

LBP-INSURANCE BROKERAGE INC.

Component						Baseline Data		Target
	Objective/Measure		Formula	Weight	Rating System	2015	2016	2017
FINANCIAL	SO 1	Ensure Sustainable Financial Growth						
	SM 1	Net Income after Tax (NIAT)	Net Income- Tax	30%	Lower than ₱ 72.21 Million=0% ₱ 72.22 Million – ₱ 73.4 Million=10% ₱ 73.41 Million- ₱ 74.34 Million=20% ₱ 74.35 Million- ₱ 75.9 Million=25% Above ₱ 76 Million=30%	₱ 72.21 Million	₱ 71.80 Million	₱ 74.34 Million
STAKEHOLDERS	SO 2	Improve Service Delivery						
	SM 2	Customer Satisfaction Survey	Number of respondents rated LIBI “Very Good” and “Excellent”/ Total Number of Respondents	5%	All or Nothing	93.18%	90.40%	90% of respondents rated LIBI “Very Good” and “Excellent”
	SO 3	Provide Wider Market Reach for Bancassurance Products for Agricultural and Fisheries Development						
	SM 3	Number of Products with Improved Market Access	Absolute Number	10%	50%= Microinsurance product developed Microinsurance 50%= Microinsurance product sold	3	2	Development and sale of Microinsurance for farmers and fisherfolk

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INTERNAL PROCESS	SO 4	Provide Wider Market Reach For Bancasssurance Products For Financial Viability						
	SM 4	Premium Volume	Absolute Amount	20%	(Actual / Target) x Weight	₱ 506.26 Million	₱ 577.15 Million	₱ 634.86 Million
	SO 5	Improve Efficiency and Quality of Insurance Process						
	SM 5	Acceptability of Product	Number of Policies issued/ Number of Coverages Proposed	5%	All or Nothing	N/A	N/A	95%
	SO 6	Enhance Existing Processes Comparable with the Industry						
	SM 6	Implementation of Quality Management System		10%	Time bound Action Plan	Approved 4 manuals	Risk Management Manual	Certificate of Preparedness for ISO 9001:2015 Certification
LEARNING AND GROWTH	SO 7	Develop Strategic Skills and Competence of Officers and Staff						
	SM 7	Percentage of Employees Whose Competencies have been Assessed	Actual Number of Personnel Assessed/Total No. of Personnel	10%	(Actual / Target) x Accomplishment	100% of personnel underwent technical trainings and seminars on Insurance and Forex	Board-Approved Competency Framework	Assessment of 100% of LIBI Personnel based on Board-approved Competency Model to establish baseline.
	SO 8	Enhance IT Infrastructure						
	SM 8	Improvement of Existing Computer System		10%	(Actual / Target) x Accomplishment	Purchase of New Server and Migration System	Upgrade of IIBS from Version 3.3 to 4.0	Implementation of Phase 3: Document Management System and Imaging Desktop
		TOTAL		100%				