

PERFORMANCE SCORECARD 2018 (ANNEX B)

PHILIPPINE CROP INSURANCE CORPORATION

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System ^{al}	2015	2016	2017	2018	
SOCIAL IMPACT	SO 1	Stabilize the Income of Agricultural Producers							
	SM 1	Amount of Cover (₱ M)	Absolute Amount	15%	Actual / Target	41,078.8	37,132.307	42,000.000	65,000.000
	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	4.7%	5.41%	10.3%	14.4%
	Sub-total			15%					
CUSTOMERS / STAKEHOLDERS	SO 2	Expand the Number of Farmers and Other Agricultural Stakeholders Insured							
	SM 3	Percentage of Satisfied Customers [Strategic Initiative I]	Number of respondents which gave <i>at least</i> a Satisfactory rating / Total number of respondents	10%	(Actual / Target) x Weight 0% = If less than 80%	NA	99.16%	≥90%	90%
	SM 4	Number of subsistence farmers enrolled [Strategic Initiative II]	Number of eligible farmers enrolled / No. of farmers targeted		Actual / Target				
		a. Subsidized				20%	821,794	653,742	1,000,000
		b. Non-Subsidized	10%	287,328	295,580	325,000	375,000		
Sub-total			40%						

		Component			Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System ^{al}	2015	2016	2017	2018	
FINANCE	SO 3	Increase Revenue Generation							
	SM 5	Percentage of utilized Government Premium Subsidy for farmers (P M)	Utilized Budget / GPS received	15%	90 and above 100 80 – 89 90 70 – 79 80 69 and below 0	100% (1,300.000)	100% (1,600.00)	100% (2,500.00)	100% (4,000.00)
	SM 6	EBITDA (P M)	Absolute Amount	5%	Actual / Target	81.371	53.797	100.000	236.243
	Sub-total			20%					
	SO 4	Improve Efficiency and Effectiveness of Systems and Procedures for Implementing the Agricultural Insurance Programs							
INTERNAL PROCESS	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 60 – 69 70 59 and below 0	80.36%	69%	90%	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 60 – 69 70 59 and below 0	NA	71.98%	90%	90%
	SM 9	ISO 9001 Certification	Milestone	5%	All or Nothing	Surveillance Audit: PASS	Certification Issued	Surveillance Audit: PASS	ISO 9001:2015 Certified
	Sub-total			20%					

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System ^{a/}	2015	2016	2017	2018	
LEARNING AND GROWTH	SO 5	Enhance Human Resource Management							
	SM 10	Percentage of employees with required competencies met	Incumbents meeting required competency over Filled plantilla	5%	All or Nothing	NA	Competency framework established	Establish Baseline	Improvement from Established Baseline
	Sub-total			5%					
	TOTAL			100%					

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

PHILIPPINE CROP INSURANCE CORPORATION

	Component				Proposed Target					
	Strategic Objective/ Strategic Measure	Formula	Weight	Rating System	Annual	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	
SOCIAL IMPACT	SO 1	Stabilize the Income of Agricultural Producers								
	SM 1	Amount of Cover (₱ M)	Absolute Amount	15%	Actual / Target	65,000.000				
	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	14.4%				
	Sub-total			15%						
CUSTOMERS / STAKEHOLDERS	SO 2	Expand the Number of Farmers and Other Agricultural Stakeholders Insured								
	SM 3	Percentage of Satisfied Customers	Number of respondents which gave <i>at least</i> a Satisfactory rating / Total number of respondents	10%	(Actual / Target) x Weight 0% = If less than 80%	90%				
	SM 4	Number of subsistence farmers enrolled	Number of eligible farmers enrolled / No. of farmers targeted	20%	Actual / Target	1,600,000				
		a. Subsidized b. Non-Subsidized		10%		375,000				
	Sub-total			40%						
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	100% (4,000.00)				
	SM 6	EBITDA (₱ M)	Absolute Amount	5%	Actual / Target	236.243				
	Sub-total			20%						

		Component				Proposed Target					
		Strategic Objective/ Strategic Measure	Formula	Weight	Rating System	Annual	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	
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 80 – 89 70 – 79 60 – 69 59 and below	100 90 80 70 0	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 80 – 89 70 – 79 60 – 69 59 and below	100 90 80 70 0	90%				
	SM 9	ISO 9001 Certification	Milestone	5%	All or Nothing	ISO 9001: 2015 Certified					
				Sub-total	20%						
LEARNING AND GROWTH	SO 5	Enhance Human Resource Management									
	SM 10	Percentage of employees with required competencies met	Incumbents meeting required competency over Filled plantilla	5%	All or Nothing	Improvement from Established Baseline					
				Sub-total	5%						
				TOTAL	100%						

PHILIPPINE CROP INSURANCE CORPORATION

I. STRATEGIC INITIATIVE PROFILE 1

1. Name of Project

Product Enhancements and New Corporate Policies

2. Contact Person/Project Team Head

- Ms. Rodelia Pagaddu – Manager, BDMD
- Mr. Renato Viado – OIC, ARPVD

3. Project Description

Conduct of researches/studies on various requests of stakeholders for product enhancements and/or modifications on PCIC agricultural insurance policies.

4. Project Milestones

Activities	Timeline		Budget	Funding Source	Status
	Start	End			
Product enhancements and new corporate policies	Jan. 2018	Dec. 2018	NA	NA	Ongoing

5. Measures Affected

Primary: SM3 - Stakeholder's Satisfaction Survey

Secondary:

- SM1 - Amount of Cover
- SM2 - Share of small farmers and fisherfolk with agricultural insurance to total number of farmers and fisherfolk increased (in percent)
- SM4 - Number of subsistence farmers enrolled
- SM6 - EBITDA

II. STRATEGIC INITIATIVE PROFILE 2

1. Name of Project

Agricultural Insurance Orientation for Farmers and Fisherfolk

2. Contact Person/Project Team Head

- Regional Offices

3. Project Description

Conduct of orientation on PCIC’s agricultural insurance products and programs with the following target participants:

- a. Existing – farmers and fisherfolk for re-orientation and/or have already availed agricultural insurance
- b. Potential – not yet clients of PCIC but are being oriented on crop insurance to encourage them to avail PCIC’s services

4. Project Milestones

Activities	Timeline		Budget	Funding Source	Status
	Start	End			
Conduct of orientation on PCIC agricultural insurance products and programs to farmers and fisherfolk	Jan. 2018	Dec. 2018	NA	NA	Ongoing

5. Measures Affected

Primary: SM 4 – Number of subsistence farmers enrolled

- SM1 - Amount of Cover
- SM2 - Share of small farmers and fisherfolk with agricultural insurance to total number of farmers and fisherfolk increased (in percent)