

	Component				Proposed Target					
	Objective/Measure	Formula	Weight	Rating System	Annual	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	
Financial	SO 1	Ensure Sustainable Financial Growth								
	SM 1	Increase Net Income After Tax	Net Income Less Income Tax	30%	Lower than ₱72.21 M = 0% ₱72.21 M to ₱75.00 M = 10% ₱75.01 M to ₱77.80 M = 20% ₱77.81 M to ₱80.66 M = 25% ₱80.67 Million and above = 30%	₱80.67Million	₱22.05 Million	₱43.04 Million	₱65.23 Million	
		Sub-total		30%						
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	10%	(Actual/Target) x Weight 0% = if less than 80%	90% of respondents gave LIBI at least Satisfactory rating (upper two boxes of a 5-point rating scale)	Waiting for GCG to conduct an orientation before LIBI hire a third party	Requesting GCG that the Method of LIBI for the Customer Satisfaction Survey be changed from Method C to Method B	Procurement of Customer Satisfaction Survey Services	
	SO 3	Provide Wider Market Reach for Bancassurance Products for Financial Viability								
	SM 3	Increase premium volume	Absolute Amount	20%	(Actual / Target) x Weight	₱699.15 Million	₱170.71 Million	₱349.30 Million	₱543.33 Million	
		Sub-total		30%						
Internal Process	SO 4	Improve Efficiency and Quality of Insurance Process								
	SM 4	Average Turnaround Time in Issuance of Policy	Total Processing Time of all Policy Issuance / Total Number Policy Issuance	10%	1-((Actual-Target)/Target) x Weight	19 working days from request for quotation by Lending Unit	7.69%	8.25%	9.58%	
	SO 5	Enhance Existing Processes Comparable with the Industry								

	Component				Proposed Target					
	Objective/Measure	Formula	Weight	Rating System	Annual	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	
	SM 5	Improve Processes to Quality Management System	Actual Accomplishment	10%	All or Nothing	Attain ISO 9001:2015 Certification for the following processes: 1. Marketing 2. Accounting 3. Administration	QMS 103 Risk Based Thinking Training Workshop QMS 104 Documentation Management/ Preparation and checking of QOP's, Risk Register and Quality Manual	Document Consultancy and System Implementation	Procurement of Certification Services for Quality Management System	
	Sub-total			20%						
	SO 6	Develop Strategic Skills & Competence of Officers and Staff								
	SM 6	Percentage of Employees Meeting Required Competencies	No. of employees meeting the required competency level for Core Competency / Total no. of employees	10%	(Actual / Target) x Weight	100% of employees have met the required competency level for Core Competencies	1%	1.4%	10%	
SO 7	Enhance IT Infrastructure									
Learning & Growth	SM 7	Improvement of Existing Computer System	Actual Accomplishment vs Work Program	10%	All or nothing	100% Implementation of Structured Re-cabling of Data Center, and Network Security	Procured for the project of Implementation of Structured Re-cabling for Data Center	Implementation of Structured Re-cabling for Data Center	Procurement for the project of Implementation of Network Security (Anti-Virus)	
	Sub-total									
	TOTAL			100%						