LIBi **LIBI STRATEGY MAP**

To be among the top 10 insurance brokerage in terms of premium produced by 2022.

Mission
To provide accessible, competitively priced and responsive insurance services to all LBP borrowers and clients.
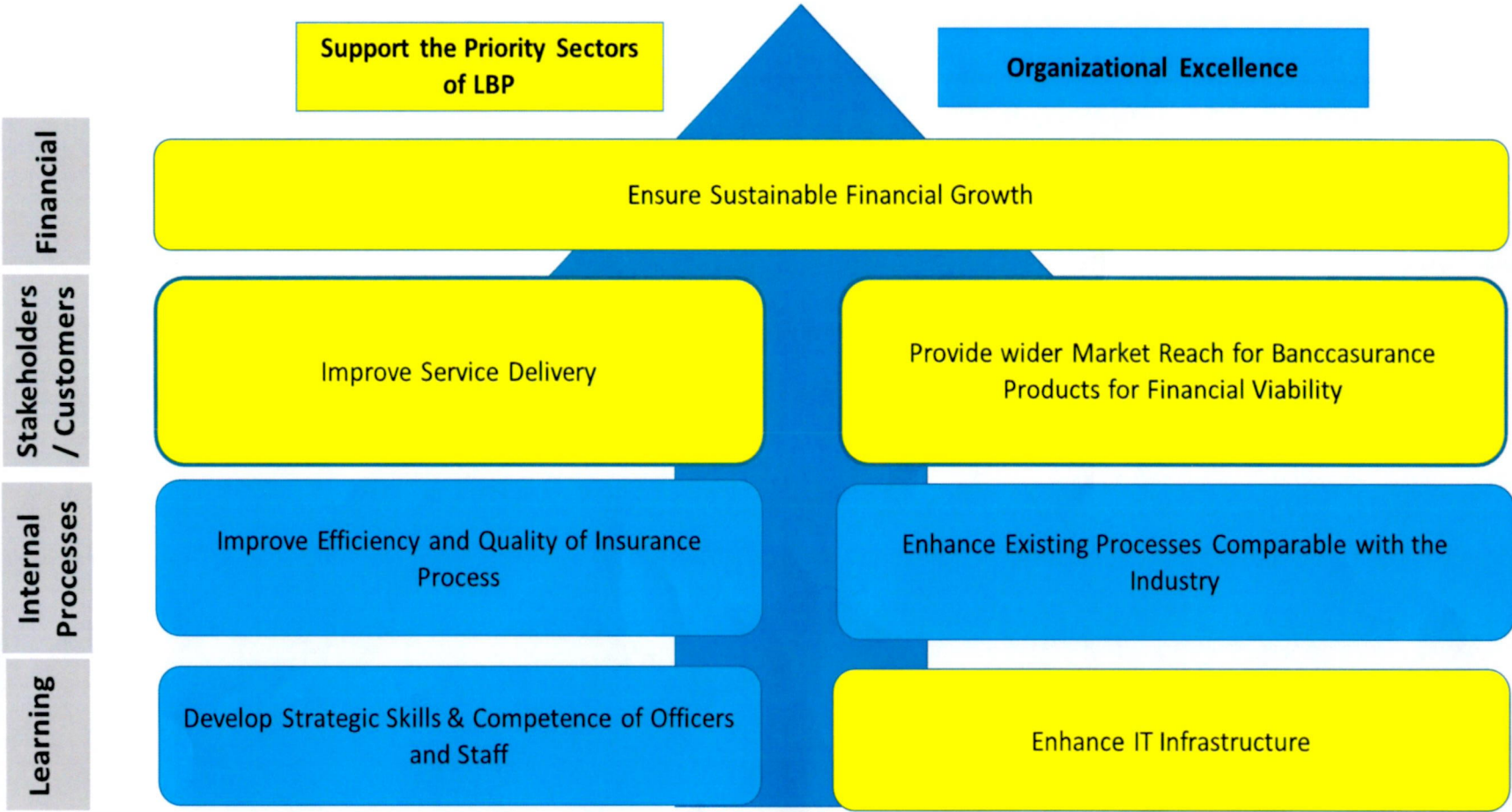
To efficiently facilitate processing of insurance requirements originated by LBP Lending Center Account Officers and LBP Branches

Core Values

Social Responsibility: Service to Community and Customer Satisfaction

Excellence: Quality and Competitiveness

Professionalism: Teamwork, Dedication, Commitment, Competence and Mutual Respect

Financial

Stakeholders / Customers

Internal Processes

Learning

Support the Priority Sectors of LBP

Organizational Excellence

Ensure Sustainable Financial Growth

Improve Service Delivery

Provide wider Market Reach for Banccasurance Products for Financial Viability

Improve Efficiency and Quality of Insurance Process

Enhance Existing Processes Comparable with the Industry

Develop Strategic Skills & Competence of Officers and Staff

Enhance IT Infrastructure

LANDBANK INSURANCE BROKERAGE INC.

		Component			Baseline Data				Target	
	Objective/Measure	**Formula**	**Weight**	**Rating System**[a/]	**2013**	**2014**	**2015**	**2016**	**2017**	**2018**
FINANCIAL	**SO 1**	**Ensure Sustainable Financial Growth**								
	SM 1 — Increase Net Income After Tax (NIAT)	Net Income Less Income Tax	30%	Lower than ₱72.21 Million = 0% ₱72.21 Million to ₱75.00 Million = 10% ₱75.01 Million to ₱77.80 Million = 20% ₱77.81 Million to ₱80.66 Million = 25% ₱80.67 Million and Above = 30%	₱67.5 Million	₱75.76 Million	₱72.21 Million	₱71.80 Million	₱74.34 Million	₱80.67 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%	No Data	No Data	93.18% of respondents rated LIBI "Good", "Very Good" and "Excellent"	90.4% of respondents rated LIBI "Very Good" and "Excellent"	90% of respondents rated LIBI "Very Good" and "Excellent"	90% of respondents gave LIBI at least Satisfactory rating (upper two boxes of a 5-point rating scale)
	SO 3	**Provide Wider Market Reach for Banccassurance Products for Financial Viability**								
	SM 3 — Increase Premium Volume	Absolute Amount	20%	(Actual / Target) x Weight	₱530.26 Million	₱567.9 Million	₱506.26 Million	₱577.15 Million	₱634.86 Million	₱699.15 Million
	Sub-total		**30%**							

| | | Component | | | | Baseline Data | | | | Target | |
	Objective/Measure	Formula	Weight	Rating System[a/]	2013	2014	2015	2016	2017	2018
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	No Data	No Data	No Data	No Data	No Data	19 working days[3] from request for quotation by Lending Unit
	SO 5	**Enhance Existing Processes Comparable with the Industry**								
	SM 5 Improve Processes to Quality Management System	Actual Accomplishment	10%	All or Nothing	1. Business Continuity Plan (BCP) 2. Risk Management Manual (RCM)/8	Not considered and operations manual	4 Manuals: 1. Marketing 2. Accounting 3. Admin 4. Forex	Note: With renegotiated from Conduct of Internal Quality Manual Audit to preparation of Risk Management Manual	Certificate of Preparedness for ISO 9001:2015 Certification	Attain ISO 9001:2015 Certification for the following processes: 1. Marketing 2. Accounting 3. Administration
	Sub-total		**20%**							
LEARNING AND GROWTH	**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	No Data	No Data	100% of Personnel who have Undergone Technical Training / Seminars (Insurance & Forex)	Approved Competency Framework	Assessment of 100% of LIBI Personnel based on Board-approved Competency Model to establish baseline.	100% of employees have met the required competency level for Core Competencies

[3] Includes the number of days of the insurance companies' processing.

Component				Baseline Data				Target	
Objective/Measure	Formula	Weight	Rating System[a/]	2013	2014	2015	2016	2017	2018
SO 7	**Enhance IT Infrastructure**								
SM 7	Improvement of Existing Computer System	Actual Accomplishment vs Work Program	10%	All or Nothing	No data	No data	Upgrade of Server System to Improve Capacity and Response Time	Note: With Renegotiated from Develop Transaction Tracking Systems to Upgrading of IIBS from Version 3.3 to Version 4.0	Implementation of Phase 3: Document Management System and Imaging Desktop	100% Implementation of Structured Re-cabling of Data Center, and Network Security
	Sub-total		20%						
	Total		100%						

a/ But not to exceed the weight assigned per indicator