

EMPLOYEES COMPENSATION COMMISSION

	Component					Baseline Data (if applicable)		Target	
	Objective/Measure	Formula	Weight	Rating System	Data Provider	2013	2014	2015	
STAKEHOLDERS	SO 1	Empowered Stakeholders							
	SM 1	Customer Satisfaction Based on Third Party Survey	All or Nothing	5%	Number of respondents with satisfactory rating+ total number of respondents to the third party survey		N/A	N/A	Developed and Implemented the Survey. Baseline Established
	SO 2	Enhanced Benefits							
	SM 2	Improved services and enhanced benefits	Absolute Number	15%	Actual number of policies approved + Number of policies targeted to be approved		13	13	10 <sup>va</sup>
	SM3	PWRDs reintegrated into the economic mainstream through rehabilitation services (PT/OT, prosthesis and skills & entrepreneurial training)	Absolute Rate	10%	Percentage of PWRDs with gainful employment + PWRDs provided with rehabilitation services		28%	27%	28%
							For Information Purposes:		
	<b>Sub-total of Weights</b>			<b>30%</b>					

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	Component					Baseline Data (if applicable)		Target	
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FINANCE	<b>SO 3</b>	<b>Maximized Budget Utilization</b>							
	SM4	90% Utilization of COB	All or Nothing	3%	Percent of budget utilized/total budget approved		72%	82%	90%
	<b>SO 4</b>	<b>Increased Share of Budget for Services</b>							
	SM5	Increased Budget for Services	All or Nothing	2%	Percent of Budget for Services +Total COB		11.40%	10.08%	10.24%
	<b>Sub-total of Weights</b>			<b>5%</b>					
INTERNAL PROCESS	<b>SO 5</b>	<b>Increased Utilization of Rehabilitation Services for PWRDs</b>							
	SM6	PWRDs provided with rehabilitation services (PT/OT, prosthesis and skills & entrepreneurial training)	Absolute Rate	15%	No. of PWRDs provided with various rehabilitation services + targeted number of PWRDs to be provided with various rehabilitation services		91%	104%	100%
							187/205	315/301	415/415
	<b>SO 6</b>	<b>Improved Processing of Claims</b>							
SM7	Establishment of service level agreements with GSIS and SSS on processing of claims	All or Nothing	10%	N/A		N/A	N/A	SLAs with GSIS and SSS	

Component					Baseline Data (if applicable)		Target	
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<b>SO 7</b>	<b>Prompt and Fair Resolution of Cases</b>							
SM8	Appealed cases disposed within the process cycle time of 20 working days	Absolute Rate	10%	Number of cases disposed within the process cycle time + Number of cases disposed		80% of cases handled as of 20 Nov. disposed w/in the PCT of 40 working days	100% of cases handled as of 20 Nov. disposed w/in the PCT of 40 working days	80% of cases handled as of 20 November disposed within the PCT of 20 working days
<b>SO 8</b>	<b>Prompt and Fair Resolution of Cases</b>							
SM9	Increased number of companies and participants in ECP advocacy seminars	Absolute Number	7.5%	No. of companies covered in ECP advocacy seminars + targeted number of companies		7,788	9,984	11,000
			7.5%	No. of participants attended in ECP advocacy seminars + targeted number of participants		14,467	23,099	25,000
<b>Sub-total of Weights</b>			<b>50%</b>					
<b>SO 9</b>	<b>Development and Implementation of a Quality Management System</b>							
SM10	Maintain ISO Certification	All or Nothing	10%	Count of ISO 9001:2008 Surveillance Audit passed		N/A	ISO 9001:2008 Certified	1 surveillance audit passed

	Component				Data Provider	Baseline Data (if applicable)		Target	
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LEARNING & GROWTH	SO 10	Development of Human Resource Capabilities							
	SM11	Percent of staff trained based on competency gaps identified under the Quality Management System	Absolute Rate	5%	Total number of staff with competency gaps trained ÷ total number of staff with competency gaps needed to be trained		N/A	N/A	80%
	<b>Sub-total of Weights</b>			<b>15%</b>					
<b>TOTAL OF WEIGHTS</b>			<b>100%</b>						

<sup>1a</sup> Policies should focus on additional benefits or improvements to existing policies on benefits. However, in the absence of actuarial capability to increase benefits, policies may include improvements on service quality and service delivery.