

LBP (Land Bank of the Phil.) Insurance Brokerage, Inc. (LBP-IBI)

	Component				Proposed Target						
	Objective/Measure	Formula	Weight	Rating System	Annual	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Weight	
Financial	SO 1	Ensure Sustainable Financial Growth									
	SM 1	Increase Net Income After Tax (NIAT)	Net Income Less Income Tax	30%	(Actual/Target) x Weight Below ₱72.21 Million = 0%	₱82.79 Million	₱41.93 Million	₱66.82 Million			24.21% --- (66.82M/82.79 M) x 30%
		<i>Sub-total</i>		30%							24.21%
Stakeholders	SO 2	Improve Service Delivery									
	SM 2	Percentage of Satisfied Customers	Number of respondents which gave at least Satisfactory rating / Total number of respondents	10%	(Actual / Target) x Weight Below 80% = 0%	90%	Accomplished Terms of Reference for 2019 Customer Satisfaction Survey Procurement	Close Coordination with 3 rd Party Service Provider (Negotiation)			---
	SO 3	Provide Wider Market Reach for Microinsurance Products for Agricultural and Fisheries Development									
	SM 3	Number of Clients Covered by Microinsurance	Absolute Figure	5%	(Actual / Target) x Weight	100 farmers under Accessible and Sustainable Lending (ASL) program covered by microinsurance	44 Farmers	119 Farmers			5% --- (119F/100F) x 5%
				5%	(Actual / Target) x Weight	500 farmers outside the ASL program covered by Microinsurance	563 Farmers	1292 Farmers			5% --- (1292F/100F) x 5%
SO 4	Provide Wider Market Reach for Financial Viability										
SM 4	Increase Premium Volume	Absolute Amount	20%	(Actual / Target) x Weight Lower than ₱506.26 Million = 0%	₱734.70 Million	₱213.33 Million	₱414.90 Million			11.29% --- (414.90M/734.70M) x 20%	


Component					Proposed Target					
Objective/Measure	Formula	Weight	Rating System	Annual	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Weight	
	Sub-total	40%							21.29%	
SO 5	Improve Efficiency and Quality of Insurance Process									
SM 5	Percentage of Insurance Policies Issued within Applicable Time	Number of Policies Issued within TAT / Total Number Policy Issuance	10%	(Actual / Target) x Weight	90% (Applicable processing time based on LIBI's compliance with R.A. No. 11032)	71.50%* -- (AVE: 12.87/ ARTA:20) = 64.35% *based on last year computations	Review of Citizen Charter in compliance with RA No. 11032			---
SO 6	Enhance Existing Processes Comparable with the Industry									
SM 6	Improve Processes to Quality Management System	Actual Accomplishment	5%	All or Nothing	Maintain ISO 9001:2015 Certification	Internal Audit Planning and Preparation: Review of Corrective Actions Reports (CARs)	Perform Internal Audit Plan			---
	Sub-total	15%							0.00%	
SO 7	Develop Strategic Skills & Competence of Officers and Staff									
SM 7	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	10%	All or Nothing	Development of Competency Model with the submission of the following documents: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables 4. Competency Matrix 5. Position Profiles 6. Competency-Based Job Description 7. Competency Assessment Tools	On-going Assessment and Redevelopment of existing Competency Framework and other related requirements	Creation of TWG / Core Team for the Development of Competency Model			---

Internal Process

Learning & Growth

Component				Proposed Target						
Objective/Measure	Formula	Weight	Rating System	Annual	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Weight	
SO 8	Enhance IT Infrastructure									
SM 8	Implementation of IT Infrastructure Roadmap	Actual Accomplishment	5%	All or Nothing	100% Implementation of 2019 Infrastructure based on the Board-approved IT Infrastructure Roadmap as follows: 1. Network Services: Upgrade from Conventional Internet Data Cable to Fiber Optic Internet; 2. Data Center Foundation: Uninterruptible Power Supply (UPS), for Server and Clients PC's; Surveillance: Closed-Circuit Television (CCTV); Data Switches, Routers and Access Points; 3. Business Resiliency Services: Disaster Recovery as a Service and Business Continuity; Data Backup and Protection Services; 4. End User Devices and Platform: Replacement of Unserviceable or Outdated Desktops and Workstations (based on a three-year plan from 2018-2020)	4. End User Devices and Platform: Procurement and Setting Up of Four (4) Units Desktop Computer in Marketing and Accounting	1. Network Services: Proposal Evaluation of interested Service Providers; 2. Data Center Foundation: -Uninterruptible Power Supply (UPS) for Servers and Clients PC's; Posting of Bid Notice for this procurement -Surveillance: Closed-Circuit Television (CCTV); Preparation of TOR for the Additional CCTV devices -Data Switches, Routers and Access Points; Preparation of TOR for the replacement of Data Switches, Router and Access Points			1.25% — (1/4) x 5%
	Sub-total		15%						1.25%	
	TOTAL		100%						46.75%	

Learning & Growth


TOMAS T. DE LEON, JR.
President & CEO 