KPI Dashboard: September 2016

**Submission Process**

- **Process Name:** Submission Process
- **Process KPI:** Submission Time, First Time Yield (FTY)
- **Average Submission Time (in days):** 2.18
- **Standard Deviation (in days):** 2.06
- **SLA:** 4 Days*
- **Process Definition:** Time elapsed for updating of new borrower details into Rang De website

**Profile Data Accuracy (FTY)**

- **Accurate Profiles:** 83%
- **Inaccurate Profiles:** 17%

**Process Control Chart**

- **Mean:**
- **USL:**
- **UCL:**

**SLA Adherence**

- **% Cases on time:** 67%
- **% Cases delayed:** 33%

**Editing Process**

- **Process Name:** Editing Process
- **Process KPI:** Editing Time
- **Average Editing Time:** 0.74
- **Std. Dev:** 0.42
- **SLA:** 1 Day*
- **Process Definition:** Time Elapsed between sending data to editor and receipt of edited story

**Process Control Chart**

- **Mean:**
- **USL:**
- **UCL:**

**Disbursement Process**

- **Mean:**
- **USL:**
- **UCL:**
Process Name: Disbursal Process
Process KPI: Disbursal Time
Average Disbursement Time: 3.000
Std.Dev: 2.819
SLA: 3 Days*
Process Definition: Time elapsed from fund transfer till updating of disbursement details by FP

SLA Adherence
- % Cases on time: 71%
- % Cases Late: 29%

Process Control Chart

Redemption Process
Process Name: Redemption Process
Process KPI: Redemption Time
Average Redemption Time: 2.538
Std.Dev: 1.775
SLA: 5-7 Days*
Process Definition: Time elapsed from redemption request to transfer of amount to investor

SLA Adherence
- % On Time: 45%
- % Delayed: 55%

Processing Times
- %Requests processed in 1 Day: 45%
- %Requests processed in 2 Day: 28%

Process Control Chart

Profile Publishing Process
Process Name: Profile Publishing Process for a Group Code
Process KPI: Publishing Time
Average Publishing Time (in days): 1.58
Standard Deviation (in days): 2.30
SLA: 4
Process Definition: Time Taken to Publish all Profiles of a particular Group

SLA Adherence
- % on time: 89%
- % not on time: 11%

Average Vs SLA
- Average Time Taken to Publish Profiles: 4.00
Fund Raising Process

- **Process Name**: Fund Raising Process for a Group Code
- **Process KPI**: Fund Raising Time
- **Average Fund Raising Time (in days)**: 43
- **Standard Deviation (in days)**: 18.95
- **SLA**: 45
- **Process Definition**: Time Taken to Raise Funds for a particular Group

### SLA Adherence
- % on time: 28%
- % not on time: 72%

### Average Vs SLA
- SLA: 45
- Average Time Taken to Raise Funds: 43

Fund Transfer Process

- **Process Name**: Fund Transfer Process for a Group Code
- **Process KPI**: Fund Transfer Time
- **Average Fund Transfer Time (in days)**: 44.1
- **Standard Deviation (in days)**: 8.14
- **SLA**: 46
- **Process Definition**: Time Taken to Transfer Funds of a particular Group to Field Partner

### SLA Adherence
- % on time: 50%
- % not on time: 50%

### Average Vs SLA
- SLA: 46
- Average Time Taken to Transfer Funds: 44.10
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**.

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. This is referred to as the **Redemption Process**.

Submission Process involves the transfer/updating of borrower details onto the Rang De Dot Net website from the borrower application form. This process is called the **Submission Process**.

Involves conversion of new borrower data into presentable format. Performed mainly by free lancers. This process is referred to as the **Editing Process**.

Once the Profiles are submitted by the editors, the team screen and publish them on the website. This process is called the **Publishing Process**.

Once the profiles are published on the website, it remains there for 30 days for raising the funds online. This process is called the **Fund Raising Process**.

Once the funds are raised for all the profiles of a group, the Funds are transferred to the Impact partners. This process is known as the **Fund Transfer Process**.