

Component					Proposed Target					
Objective/Measure	Formula	Weight	Rating System	Annual	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Weight	
SO 5	Improve Efficiency and Quality of Insurance Process									
SM 5	Percentage of Insurance Policies Issued within Applicable Time	Number of Policies Issued within TAT / Total Number Policy Issuance	10%	(Actual / Target) x Weight	90% (Applicable processing time based on LIBI's compliance with R.A. No. 11032)	71.50%* -- (AVE:12.87/ ARTA:20) = 64.35%				7.15% -- (64.35% / 90%) x 10%
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	Internal Audit Planning and Preparation: Review of Corrective Actions Reports (CARs)				---
	Sub-total		15%							7.15%
SO 7	Develop Strategic Skills & Competence of Officers and Staff									
SM 7	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	10%	All or Nothing	Development of Competency Model with the submission of the following documents: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables 4. Competency Matrix 5. Position Profiles 6. Competency-Based Job Description 7. Competency Assessment Tools	On-going Assessment and Redevelopment of existing Competency Framework and other related requirements				---

Internal Process

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Objective/Measure	Formula	Weight	Rating System	Annual	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Weight	
SO 8	Enhance IT Infrastructure									
SM 8	Implementation of IT Infrastructure Roadmap	Actual Accomplishment	5%	All or Nothing	100% Implementation of 2019 Infrastructure based on the Board-approved IT Infrastructure Roadmap as follows: 1. Network Services: Upgrade from Conventional Internet Data Cable to Fiber Optic Internet; 2. Data Center Foundation: Uninterruptible Power Supply (UPS), for Server and Clients PC's; Surveillance: Closed-Circuit Television (CCTV); Data Switches, Routers and Access Points; 3. Business Resiliency Services: Disaster Recovery as a Service and Business Continuity; Data Backup and Protection Services; 4. End User Devices and Platform: Replacement of Unserviceable or Outdated Desktops and Workstations (based on a three-year plan from 2018-2020)	4. <u>End User Devices and Platform:</u> Procurement and Setting Up of Four (4) Units Desktop Computer in Marketing and Accounting				1.25% --- (1 / 4) x 5%
	<i>Sub-total</i>		15%						1.25%	
	TOTAL		100%						36.6%	

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