KPI Dashboard: May 2018

No of Loan Profiles: 430
No of Group Codes Created: 28

<table>
<thead>
<tr>
<th>Process Name</th>
<th>Process KPI</th>
<th>Average Submission Time (in days)</th>
<th>Standard Deviation (in days)</th>
<th>SLA:</th>
<th>Process Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submission Process</td>
<td>Submission Process, First Time Yield (FTY)</td>
<td>1.71</td>
<td>1.85</td>
<td>4 Days*</td>
<td>Time elapsed for updating of new borrower details into Rang De website</td>
</tr>
</tbody>
</table>

**Profile Data Accuracy (FTY)**

- Accurate Profiles: 65%
- Inaccurate Profiles: 35%

**SLA Adherence**

- % Cases on time: 45%
- % Cases delayed: 55%

**Process Control Chart**

**Editing Process**

- Process Name: Editing Process
- Process KPI: Editing Time
- Average Editing Time: 1.52
- Std. Dev: 1.77
- SLA: 1 Day*

**Process Control Chart**
**Disbursal Process**

- **Process Name:** Disbursal Process
- **Process KPI:** Disbursal Time
- **Average Disbursal Time:** 57.000
- **Std. Dev:** 7.071
- **SLA:** 3 Days*

**Process Definition:**
Time elapsed from fund transfer till updating of disbursement details by FP.

**SLA Adherence**
- 0% Cases on time
- 100% Cases Late

**Process Control Chart**

- Mean
- USL
- UCL
- Disbursal time

- 3 SLA
- Average Disbursal Time

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**Redemption Process**

- **Process Name:** Redemption Process
- **Process KPI:** Redemption Time
- **Average Redemption Time:** 4.170
- **Std.Dev:** 2.907
- **SLA:** 5-7 Days*

**Process Definition:**
Time elapsed from redemption request to transfer of amount to investor.

**SLA Adherence**
- 2% Cases on time
- 98% Cases Late

**Processing Times**
- 72% Requests processed in 1 Day
- 3% Requests processed in 2 Days
- 25% Requests processed in 3 Days or more

**Process Control Chart**

- Mean
- USL
- UCL

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**Profile Publishing Process**

- **Process Name:** Profile Publishing Process for a Group Code
- **Process KPI:** Publishing Time
- **Average Publishing Time (in days):** 0.07
- **Standard Deviation (in days):** 0.38
- **SLA:** 4

**Process Definition:**
Time Taken to Publish all Profiles of a particular Group.

**SLA Adherence**
- 0% Cases on time
- 100% Cases Late

**Average Vs SLA**
- 0.07
- 4.00
Process Name
Fund Raising Process for a Group Code
Process KPI
Fund Raising Time
Average Fund Raising Time (in days) 66
Standard Deviation (in days) 61.47
SLA 40
Process Definition
Time Taken to Raise Funds for a particular Group

SLA Adherence
58% 42%

Average Vs SLA
0 20 40 60 80
SLA Average Time Taken to Raise Funds

Process Control Chart
Mean USL UCL Time Taken To Publish

Fund Transfer Process
Process Name
Fund Transfer Process for a Group Code
Process KPI
Fund Transfer Time
Average Fund Transfer Time (in days) 39.71428571
Standard Deviation (in days) 9.34
SLA 41
Process Definition
Time Taken to Transfer Funds of a particular Group to Field Partner

SLA Adherence
38% 62%

Average Vs SLA
39.00 39.50 40.00 40.50 41.00 41.50
SLA Average Time Taken to Transfer Funds

Process Control Chart
Mean USL UCL Time Taken For Fund Transfer
<table>
<thead>
<tr>
<th>Process</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disbursal Process</td>
<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>
</tr>
<tr>
<td>Redemption Process</td>
<td>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.</td>
</tr>
<tr>
<td>Submission Process</td>
<td>Submission Process involves the transfer/updating of borrower details onto the Rang De Dot Net website from the borrower application form.</td>
</tr>
<tr>
<td>Editing Process</td>
<td>Involves conversion of new borrower data into presentable format. Performed mainly by freelancers.</td>
</tr>
<tr>
<td>Publishing Process</td>
<td>Once the Profiles are submitted by the editors, the team screen and publish them on the website. This process is called Publishing process.</td>
</tr>
<tr>
<td>Fund Raising Process</td>
<td>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.</td>
</tr>
<tr>
<td>Fund Transfer Process</td>
<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 Fund Transfer Process.</td>
</tr>
</tbody>
</table>