

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

	Component				Annual Target	4th Quarter		
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight		Rating System	Target	Actual
	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	77.17 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"	90% of respondents rated LIBI "Very Good" and "Excellent"	91.23%
	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
	SO 4	Provide wider market reach for bancassurance products for financial viability						
INTERNAL PROCESS	SM 4	Premium volume (in million pesos)	Absolute Amount	20%	(Actual/Target) x Weight	634.86 million	634.86 million	611.70 million
	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%
	SO 6	Enhance existing processes comparable with the industry						
LEARNING & GROWTH	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
	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%
	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
	<b>Total Weight</b>			<b>100%</b>				