

QUARTERLY MONITORING REPORT
LBP INSURANCE BROKERAGE, INC.
4th Quarter Monitoring Report

	Component				Annual Target	3rd Quarter		
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight		Rating System	Target	Actual
	SO	SM						
FINANCIAL	SO 1	Ensure sustainable financial growth						
	SM 1	Net Income After Tax (NIAT)	Absolute Figure	30%	Actual/Target x Weight	74.34 million	56.78 Million	61.15 Million
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"		89%
	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	On-going	On-going
	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	459.57 Million	460.11 Million	
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%		92%
	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		On-going trainings	
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		55%
	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		As of 9/30/2017 - still in the process of public bidding	
		Total Weight			100%			