KPI Dashboard: November 2018

<table>
<thead>
<tr>
<th>Process Name</th>
<th>Submission Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>No of Loan Profiles</td>
<td>85</td>
</tr>
<tr>
<td>No of Group Codes Created</td>
<td>4</td>
</tr>
<tr>
<td>Process Name</td>
<td>Submission Process</td>
</tr>
<tr>
<td>Process KPI</td>
<td>Submission Time, First Time Yield(FTY)</td>
</tr>
<tr>
<td>Average Submission Time (in days)</td>
<td>1.50</td>
</tr>
<tr>
<td>Standard Deviation (in days)</td>
<td>1.29</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**: 85%
- **Inaccurate Profiles**: 15%

Profile Submission Time Chart

- **SLA**: 4 Days*

Process Control Chart

- **Mean**
- **USL**
- **UCL**
- **Profile Submission Time**

Editing Process

- **Process Name**: Editing Process
- **Process KPI**: Editing Time
- **Average Editing Time**: 0.75
- **Std Dev**: 0.50
- **SLA**: 1 Day*
- **Process Definition**: Time Elapsed between sending data to editor and receipt of edited story

SLA Adherence

- **% Cases on time**: 100%
- **% Cases delayed**: 0%

Editing Time Chart

- **SLA**
- **Average Editing Time**

Process Control Chart

- **Mean**
- **USL**
- **UCL**
- **Editing time**

Profile Publishing Process
### Disbursal Process
- **Process Name:** Disbursal Process
- **Process KPI:** Disbursal Time
- **Average Disbursal Time:** 0.500
- **Std.Dev:** 0.707
- **SLA:** 3 Days
- **Process Definition:** Time elapsed from fund transfer till updating of disbursement details by FP

#### SLA Adherence
- **% Cases on time:** 67%
- **% Cases Late:** 33%

#### Process Control Chart
- **Mean:** 0.500
- **USL:** 40.50
- **UCL:** 42.00

### Redemption Process
- **Process Name:** Redemption Process
- **Process KPI:** Redemption Time
- **Average Redemption Time:** 6.280
- **Std.Dev:** 1.763
- **SLA:** 9 Days
- **Process Definition:** Time elapsed from redemption request to transfer of amount to investor

#### SLA Adherence
- **% On Time:** 71%
- **% Delayed:** 29%

#### Processing Times
- **% Requests processed in 1 Day:** 6.3%
- **% Requests processed in 2 Days:** 9%
- **% Requests processed in 3 Days or more:** 23%

#### Process Control Chart
- **Mean:** 6.3
- **USL:** 14.000
- **UCL:** 15.500

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**Note:** The diagrams and charts represent the performance metrics for both processes, illustrating the average times, standard deviations, and adherence to Service Level Agreements (SLAs).
**Process Explanation**

<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/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 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>

**Legend**

- SLA: Service Level Agreement
- St.Dev: Standard Deviation
- FP: Field Partner
- KPI: Key Performance Indicator

**Working Days**

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