LBP INSURANCE BROKERAGE, INC.

		Component				**Data Provider**	**Baseline Data (if applicable)**		**Target**
		Objective/Measure	Formula	Weight	Rating System		2013	2014	2015
FINANCIAL	**SO 1**	**Ensure Sustainable Financial Growth**							
	SM 1	EBITDA margin	Absolute Amount	35%	(Actual/Target) x weight				79%
		Sub-total		35%					
STAKEHOLDERS	**SO 2**	**Improve Services Delivery**							
	SM 2	Customer Satisfaction Survey	% of respondents giving a rating (5=excellent, 4=very good, 3=good, 2=fair, 1-poor)	10%					Good
	SO 3	**Offer Competitive FX Rates**							
	SM 3	Accredited counterparty for FX rate shopping	Absolute Number	5%	(Actual/Target) x weight				5

		Component				Data Provider	Baseline Data (if applicable)		Target
		Objective/Measure	Formula	Weight	Rating System		2013	2014	2015
	SO 4	**Provide Wider Market Reach for Banccassurance Products for Agricultural Development Offer Competitive FX Rates**							
	SM 4	Insurance approved by the Board for fishers' banca and builder's risk; coverage of hand tillers, portable rice mills; parametric insurance	No. of products developed and sold	10%	(Actual/Target) x weight				3
	SO 5	**Provide Wider Market Reach for Banccasurance Products for Financial Viability**							
	SM 5	Number of new products	No. of products developed and sold	10%	(Actual/Target) x weight				Structured Self Insurance
		Sub-total		**35%**					
INTERNAL PROCESS	**SO 6**	**Improve Efficiency and Quality of Insurance Process**							
	SM 6	Average number of days to process insurance coverage	Total no. of processed vs. Work Program	5%	(Actual/Target) x weight				5 working days
	SO 7	**Enhance Existing Processes Comparable with the Industry**							
	SM 7	Preparation for ISO/ GQMSS Certification for quality service	Actual Accomplishment vs. Work Program	10%	(Actual/Target) x weight				All remaining processes are manualized
		Sub-total		**15%**					

		Component				Data Provider	Baseline Data (if applicable)		Target
		Objective/Measure	Formula	Weight	Rating System		2013	2014	2015
LEARNING & GROWTH	**SO 8**	**Develop Strategic Skills & Competence of Officers and Staff**							
	SM 8	Percentage of personnel who have undergone trainings in Basic Non-life Insurance Program	Actual number of Personnel trained/ total no. of personnel	10%	(Actual/Target) x weight				Competency level of the organization
	SO 9	**Enhance IT Infrastructure**							
	SM 9	Improvement of existing computer system	Actual Accomplishment vs. work program	5%	(Actual/Target) x weight				New Database System as Replacement of the Integrated Business Insurance System
			Sub-total	15%					
		TOTAL		100%					

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