

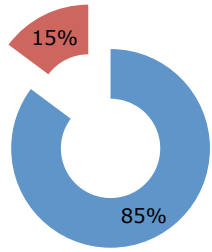
KPI Dashboard: November 2015

No of loans	700
No of Group Codes Created	27

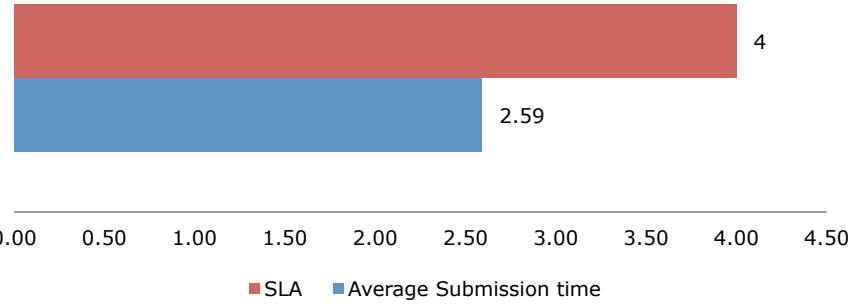
Submission Process

Process Name	Submission Process
Process KPI	Submission Time, First Time Yield(FTY)
Average Submission Time (in days)	2.59
Standard Deviation (in days)	2.55
SLA:	4 Days*
Process Definition	Time elapsed for updating of new borrower details into Rang De website

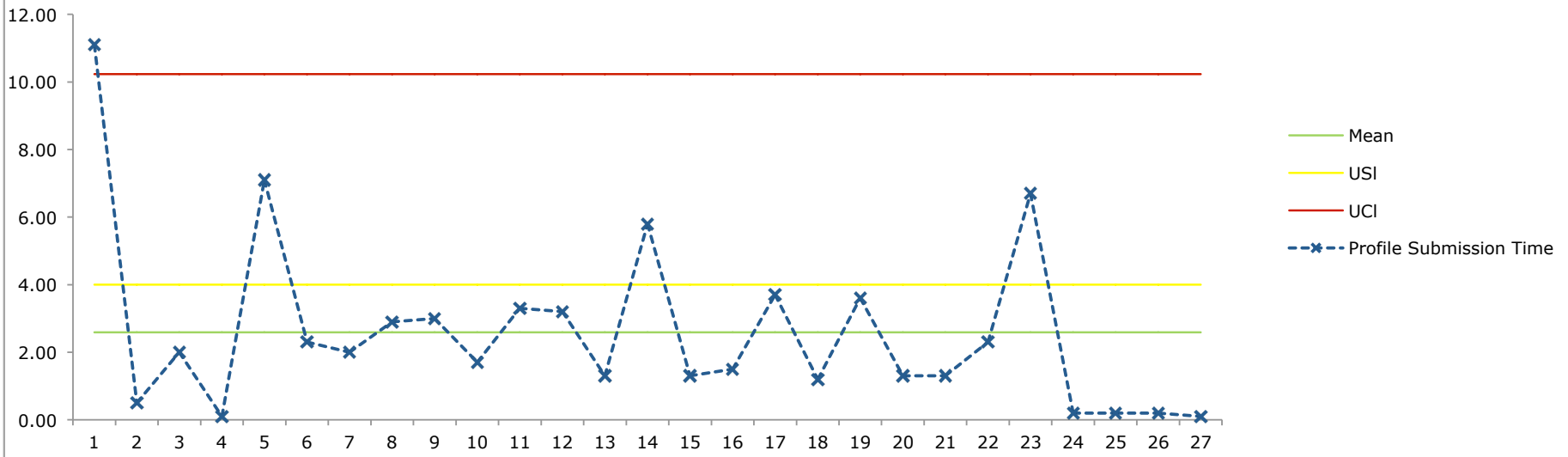
Profile Data Accuracy (FTY)



■ Accurate Profiles
■ Inaccurate Profiles



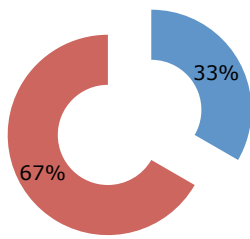
Process Control Chart



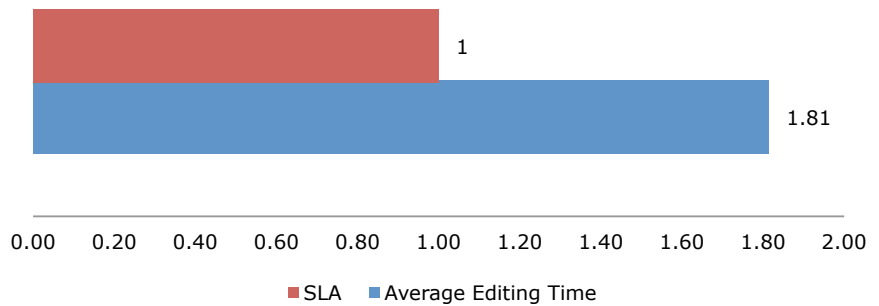
Editing Process

Process Name:	Editing Process
Process KPI:	Editing Time
Average Editing Time	1.81
Std.Dev	1.40
SLA:	1 Day*
Process Definition	Time Elapsed between sending data to editor and receipt of edited story

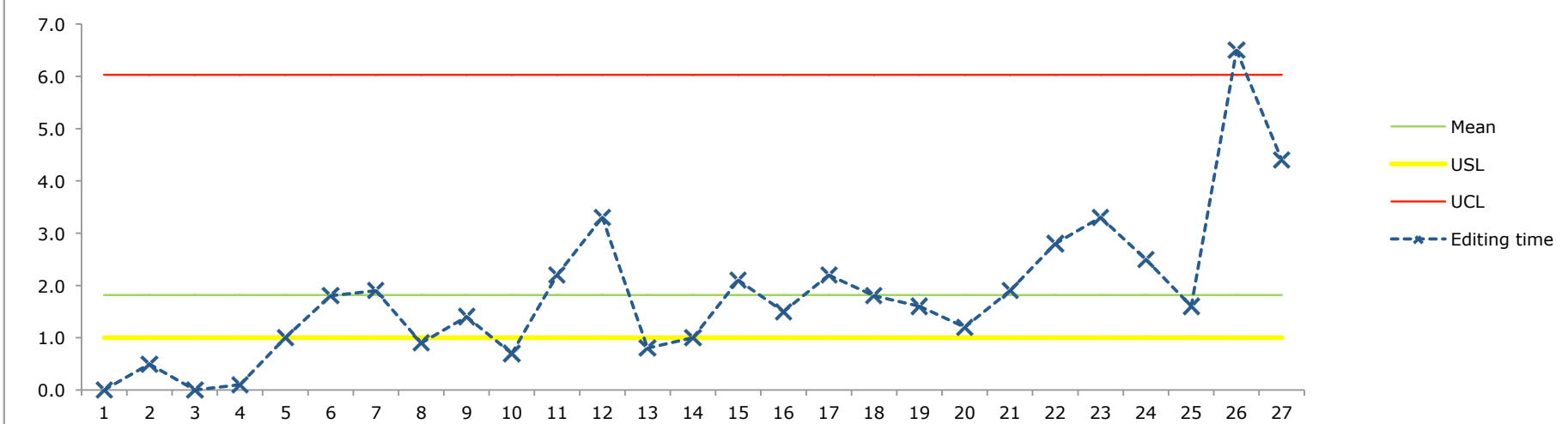
SLA Adherence



■ % Cases on time
■ % Cases delayed



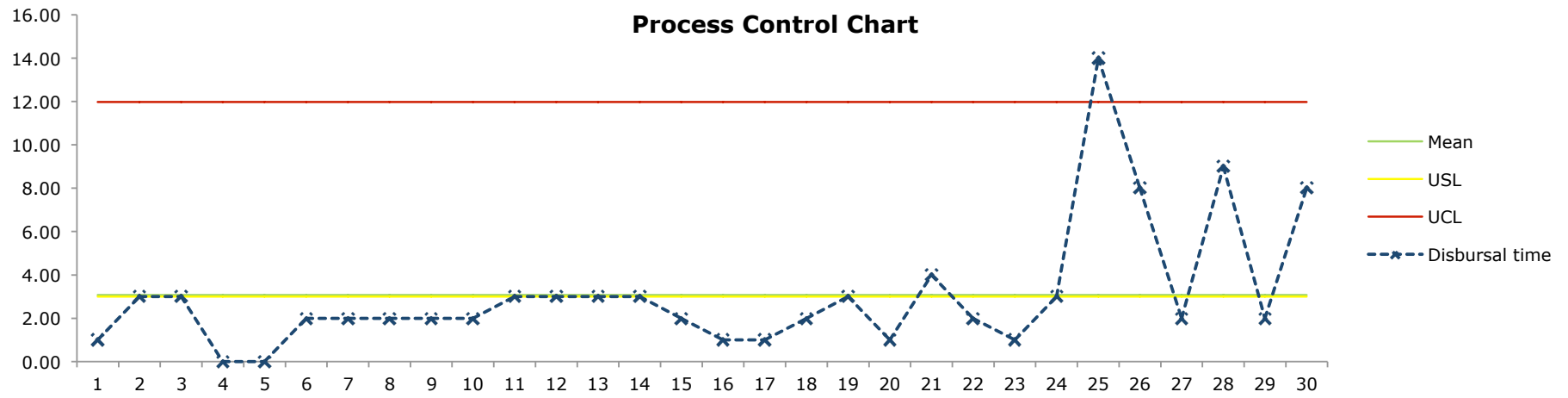
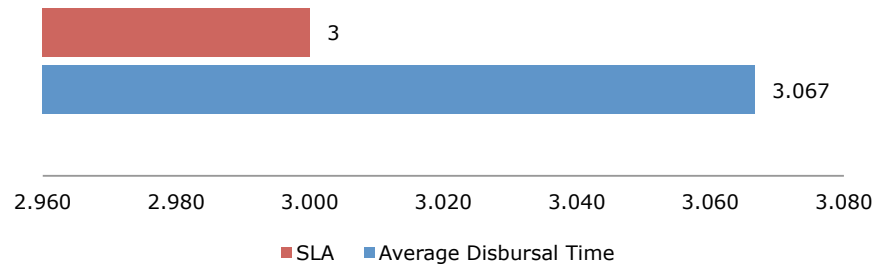
Process Control Chart



Disbursal Process

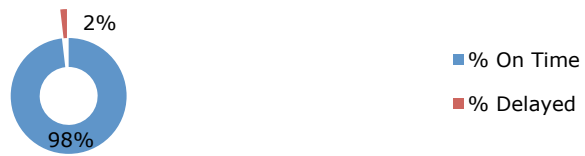
Process Name:	Disbursal Process
Process KPI:	Disbursal Time
Average Submission Time	3.067
Std.Dev	2.970
SLA:	3 Days*
Process Definition	Time elapsed from fund transfer till updating of disbursement details by FP

SLA Adherence

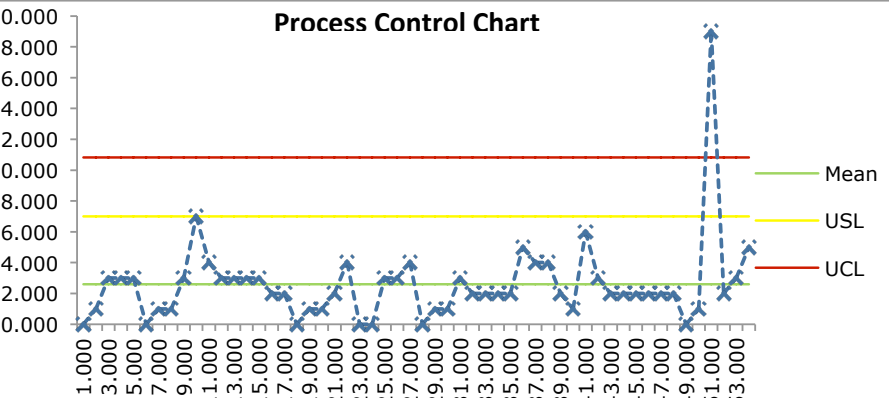
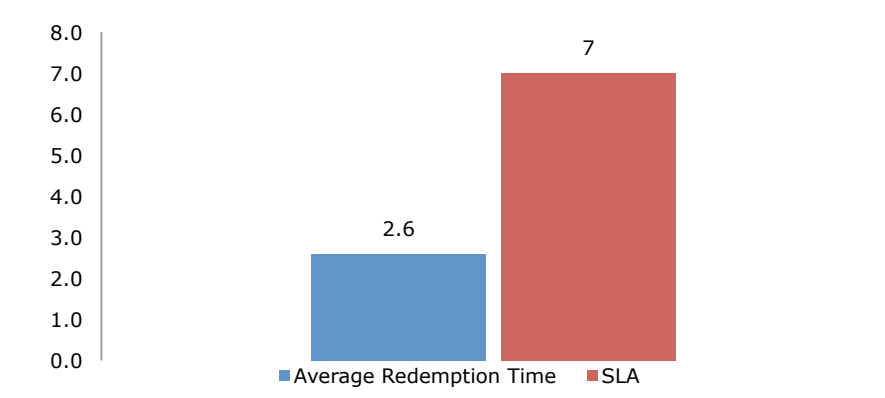
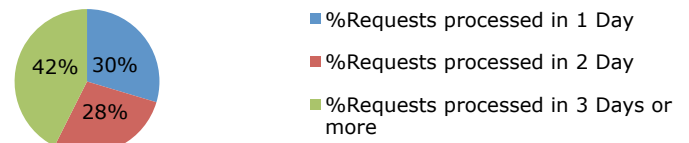


Redemption Process	
Process Name:	Redemption Process
Process KPI:	Redemption Time
Average Redemption Time	2.593
Std.Dev	2.744
SLA:	5-7 Days*
Process Definition	Time elapsed from redemption request to transfer of amount to investor

SLA Adherence



Processing Times

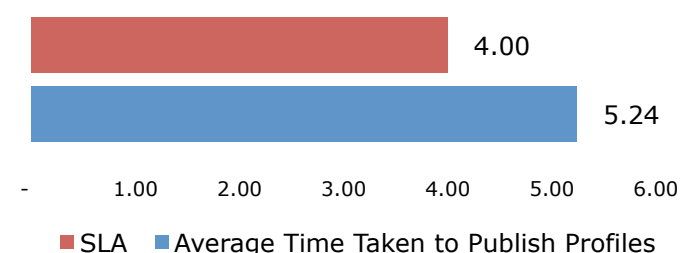


Profile Publishing Process	
Process Name	Profile Publishing Process for a Group Code
Process KPI	Publishing Time
Average Submission Time (in days)	0.00
Standard Deviation (in days)	0.00
SLA	0
Process Definition	Time Taken to Publish all Profiles of a particular Group

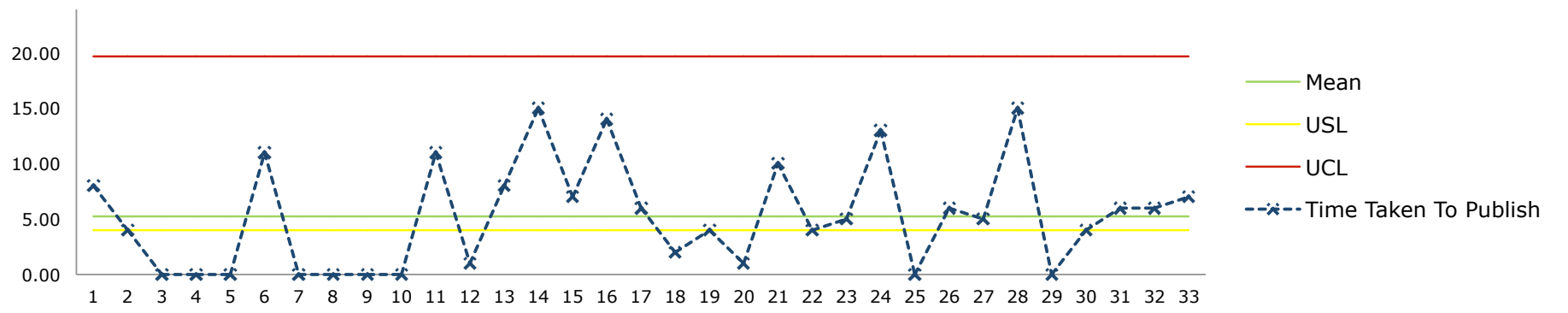
SLA Adherence



Average Vs SLA



Process Control Chart



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