

PHILIPPINE CROP INSURANCE CORPORATION

		Component				Baseline Data (if applicable)			Target		
	Objective/Measure	Formula	Weight	Rating System ^{af}	Data Provider	2012	2013	2014	2015		
SOCIAL IMPACT	SO 1	Stabilize the Income of Agricultural Producers									
	SM 1	Amount of Cover (Php M)	Absolute Amount	20%	Actual/Target x Weight		4,365.237	22,286.808	18,750.130	24,297.000	
		Sub-total		20%							
CUSTOMERS / STAKEHOLDERS	SO 2	Expand the Number of Farmers and Other Agricultural Stakeholders Insured									
	SM 2	Customer Satisfaction	Satisfaction Survey Rating System	8%	90 and above 100 80 – 89 90 70 – 79 80 60 – 69 70 59 and below 0		NA	NA	NA	≥90%	
	SM 3	Number of subsistence farmers enrolled		Number of eligible farmers enrolled / No. of farmers targeted	Actual/Target x Weight			NA	NA	NA	528,000
		a. Fully subsidized	10%								
		b. Partially subsidized (rice and corn)	7%								
	c. Other lines (market-rated)	5%				NA	NA	NA	204,000		
SM 4	Percentage of complaints resolved	Resolved Complaints within 10 working days / Complaints Received	5%	90 and above 100 80 – 89 90 70 – 79 80 60 – 69 70 59 and below 0		NA	NA	NA	≥90%		

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CUSTOMERS / STAKEHOLDERS	SM 5 Number of farmers attended the training seminar / workshop on PCIC insurance programs a. Existing	Absolute Number	2.5%	Actual/Target x Weight		NA	NA	NA	10,000	
			2.5%			NA	NA	NA	10,000	
		Sub-total		40%						
FINANCE	SO 3 Increase Revenue Generation									
	SM 6	Amount of Government Premium Subsidy for farmers utilized (Php M)	Absolute Amount	10%	Actual/Target x Weight		282.349	1,224.686	1,183.771	1,183.771
	SM 7	EBITDA	Absolute Amount	5%	Actual/Target x Weight		149.328 559 M - Rev (A)	562.48 1.6 B - Rev (A)	178.062 1.5 B - Rev (T)	178.062* *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 90 31-40 days 80 41-50 days 70 51 days and above 0		16.74 days	17.42 days	≤ 20 days	≤ 20 days

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INTERNAL PROCESS	SO 5	Enhance Existing and Develop Client Responsive Corporate Policies								
	SM 9	Percentage of acted enhancements and new corporate policies	Number of Acted Requests within two (2) months / Total number of Requests	5%	Actual/Target x Weight		NA	NA	NA	≥90%
		Sub-total		15%						
LEARNING AND GROWTH	SO 6	Enhance the Human Resource Development Initiatives of PCIC								
	SM 10	Percentage of trainings / seminars attended	Number of training or seminars attended / Number of trainings identified in TNA	2.5%	90 and above 100 80 – 89 90 70 – 79 80 60 – 69 70 59 and below 0		NA	NA	NA	≥90%
	SM 11	ISO 9001 Certification	ISO Audit	5%	All or Nothing		Certified	Certified	Recertified	Surveillance Audit: PASS
	SO 7	Implement an Improved Merit-Based Performance, Recognition, and Reward System								
	SM 12	Percentage of employees with ratings of Very Satisfactory and Outstanding in SPMS	Number of employees with Very Satisfactory and Outstanding rating in SPMS / Total number of employees	2.5%	90 and above 100 80 – 89 90 70 – 79 80 60 – 69 70 59 and below 0		NA	NA	NA	≥90%
		Sub-total		10%						
		TOTAL		100%						

a/ But not to exceed the weight assigned per indicator