KPI Dashboard: September 2018

No of Loan Profiles: 298
No of Group Codes Created: 18

<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>1.31</td>
</tr>
<tr>
<td>Standard Deviation (in days)</td>
<td>1.25</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: 91%
- Inaccurate Profiles: 9%

Profile Submission Time

Average Submission Time (in days): 1.31
Standard Deviation (in days): 1.25
SLA: 4 Days*

Process Control Chart

Editing Process

- Process Name: Editing Process
- Process KPI: Editing Time
- Average Editing Time: 0.38
- Std Dev: 0.51
- 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

Process Control Chart

Profile Publishing Process
### Process Name: Profile Publishing Process
- **Profile KPI:** Publishing Profile
- **Average Publishing Time (in days):** 0.00
- **Standard Deviation (in days):** 0.00
- **SLA:** 1
- **Process Definition:** Time Taken to Publish all Profiles of a particular Group

#### SLA Adherence
- **100% on time**
- **0% not on time**

#### Average Vs SLA
- **1.00 SLA**
- **0.00 Average Time Taken to Publish Profiles**

#### Process Control Chart
- **Mean**
- **USL**
- **UCL**
- **Time Taken To Publish**

### Process Name: Fund Raising Process
- **Process KPI:** Fund Raising
- **Average Fund Raising Time (in days):** 91
- **Standard Deviation (in days):** 21.01
- **SLA:** 40
- **Process Definition:** Time to Raise Funds for a particular Group

#### SLA Adherence
- **100% on time**
- **0% not on time**

#### Average Vs SLA
- **40 SLA**
- **91 Average Time Taken to Raise Funds**

#### Process Control Chart
- **Mean**
- **USL**
- **UCL**
- **Time Taken For Raising Fund**

### Process Name: Fund Transfer Process
- **Process KPI:** Fund Transfer
- **Average Fund Transfer Time (in days):** 41.07
- **Standard Deviation (in days):** 3.67
- **SLA:** 41
- **Process Definition:** Time to Transfer Funds of a particular Group to Field Partner

#### SLA Adherence
- **57% on time**
- **43% not on time**

#### Average Vs SLA
- **41 SLA**
- **41.07 Average Time Taken to Transfer Funds**

#### Process Control Chart
- **Mean**
- **USL**
- **UCL**
- **Time Taken For Transfer Fund**
Process Name: Disbursal Process
Process KPI: Disbursal Time
Average Disbursal Time: 3.000
Std. Dev: 2.828
SLA: 3 Days*
Process Definition: Time elapsed from fund transfer till updating of disbursement details by FP

SLA Adherence
%
Cases on time
50%
Cases Late
50%

Disbursal Process Control Chart

Redemption Process
Process Name: Redemption Process
Process KPI: Redemption Time
Average Redemption Time: 4.740
Std. Dev: 2.222
SLA: 9 Days
Process Definition: Time elapsed from redemption request to transfer of amount to investor

SLA Adherence
%
% On Time
0%
% Delayed
100%

Redemption Process Control Chart

Processing Times
% Requests processed in 1 Day 2%
% Requests processed in 2 Days 4%
% Requests processed in 3 Days or more 94%

Redemption Process Control Chart

Mean
USL
UCL
- Average Redemption Time - SLA
- Process Control Chart -
<table>
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<tr>
<th>Process</th>
<th>Explanation</th>
</tr>
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<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 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>
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