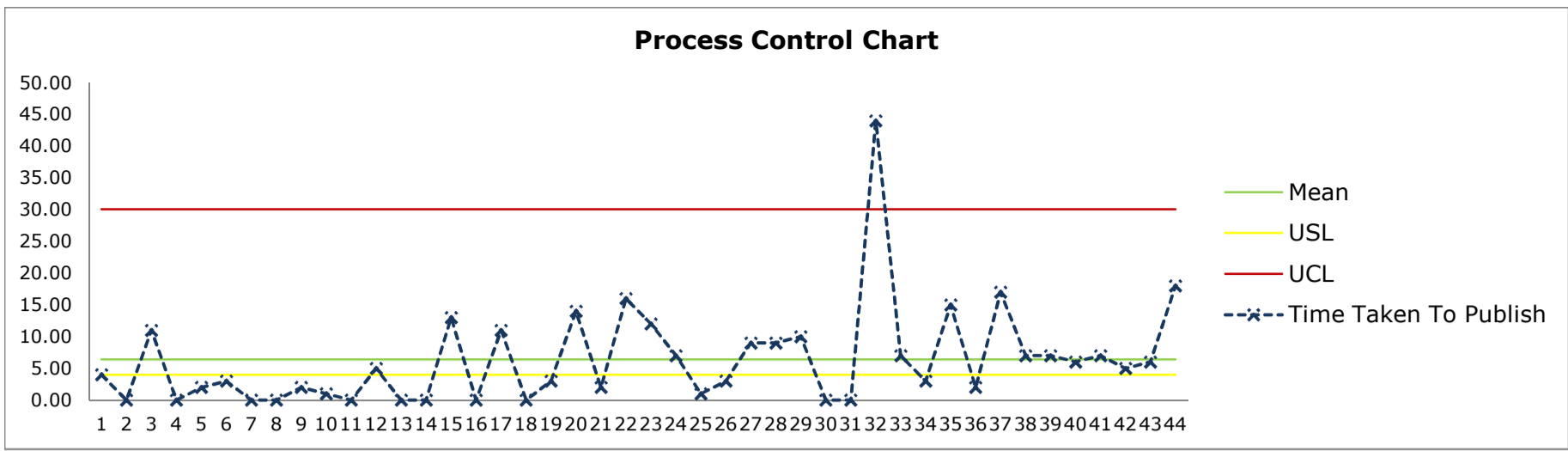
Profile Publishing Process	
Process Name	Profile Publishing Process for a Group Code
Process KPI	Publishing Time
Average Publishing Time (in days)	6.41
Standard Deviation (in days)	7.88
SLA	4
Process Definition	Time Taken to Publish all Profiles of a particular Group

SLA Adherence

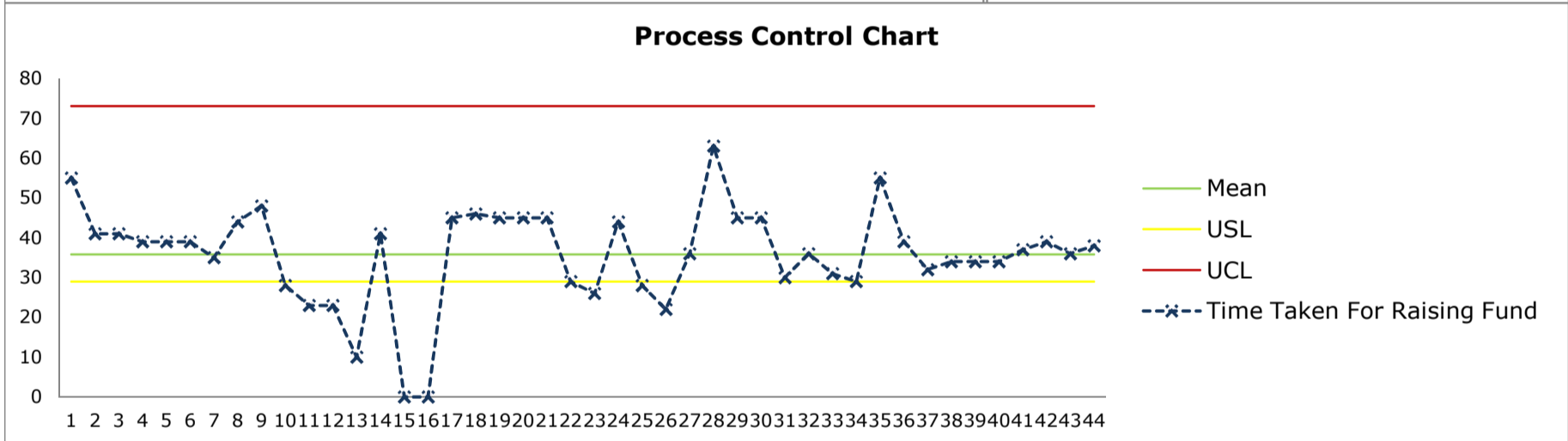
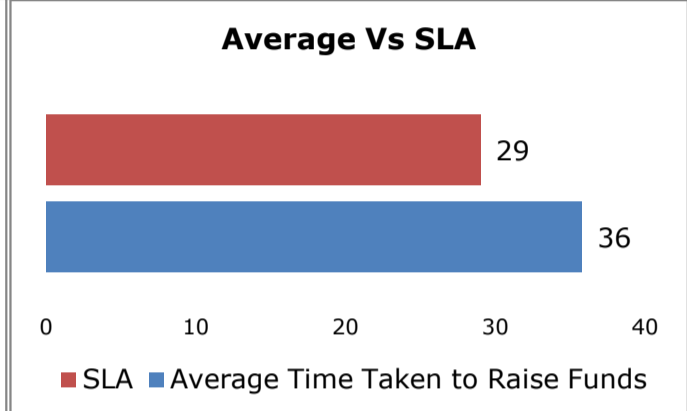
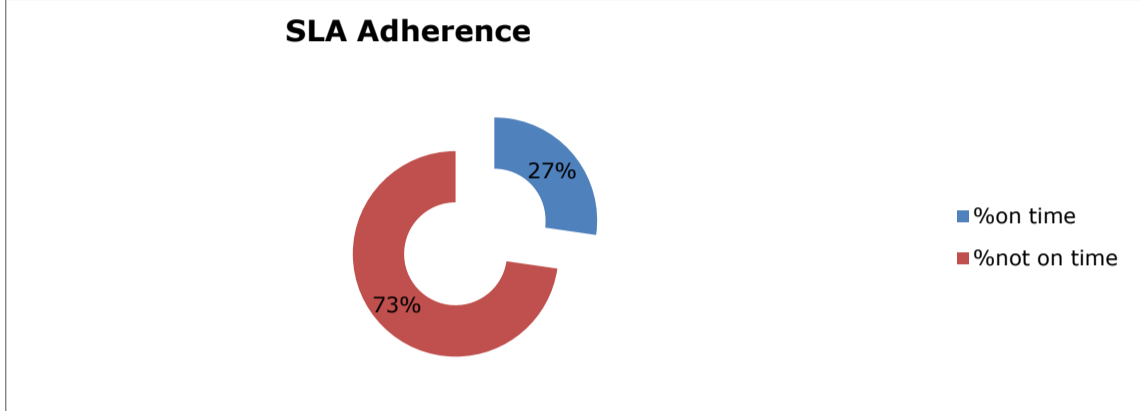


Average Vs SLA

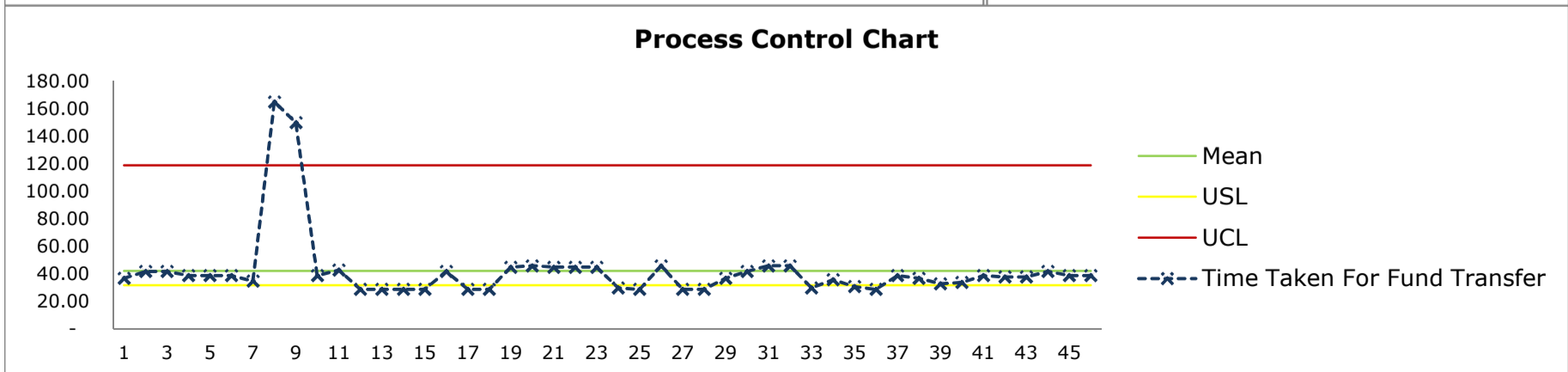
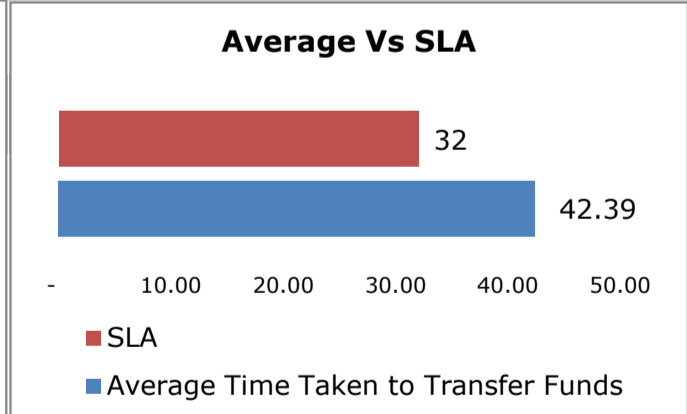
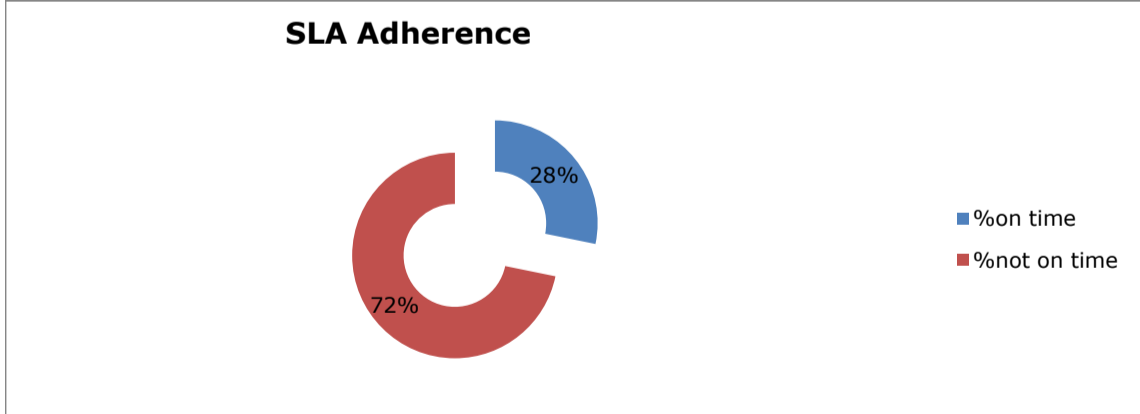




Fund Raising Process	
Process Name	Fund Raising Process for a Group Code
Process KPI	Fund Raising Time
Average Fund Raising Time (in days)	36
Standard Deviation (in days)	12.44
SLA	29
Process Definition	Time Taken to Raise Funds for a particular Group



Fund Transfer Process	
Process Name	Fund Transfer Process for a Group Code
Process KPI	Fund Transfer Time
Average Fund Transfer Time (in days)	42.39
Standard Deviation (in days)	25.56
SLA	32
Process Definition	Time Taken to Transfer Funds of a particular Group to Field Partner



*** Working Days****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/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 free lancers
Publishing Process	Once the Profiles are submitted by the editors, the team screen and publish them on the website. This process is called as 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 as 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 as Fund Transfer Process