

LBP (Land Bank of the Phil.) Insurance Brokerage, Inc. (LBP-IBI)

	Component				Proposed Target						
	Objective/Measure	Formula	Weight	Rating System	Annual	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Weight	
Financial	SO 1	Ensure Sustainable Financial Growth									
	SM 1	Increase Net Income After Tax (NIAT)	Net Income Less Income Tax	30%	0% if Lower than ₱94M; 10% if ₱94M to ₱96.99M; 20% if ₱97M to ₱99.99M; 25% if ₱100M to ₱103.78M; and 30% if ₱103.79M and above	₱103.79 Million	₱55.257 Million	₱83.384 Million			24.10% --- (83.384M/103.79M) x 30%
		Sub-total		30%							24.10%
Stakeholders	SO 2	Improve Service Delivery									
	SM 2	Percentage of Satisfied Customers	Number of respondents which gave at least Satisfactory rating / Total number of respondents	5%	(Actual / Target) x Weight Below 80% = 0%	90%	Enhanced Standard Guidelines for the Customer Satisfaction Survey of GOCCs Analysis	Preparation of Terms of Reference (TOR) for Bid Documentati on			---
	SO 3	Provide Wider Market Reach for Microinsurance Products for Agricultural and Fisheries Development									
	SM 3	Number of Clients covered by Microinsurance	Absolute Figure	5%	(Actual / Target) x Weight	150 farmers under the ACEF Program covered by Microinsurance	61 farmers	79 farmers			2.63% --- (79F/150F) x 5%
				5%	(Actual / Target) x Weight	1,500 farmers outside the ACEF Program covered by Microinsurance	333 farmers	389 farmers			1.30% --- (389F/1500F) x 5%
SO 4	Provide Wider Market Reach for Financial Viability										

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SM 4	Increase Premium Volume	Absolute Amount	25%	(Actual / Target) x Weight Below ₱714.82 Million = 0%	₱826.53 Million	₱334.09 Million	₱558.06 Million			16.88% --- (558.06M/826.53M) x 25%	
		Sub-total	40%							20.81%	
Internal Process	SO 5	Improve Efficiency and Quality of Insurance Process									
	SM 5	Percentage of Notification of Coverage Issued within the Applicable Processing Time	Total Processing Time of All Issuance of Notification of Coverage / Total Number Issuance of Notification of Coverage	10%	(Actual / Target) x Weight Below 80%	100% of Notification of Coverage Issued within the Applicable Time	On-going Consolidation of Dataset	On-going Consolidation of Dataset			---
	SO 6	Enhance Existing Processes Comparable with the Industry									
	SM 6	Improve Processes to Quality Management System	Actual Accomplishment	5%	All or Nothing	Maintain ISO 9001:2015 Certification	Preparation of Internal Audit Plan and Programme	Review of Corrective Actions Reports (CARs)			---
			Sub-total	15%							0.00%
g &	SO 7	Develop Strategic Skills & Competence of Officers and Staff									

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	SM 7	Improve Competency Level of the Organization	Competency Baseline 2020 – Competency Baseline 2019	10%	All or Nothing	Improvement on the Competency Level of the Organization based on the 2019 year-end assessment	Competency Framework Analysis and Scouting of possible trainings/interventions	Ongoing Employee Development through Conferences, Seminars, and Trainings			---
Learning & Growth	SO 8	Enhance IT Infrastructure									
	SM 8	Implementation of IT Infrastructure Roadmap	Actual Accomplishment	5%	All or Nothing	100% Implementation of 2020 Infrastructure based on the Board-approved IT Infrastructure Roadmap as follows: 1. Operating System; Upgrade to latest version of operating system (OS); 2. Application Delivery; Secure Application Delivery & Load Balancing	Prepare specification for the upgrade of Operating System (OS)	Implementation of Upgrade to latest version of operating system (OS) by purchasing Laptop to replace the old desktop			2.50% --- (1 / 2) x 5%
		Sub-total		15%							2.50%
	TOTAL			100%							47.41%