

	Component				Annual Target	Target	CY 2017 Accomplishment	Rating	
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System					
FINANCIAL	SO 1	Ensure sustainable financial growth							
	SM 1	Net Income After Tax (NIAT)	Absolute Figure	30%	Actual/Target x Weight	74.34 million	74.34 million	77.02 million	30.00%
STAKEHOLDERS	SO 2	Improve Service Delivery							
	SM 2	Customer Satisfaction Survey	Number of respondents rated LIBI "Very Good" and "Excellent"/Total Number of Respondents	5%	All or nothing	90% of respondents rated LIBI "Very Good" and "Excellent"	90% of respondents rated LIBI "Very Good" and "Excellent"	91.23%	5.00%
	SO 3	Provide wider market reach for bancassurance products for agricultural and fisheries development							
	SM 3	Number of products with improved Market access	Absolute Number	10%	50% = microinsurance product developed 50% = microinsurance product sold	Development and sale of Microinsurance for farmers and fisherfolks	Development and sale of Microinsurance for farmers and fisherfolks	Developed microinsurance for fisherman and farmers, LIBI sold 3 microinsurance for farmers and 1 for fisherman	10.00%
	SO 4	Provide wider market reach for bancassurance products for financial viability							
	SM 4	Premium volume (in million pesos)	Absolute Amount	20%	(Actual/Target) x Weight	634.86 million	634.86 million	611.70 million	19.27%
INTERNAL PROCESS	SO 5	Improve Efficiency and Quality of Insurance Process							
	SM 5	Acceptability of Product	No. of policies issued/no of coverages proposed	5%	All or nothing	98%	98%	98.18%	5.00%
	SO 6	Enhance existing processes comparable with the industry							
	SM 6	Implementation of Quality Management System		10%	Time Bound Action Plan	Certificate of Preparedness for ISO 9001:2015 Certification	Certificate of Preparedness for ISO 9001:2015 Certification	Certified Readiness for ISO 9001:2015	10.00%
LEARNING & GROWTH	SO 7	Develop strategic skills & competence of officers and staff							
	SM 7	Percentage of Employees whose Competencies have been Assessed	Actual Number of Personnel Assessed/Total No. of Personnel	10%	(Actual/Target) x Accomplishment	Assessment of 100% of LIBI Personnel based on Board-approved Competency Model to establish baseline	Assessment of 100% of LIBI Personnel based on Board-approved Competency Model to establish baseline	100%	10.00%
	SO 8	Enhance IT infrastructure							
	SM 8	Improvement of existing computer system		10%	(Actual/Target) x Accomplishment	Implementation of Phase 3: Document Management System and Imaging Desktop	Implementation of Phase 3: Document Management System and Imaging Desktop	Implemented Document Management System (DMS) and Imaging Desktop	10.00%
Total Weight				100%				99.27%	

Certified Correct:

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