

PHILIPPINE DEPOSIT INSURANCE CORPORATION

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System <sup>af</sup>	2015	2016	2017	2018	
CUSTOMER / STAKEHOLDERS	<b>SO 1 To Sustain Client Satisfaction Level</b>								
	SM 1	Percentage of Satisfied Customers	Number of respondents who gave rating of at least satisfactory / Total number of survey respondents	10%	(Actual/Target) x Weight  0% = If less than 80%	N/A	N/A	N/A	95%
	<b>Sub-total</b>			<b>10%</b>					
FINANCIAL	<b>SO 2 To Maintain the Deposit Insurance Fund (DIF) to Adequately Cover Deposit Insurance</b>								
	SM 2	Adequate Capital Against Deposit Insurance Costs	12-month average DIF / 12-month average EID	20%	20%: 5.5%-8% 18%: 5.25% - 5.49% 16%: 5.0% - 5.24% 0%: Below 5.0% and Above 8%	5.6%	5.82%	5.5%	5.5%-8%
	<b>Sub-total</b>			<b>20%</b>					

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INTERNAL PROCESS	Component				Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System <sup>a/</sup>	2015	2016	2017	2018
	<b>SO 3</b>	<b>To Settle Valid Deposit Insurance Claims Promptly</b>						
SM 3	Settlement of Valid Deposits Promptly within Turn-around Time (TAT) - For Accounts with Less than or Equal to ₱100,000 Balances <sup>1</sup>	Number of valid deposits paid within TAT / Total number of valid deposits for Accounts with Less than or Equal to ₱100,000 Balances	12.5%	(Actual / Target) x Weight  0% = If less than 95%	98%	98.3%	100%	100%
SM 4	Settlement of Valid Claims Promptly within Turn-around Time (TAT): - For Accounts with More than P100,000 Balances, of Business Entitles or Matched with Loans <sup>2</sup>	Number of valid claims settled within TAT / Total number of valid claims filed	12.5%	(Actual / Target) x Weight  0% = If less than 95%	99%	100%	100%	100%

<sup>1</sup> Banks with 1 to 3,000 number of accounts – within 7 WDs; Banks with 3,001 to 10,000 number of accounts – within 10 WDs; Banks with 10,001 to 25,000 number of accounts – within 15 WDs; Banks with more than 25,000 number of accounts – within 22 WDs.

<sup>2</sup> Banks with 1 to 3,000 number of accounts – within 12 WDs; Banks with 3,001 to 10,000 number of accounts – within 15 WDs; Banks with 10,001 to 25,000 number of accounts – within 25 WDs; Banks with more than 25,000 number of accounts – within 42 WDs.

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Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System <sup>al</sup>	2015	2016	2017	2018	
<b>SO 4</b>	<b>To Immediately Distribute Assets to Creditors and Terminate Liquidation of Closed Banks</b>							
SM 5	Number of Asset Distribution Plan (ADP) Filed with the Liquidation Court <sup>3</sup>	Absolute number	20%	(Actual/Target) x Weight 0% = If below 33	40	40	40	40
<b>SO 5</b>	<b>To Protect the Deposit Insurance Fund from Illegal Schemes and Machinations</b>							
SM 6	Percentage of Cases Filed Against Erring Bank Officials from Approval of the Appropriate Approving Authority (AAA) within Turn-around Time (TAT)	Number of cases filed within 28 WDs / Total number of cases filed	10%	All or nothing	No data	37 Working days	30 days	100%
<b>Sub-total</b>		<b>55%</b>						

<sup>3</sup> Based on the Board-Approved Clean-up Plan for Asset Distribution Plans (ADPs) under Board Resolution No. 2017-12-172.

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LEARNING AND GROWTH	Component				Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System <sup>a/</sup>	2015	2016	2017	2018
	<b>SO 6</b>	<b>To Continuously Develop a Committed and Competent Workforce to Deliver Responsive Public Service</b>						
SM 7	Percentage of Employees Meeting Required Competencies	Number of employees with complete competency assessment / Total number of employees	10%	(Actual/Target) x Weight	No data	Partial Baseline Competency Assessment for 8 competencies Succession Planning Framework approved by the PDIC Board on November 23, 2016	1 HR intervention for the Core Competency gap based on the Baseline Competency Assessment Survey Results	100% of employees with complete competency baseline assessment <sup>4</sup>
SM 8	ISO Certification of Frontline Service	Actual accomplishment	5%	All or nothing	No data	ISO 9001:2008 Certification for Assessment of Member Banks issued by TUV Rheinland Phil. Inc.	Maintain ISO 9001:2008 Certification for Assessment of Member Bank and Claims Settlement Operations ISO Certification 9001:2008 of Loans Management System	Transition to ISO 9001:2015 Standards
<b>Sub-total</b>			<b>15%</b>					
<b>TOTAL</b>			<b>100%</b>					

a/ But not to exceed the weight assigned per indicator

<sup>4</sup> The establishment of baseline pertains to the implementation of methodologies designed by PDIC in evaluating whether an incumbent or candidate to a position possess (1) the competencies required by the position, (2) the actual competency levels of the incumbent or candidate, and (3) the gaps between the actual competencies and competency levels of the incumbent or candidate, and the required competencies and competency levels of the position