

## LBP-INSURANCE BROKERAGE INC.

		Component			Baseline Data			Target
		Objective/Measure	Formula	Weight	Rating System	2015	2016	2017
<b>FINANCIAL</b>								
SO 1	Ensure Sustainable Financial Growth				Lower than ₱ 72.21 Million=0% ₱ 72.22 Million - ₱ 73.4 Million=10% ₱ 73.41 Million- ₱ 74.34 Million=20% ₱ 74.35 Million- ₱ 75.9 Million=25% Above ₱ 76 Million=30%	₱ 72.21 Million	₱ 71.80 Million	₱ 74.34 Million ✓
SM 1	Net Income after Tax (NIAT)		Net Income- Tax	30%				
<b>SO 2</b>								
<b>Improve Service Delivery</b>								
SM 2	Customer Satisfaction Survey		Number of respondents rated LIBI "Very Good" and "Excellent"/ Total Number of Respondents	5%	All or Nothing	93.18%	90.40%	90% of respondents rated LIBI "Very Good" and "Excellent"
<b>SO 3</b>								
<b>Provide Wider Market Reach for Bancassurance Products for Agricultural and Fisheries Development</b>								
SM 3	Number of Products with Improved Market Access		Absolute Number	10%	50%= Microinsurance product developed Microinsurance 50%= Microinsurance product sold	3	2	Development and sale of Microinsurance for farmers and fisherfolk
<b>STAKEHOLDERS</b>								

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<b>INTERNAL PROCESS</b>							
<b>SO 4</b>	<b>Provide Wider Market Reach For Bancassurance Products For Financial Viability</b>						
SM 4	Premium Volume	Absolute Amount	20%	(Actual / Target) x Weight	₱ 506.26 Million	₱ 577.15 Million	₱ 634.86 Million
<b>SO 5</b>	<b>Improve Efficiency and Quality of Insurance Process</b>						
SM 5	Acceptability of Product	Number of Policies issued/ Number of Coverages Proposed	5%	All or Nothing	N/A	N/A	95%
<b>SO 6</b>	<b>Enhance Existing Processes Comparable with the Industry</b>						
SM 6	Implementation of Quality Management System		10%	Time bound Action Plan	Approved 4 manuals	Risk Management Manual	Certificate of Preparedness for ISO 9001:2015 Certification
<b>SO 7</b>	<b>Develop Strategic Skills and Competence of Officers and Staff</b>						
SM 7	Percentage of Employees Whose Competencies have been Assessed	Actual Number of Personnel Assessed/Total No. of Personnel	10%	(Actual / Target) x Accomplishment	100% of personnel underwent technical trainings and seminars on Insurance and Forex	Board-Approved Competency Framework	Assessment of 100% of LIBI Personnel based on Board-approved Competency Model to establish baseline.
<b>SO 8</b>	<b>Enhance IT Infrastructure</b>						
SM 8	Improvement of Existing Computer System		10%	(Actual / Target) x Accomplishment	Purchase of New Server and Migration System	Upgrade of IIBS from Version 3.3 to 4.0	Implementation of Phase 3: Document Management System and Imaging Desktop
	<b>TOTAL</b>		<b>100%</b>				
<b>LEARNING AND GROWTH</b>							