**KPI Dashboard: October 2015**

<table>
<thead>
<tr>
<th>No of loans</th>
<th>813</th>
</tr>
</thead>
<tbody>
<tr>
<td>No of Group Codes Created</td>
<td>29</td>
</tr>
</tbody>
</table>

### Submission Process

<table>
<thead>
<tr>
<th>Process Name</th>
<th>Submission Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process KPI</td>
<td>Submission Time, First Time Yield (FTY)</td>
</tr>
<tr>
<td>Average Submission Time (in days)</td>
<td>3.36</td>
</tr>
<tr>
<td>Standard Deviation (in days)</td>
<td>3.85</td>
</tr>
<tr>
<td>SLA:</td>
<td>4 Days*</td>
</tr>
<tr>
<td>Process Definition</td>
<td>Time elapsed for updating of new borrower details into Rang De website</td>
</tr>
</tbody>
</table>

**Profile Data Accuracy (FTY)**

- Accurate Profiles: 38%
- Inaccurate Profiles: 62%

**SLA: 4 Days**

### Editing Process

<table>
<thead>
<tr>
<th>Process Name</th>
<th>Editing Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process KPI</td>
<td>Editing Time</td>
</tr>
<tr>
<td>Average Editing Time</td>
<td>40.65</td>
</tr>
<tr>
<td>Std. Dev</td>
<td>172.64</td>
</tr>
<tr>
<td>SLA:</td>
<td>1 Day*</td>
</tr>
<tr>
<td>Process Definition</td>
<td>Time elapsed between sending data to editor and receipt of edited story</td>
</tr>
</tbody>
</table>

**SLA Adherence**

- % Cases on time: 27%
- % Cases delayed: 73%

**SLA: 1 Day**

### Process Control Chart

**Submission Process Control Chart**

**Editing Process Control Chart**

**Disbursement Process Control Chart**
### Disbursal Process

**Process Name:** Disbursal Process  
**Process KPI:** Disbursal Time  
**Average Submission Time:** 30.700  
**Std.Dev:** 147.860  
**SLA:** 3 Days*  

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

<table>
<thead>
<tr>
<th>SLA Adherence</th>
</tr>
</thead>
</table>
| % Cases on time | 73%  
| % Cases Late | 27%  

**Process Control Chart**

- Mean
- USL
- UCL
- Disbursal time

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### Redemption Process

**Process Name:** Redemption Process  
**Process KPI:** Redemption Time  
**Average Redemption Time:** 3.519  
**Std.Dev:** 3.251  
**SLA:** 5-7 Days*  

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

<table>
<thead>
<tr>
<th>SLA Adherence</th>
</tr>
</thead>
</table>
| % On Time | 85%  
| % Delayed | 15%  

**Processing Times**

|  
| %Requests processed in 1 Day | 50%  
| %Requests processed in 2 Day | 35%  
| %Requests processed in 3 Days or more | 15%  

**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 Submission Time:** 0.00  
**Std.Dev:** 0.00  
**SLA:** 0  

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

<table>
<thead>
<tr>
<th>SLA Adherence</th>
</tr>
</thead>
</table>
| % On time | 66%  
| % not on time | 34%  

**Average Vs SLA**

|  
| %not on time | 4.00  
| %not on time | 31.72  

**Process Control Chart**
### Fund Raising Process

**Process Name**: Fund Raising Process for a Group Code  
**Process KPI**: Fund Raising Time  
**Average Submission Time (in days)**: 0  
**Standard Deviation (in days)**: 0.00  
**SLA**: 0  
**Process Definition**: Time Taken to Raise Funds for a particular Group

#### SLA Adherence

- **% on time**: 39%  
- **% not on time**: 61%

#### Average Vs SLA

- **Average Time Taken to Raise Funds**: 29  
- **SLA**: 51

#### Process Control Chart

![Process Control Chart](image)

- **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 Submission Time (in days)**: 0  
**Standard Deviation (in days)**: 0.00  
**SLA**: 1  
**Process Definition**: Time Taken to Transfer Funds of a particular Group to Field Partner

#### SLA Adherence

- **% on time**: 51%  
- **% not on time**: 49%

#### Average Vs SLA

- **Average Time Taken to Transfer Funds**: 29.24

#### Process Control Chart

![Process Control Chart](image)

- **Mean**  
- **USL**  
- **UCL**  
- **Time Taken For Fund Transfer**

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*Working Days*

<table>
<thead>
<tr>
<th>SLA</th>
<th>Service Level Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>St.Dev</td>
<td>Standard Deviation</td>
</tr>
<tr>
<td>FP</td>
<td>Field Partner</td>
</tr>
<tr>
<td>KPI</td>
<td>Key Performance Indicator</td>
</tr>
</tbody>
</table>

**Process Explanation**

- **SLA**  
- **St.Dev**  
- **FP**  
- **KPI**
<table>
<thead>
<tr>
<th>Process</th>
<th>Description</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/adjusting 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 free lancers.</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 as 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 as 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 as Fund Transfer Process.</td>
</tr>
</tbody>
</table>