

PHILIPPINE CROP INSURANCE CORPORATION

| | | Component | | | | | Baseline Data (if applicable) | | | Target | |
|---------------------------------|-----------------------------------|---|---|--|--|-------------------------------------|-------------------------------------|------------|--------------------|------------|------------|
| | Objective/Measure | Formula | Weight | Rating System ^{a/} | | Data Provider | 2013 | 2014 | 2015 ^{b/} | 2016 | |
| 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 | 22,286.808 | 35,620.635 | 24,297.000 | 40,000.000 |
| | | Sub-total | | 15% | | | | | | | |
| CUSTOMERS / STAKEHOLDERS | SO 2 | Expand the Number of Farmers and Other Agricultural Stakeholders Insured | | | | | | | | | |
| | SM 2 | Stakeholder's Satisfaction | Satisfaction Survey Rating System | 8% | 90 and above 100 80 – 89 90 70 – 79 80 60 – 69 70 59 and below 0 | Regional Offices / Operations Group | NA | NA | ≥90% | ≥90% | |
| | SM 3 | Number of subsistence farmers enrolled | Number of eligible farmers enrolled / No. of farmers targeted | 15% | Actual / Target | Regional Offices / Operations Group | 462,337 | 605,195 | 528,000 | 665,715 | |
| | | a. Fully subsidized | | 7% | | | 110,271 | 108,190 | 96,000 | 120,000 | |
| | | b. Partially subsidized (rice and corn) | | 5% | | | 170,981 | 204,429 | 204,000 | 225,000 | |
| SM 4 | Percentage of complaints resolved | (Resolved Complaints within 10 working days / Total no. of complaints)*100 | 5% | 90 and above 100 80 – 89 90 70 – 79 80 60 – 69 70 59 and below 0 | Regional Offices / Operations Group | NA | NA | ≥90% | ≥90% | | |

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|-----------------------------|---|--|--|-----------------------------|---|--|--|---------------------------------------|---|---|
| | Objective/Measure | Formula | Weight | Rating System ^{al} | Data Provider | 2013 | 2014 | 2015 ^{bl} | 2016 | |
| CUSTOMERS / STAKEHOLDERS | SM 5 Number of farmers attended the training seminar / workshop on PCIC insurance programs a. Existing | Absolute Number | 2.5% | Actual / Target | Regional Offices / Operations Group | NA | NA | 10,000 | 35,000 | |
| | | | 2.5% | | | NA | NA | 10,000 | 35,000 | |
| | Sub-total | | | 45% | | | | | | |
| FINANCE | SO 3 Increase Revenue Generation | | | | | | | | | |
| | SM 6 | Percentage of utilized Government Premium Subsidy for farmers (P M) | Utilized Budget / GPS received | 10% | 90 and above 100 80 – 89 90 70 – 79 80 60 – 69 70 59 and below 0 | Regional Offices / Operations Group | 113.39% (1,324.267 / 1,1183.771) | 205.79% (2,436.117 / 1,183.771) | ≥ 90% 1,300.000 | ≥ 90% 1,600.00 |
| | SM 7 | EBITDA | Absolute Amount | 5% | Actual / Target | Finance Department | 562.480 1.6 B - Rev (A) | 205.963 1.5 B - Rev (T) | 178.062 (subject to force majeure events) | 251.457 (subject to force majeure events) |
| | Sub-total | | | 15% | | | | | | |
| INTERNAL PROCESS | SO 4 Improve Efficiency and Effectiveness of Systems and Procedures for Implementing the Agricultural Insurance Programs | | | | | | | | | |
| | SM 8 | Claims response time after submission of complete documents | Total number of days of claims processing) / (Total number of filed claims with complete documents) | 10% | 1–20 days 100 21–30 days 95 31–40 days 90 41–50 days 85 51–60 days 80 61 and above 0 | Regional Offices / Operations Group | 17.42 days | 22.15 days | ≤ 20 days | ≤ 20 days |

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|---------------------|---|---|--|-----------------------------|----------------------------------|---|-----------|--------------------|--------------------------|--|
| | Objective/Measure | Formula | Weight | Rating System ^{a/} | Data Provider | 2013 | 2014 | 2015 ^{b/} | 2016 | |
| INTERNAL PROCESS | SO 5 Enhance Existing and Develop Client Responsive Corporate Policies | | | | | | | | | |
| | SM 9 | Percentage of acted enhancements and new corporate policies | No. of acted requests within two (2) months / Total no. of requests)*100 | 5% | Actual / Target | Board of Directors, Office of the President, Office of the Senior Vice President and Regional Offices | NA | NA | ≥90% | ≥90% |
| | Sub-total | | 15% | | | | | | | |
| | | | | | | | | | | |
| LEARNING AND GROWTH | SO 6 Enhance the Human Resource Management and Quality Management System | | | | | | | | | |
| | SM 10 | Establishment of a competency framework | Milestone | 5% | All or Nothing | Human Resources Division | NA | NA | NA | Competency framework established by the end of CY 2016 |
| | SM 11 | ISO 9001 Certification | ISO Audit | 5% | All or Nothing | Certifying Body | Certified | Recertified | Surveillance Audit: PASS | Surveillance Audit: PASS |
| | Sub-total | | 10% | | | | | | | |
| TOTAL | | 100% | | | | | | | | |

a/ But not to exceed the weight assigned per indicator

b/ Subject to GCG validation