

Component					1 st Quarter			
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Annual	Target	Actual	
F i n a n c i a l	SO 1	Ensure Sustainable Financial Growth						
	SM 1	Increase Net Income After Tax (NIAT)	Net Income Less Income Tax	25%	(Actual / Target) x Weight	₱284.83 Million	₱71.21 Million	P83.89
	SM 2	Improve Budget Utilization Rate	Total Disbursements / Board-approved Corporate Operating Budget (both net of PS)	5%	(Actual / Target) x Weight <i>0%=if less than 70%</i>	90%	90%	58.72
	SO 2	Provide wider market reach for financial viability						
	SM 3	Increase Premium Volume for Life Insurance	Absolute Amount	15%	(Actual / Target) x Weight	₱1,207.60 Million	₱301.90 Million	P 303.60
		Increase Premium Volume for Non-Life Insurance		15%		₱701.82 Million	₱175.46 Million	P 179.53
Sub-total			60%					
S t a k e h o l d e r s / C u s	SO 3	Improve Service Delivery						
	SM 4	Percentage of Satisfied Customers: Individuals	Number of respondents who gave at least Satisfactorily rating / Total number of respondents	2.5%	(Actual / Target) x Weight <i>0%=if less than 80%</i>	90%	Scouting of 3rd Party Service Provider	Ongoing review of the CSAT methodology for possible enhancement/additional questionnaire
		Percentage of Satisfied Customers: Business Organizations		2.5%		90%		
	SO 4	Provide Wider Market Reach for Microinsurance Products and for various LBP Programs						
	SM 5	Number of Clients covered by Microinsurance	Absolute Number	5%	(Actual / Target) x Weight	1,500 beneficiaries covered by Microinsurance	175 beneficiaries	91 Beneficiaries
SM 6	Number of Clients covered by various LBP Programs	Absolute Number	5%	(Actual / Target) x Weight	1,000 beneficiaries covered by LBP Programs	250 beneficiaries	71 Beneficiaries	

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	Sub-total		15%					
I n t e r n a l P r o c e s s e s	SO 5	Improve Efficiency and Quality of Insurance Process						
	SM 7	Percentage of Notification of Coverage/Insurance Policy Issued within the Applicable Processing Time	Number of Applications Processed within the Applicable Processing Time / Total Applications for Issuance of Notification Coverage Received Start Time: Upon receipt and acknowledgment of notification of coverage/ insurance policy from Insurance Companies. End Time: Transmittal of policy to clients	5%	(Actual / Target) x Weight	100% Applicable Processing Time based on LIBI's compliance with ARTA	100%	Ongoing, change has been coordinated with ABSI for automation of Turn-Around-Time (TAT)
	SO 6	Enhance Existing Processes Comparable with the Industry						
	SM 8	Improve Processes to Quality Management System	Actual Accomplishment	10%	All or Nothing	Pass Surveillance Audit for ISO 9001: 2015 Certification	Issuance of CAR & Action Plan	For discussion of ISO-Core Team on April 20, 2023 of the possible action plans
	Sub-total		15%					
	SO 7	Develop Strategic Skills & Competence of Officers and Staff						

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L e a r n i n g & G r o w t h	SM 9	Improve Competency of the Organization	2023 Competency Level vs 2022 Baseline for all competencies	5%	All or Nothing	Improvement on the Organizational Competency Level based on the 2022 year-end assessment	To develop correct baseline data in accordance with GCG's directives	For revisit and reanalyzed the result/data of 2022 competency assessment
	SO 8	Enhance IT Infrastructure						
	SM 10	Implementation IT Projects	Actual Accomplishment vs Work Program	5%	(Actual / Target) x Accomplishment	100% Implementation of the following IT projects based on ISSP: 1. IIBS Virtualization 2. DMS Virtualization 3. Automation of TAT Monitoring (as part of the enhancement of IIBS)	1. Preparation of Contract 2. Preparation of Procurement and Awarding of Projects 3. Requisition of Change Request to ABSI	1. Waiting for the result of review of the contract from OGCC 2. Coordinated with the service provider to the OpenKM for possible cloud migration 3. For further discussion of Marketing Unit
Sub-total				10%				
TOTAL				100%				