LBP INSURANCE BROKERAGE, INC.

		Objective/Measure	Component Formula	Weight	Rating System	Baseline Data 2016	2017	2018	Target 2019
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%	₱71.80 Million	₱77.02 Million	₱80.67 Million	₱82.79 Million
		Sub-total		**30%**					
STAKEHOLDER / CUSTOMERS	**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%	90.70%	78.95%	90% of respondents gave LIBI at least Satisfactory rating (upper two boxes of a 5-point rating scale)	90%
	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	No data	No data	No data	100 farmers under Accessible and Sustainable Lending (ASL) program covered by microinsurance
				5%	(Actual/Target) x Weight	No data	No data	No data	500 Farmers outside the ASL program covered by Microinsurance

			Component			Baseline Data		Target	
		Objective/Measure	Formula	Weight	Rating System	2016	2017	2018	2019
	SO 4	**Provide Wider Market Reach for Financial Viability**							
INTERNAL PROCESSES	SM 4	Increase Premium Volume	Absolute Amount	20%	(Actual / Target) x Weight Lower than ₱506.26 Million = 0%	₱577.15 Million	₱611.50 Million	₱699.15 Million	₱734.70 Million
		Sub-total		**40%**					
	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	No data	No data	19 working days from request for quotation by Lending Unit	90%[1]
	SO 6	**Enhance Existing Processes Comparable with the Industry**							
	SM 6	Improve Processes to Quality Management System	Actual Accomplishment	5%	All or Nothing	LIBI was not able to conduct IQA based on manuals	Certificate of Preparedness of ISO 9001:2015 Certification	Attain ISO 9001:2015 Certification for the following processes: 1. Marketing 2. Accounting 3. Administration	Maintain ISO 9001:2015 Certification
		Sub-total		**15%**					

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[1] Applicable processing time based on LIBI's compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

		Component				Baseline Data			Target
		Objective/Measure	Formula	Weight	Rating System	2016	2017	2018	2019
LEARNING & GROWTH	**SO 7**	**Develop Strategic Skills & Competence of Officers and Staff**							
	SM 7	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	10%	All or Nothing	Approved Competency Framework	No competency assessment conducted	100% of employees have met the required competency level for Core Competencies	Development of Competency Model with the submission of the following documents[2]: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables 4. Competency Matrix 5. Position Profiles 6. Competency-Based Job Description 7. Competency Assessment Tools
	SO 8	**Enhance IT Infrastructure**							
	SM 8	Implementation of IT Infrastructure Roadmap	Actual Accomplishment	5%	All or Nothing	Upgrading from Version 3.3 to Version 4.0	Implementation of Phase 3: Document Management System and Imaging Desktop	100% Implementation of Structured Re-cabling of Data Center, and Network Security	100% implementation of 2019 infrastructure based on the Board-approved IT Infrastructure Roadmap, as follows: 1. Network Services: Upgrade from

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[2] Conduct of Competency Assessment of 100% of employees by end of May 2020 to determine competency baseline of the organization.

		Component			Baseline Data			Target
	Objective/Measure	Formula	Weight	Rating System	2016	2017	2018	2019
								Conventional Internet Data Cable to Fiber Optic Internet; 2. Data Center Foundation: Uninterruptible power supply (UPS), for server and Client PCs; Surveillance: Closed-Circuit Television (CCT); 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 three-year plan from 2018-2020)
	Sub-total		15%					
	Total		100%					

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