

CY 2017 PERFORMANCE SCORECARD (ANNEX B)

PHILIPPINE CROP INSURANCE CORPORATION

	Component				Data Provider	Baseline Data			Target	
	Objective/Measure	Formula	Weight	Rating System <sup>a/</sup>		2014	2015	2016	2017	
SOCIAL IMPACT	SO 1	Stabilize the Income of Agricultural Producers								
	SM 1	Amount of Cover (P M)	Absolute Amount	15%	Actual / Target	Regional Offices / Operations Group	18,750.130	41,078.8	37,132.307	42,000.000
	SM 2	Share of small farmers and fisherfolk with agricultural insurance to total number of farmers and fisherfolk increased (in percent)	Total number of unique farmers and fisherfolk enrolled / Total number of farmers and fisherfolk listed in RSBSA	0%	Actual / Target	Regional Offices / Operations Group	NA	4.7%	5.41%	10.3%
	<b>Sub-total</b>			<b>15%</b>						
CUSTOMERS / STAKEHOLDERS	SO 2	Expand the Number of Farmers and Other Agricultural Stakeholders Insured								
	SM 3	Stakeholder's Satisfaction Rating	Percentage of respondents rating/answering at least "Satisfactory"	10%	90 and above 100 80 – 89 90 70 – 79 80 69 and below 0	Regional Offices / Operations Group	NA	NA	99.16%	≥90%
	SM 4	Number of subsistence farmers enrolled	Number of eligible farmers enrolled / No. of farmers targeted	15%	Actual / Target	Regional Offices / Operations Group	605,195	821,794	653,742	1,000,000
		a. Fully subsidized					108,190	85,810	92,723	104,000
		b. Partially subsidized (rice and corn)					204,429	287,328	295,580	325,000
c. Other lines	5%									
<b>Sub-total</b>			<b>40%</b>							

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FINANCE	SO 3	Increase Revenue Generation								
	SM 5	Percentage of utilized Government Premium Subsidy for farmers (₱ M)	Utilized Budget / GPS received	15%	90 and above 100 80 – 89 90 70 – 79 80 69 and below 0	Regional Offices / Operations Group	100% (1,183.771)	100% (1,300.000)	100% (1,600.00)	100% (2,500.00)
	SM 6	EBITDA	Absolute Amount	5%	Actual / Target	Finance Department	205.963	81.371	53.797	100.000
	<b>Sub-total</b>			<b>20%</b>						
INTERNAL PROCESS	SO 4	Improve Efficiency and Effectiveness of Systems and Procedures for Implementing the Agricultural Insurance Programs								
	SM 7	Percentage of complaints resolved within 10 days	Number of complaints resolved within 10 working days over Total number of complaints received	5%	90 and above 100 80 – 89 90 70 – 79 80 69 and below 0	Regional Offices / Operations Group	NA	80.36%	69%	90%
	SM 8	Percentage of claims processed within 20 days	Number of claims settled within 10 days over Total number of claims received with complete documents	10%	90 and above 100 80 – 89 90 70 – 79 80 69 and below 0	Regional Offices / Operations Group	NA	NA	71.98%	90%
	<b>Sub-total</b>			<b>15%</b>						

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LEARNING AND GROWTH	SO 5	Enhance Human Resource Management and Quality Management System								
	SM 9	Percentage of employees with required competencies met	Incumbents meeting required competency over Filled plantilla	5%	All or Nothing	Human Resources Division	NA	NA	Competency framework established	Establish Baseline
	SM 10	ISO 9001 Certification	Milestone	5%	All or Nothing	Certifying Body	Recertified	Surveillance Audit: PASS	Certification Issued	Surveillance Audit: PASS
	<b>Sub-total</b>			<b>10%</b>						
<b>TOTAL</b>			<b>100%</b>							

a/ But not to exceed the weight assigned per indicator.