

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

	Component				Proposed Target						
	Objective/Measure	Formula	Weight	Rating System	Annual	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Weight	
<b>Financial</b>	<b>SO 1</b>	<b>Ensure Sustainable Financial Growth</b>									
	SM 1	Increase Net Income After Tax (NIAT)	Net Income Less Income Tax	30%	0% if Lower than ₱94M; 10% if ₱94M to ₱96.99M; 20% if ₱97M to ₱99.99M; 25% if ₱100M to ₱103.78M; and 30% if ₱103.79M and above	₱103.79 Million	₱55.257 Million	₱83.384 Million	₱121.17 Million		25% --- (121.17M/103.79M) x 30%
		<b>Sub-total</b>		<b>30%</b>							<b>25%</b>
<b>Stakeholders</b>	<b>SO 2</b>	<b>Improve Service Delivery</b>									
	SM 2	Percentage of Satisfied Customers	Number of respondents which gave at least Satisfactory rating / Total number of respondents	5%	(Actual / Target) x Weight Below 80% = 0%	90%	Enhanced Standard Guidelines for the Customer Satisfaction Survey of GOCCs Analysis	Preparation of Terms of Reference (TOR) for Bid Documentation	Preparation and posting of Bid Notice for CSAT 2020		---
	<b>SO 3</b>	<b>Provide Wider Market Reach for Microinsurance Products for Agricultural and Fisheries Development</b>									
	SM 3	Number of Clients covered by Microinsurance	Absolute Figure	5%	(Actual / Target) x Weight	150 farmers under the ACEF Program covered by Microinsurance	93 farmers	151 farmers	181 farmers		5.00% --- (147F/150F) x 5%
			5%	(Actual / Target) x Weight	1,500 farmers outside the ACEF Program covered by Microinsurance	336 farmers	470 farmers	500 farmers		1.40% --- (419F/1500F) x 5%	

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<b>SO 4</b>		<b>Provide Wider Market Reach for Financial Viability</b>								
SM 4	Increase Premium Volume	Absolute Amount	25%	(Actual / Target) x Weight Below ₱714.82 Million = 0%	₱826.53 Million	₱334.09 Million	₱558.06 Million	₱816.45 Million		24.70% --- (816.45M/826.53 M) x 25%
		<b>Sub-total</b>	<b>40%</b>							<b>31.10%</b>
<b>SO 5</b>		<b>Improve Efficiency and Quality of Insurance Process</b>								
SM 5	Percentage of Notification of Coverage Issued within the Applicable Processing Time	Total Processing Time of All Issuance of Notification of Coverage / Total Number Issuance of Notification of Coverage	10%	(Actual / Target) x Weight Below 80%	100% of Notification of Coverage Issued within the Applicable Time	On-going Consolidation of Dataset	On-going Consolidation of Dataset	Continues Monitoring of turn-around time (TAT) processes		---
<b>SO 6</b>		<b>Enhance Existing Processes Comparable with the Industry</b>								
SM 6	Improve Processes to Quality Management System	Actual Accomplishment	5%	All or Nothing	Maintain ISO 9001:2015 Certification	Preparation of Internal Audit Plan and Programme	Review of Corrective Actions Reports (CARs)	In coordination with the audit certifying body		---
		<b>Sub-total</b>	<b>15%</b>							<b>0.00%</b>

Internal Process

	Component				Proposed Target					
	Objective/Measure	Formula	Weight	Rating System	Annual	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Weight
<b>Learning &amp; Growth</b>	<b>SO 7</b>	<b>Develop Strategic Skills &amp; Competence of Officers and Staff</b>								
	SM 7	Improve Competency Level of the Organization	Competency Baseline 2020 – Competency Baseline 2019	10%	All or Nothing	Improvement on the Competency Level of the Organization based on the 2019 year-end assessment	Competency Framework Analysis and Scouting of possible trainings/interventions	Ongoing Employee Development through Conferences, Seminars, and Trainings	For schedule Competencies Assessment	
<b>Learning &amp; Growth</b>	<b>SO 8</b>	<b>Enhance IT Infrastructure</b>								
	SM 8	Implementation of IT Infrastructure Roadmap	Actual Accomplishment	5%	All or Nothing	100% Implementation of 2020 Infrastructure based on the Board-approved IT Infrastructure Roadmap as follows: 1. Operating System; Upgrade to latest version of operating system (OS); 2. Application Delivery; Secure Application Delivery & Load Balancing	Prepare specification for the upgrade of Operating System (OS)	Implementation of Upgrade to latest version of operating system (OS) by purchasing Laptop to replace the old desktop	Ongoing procurement process of the following IT projects: 1. Upgrades of Operating System (OS) 2. Secure Application Delivery - Load Balancing Procurement Process	
		<b>Sub-total</b>		<b>15%</b>						<b>2.50%</b>
	<b>TOTAL</b>			<b>100%</b>						<b>58.60%</b>