2020 LIBI STRATEGY MAP
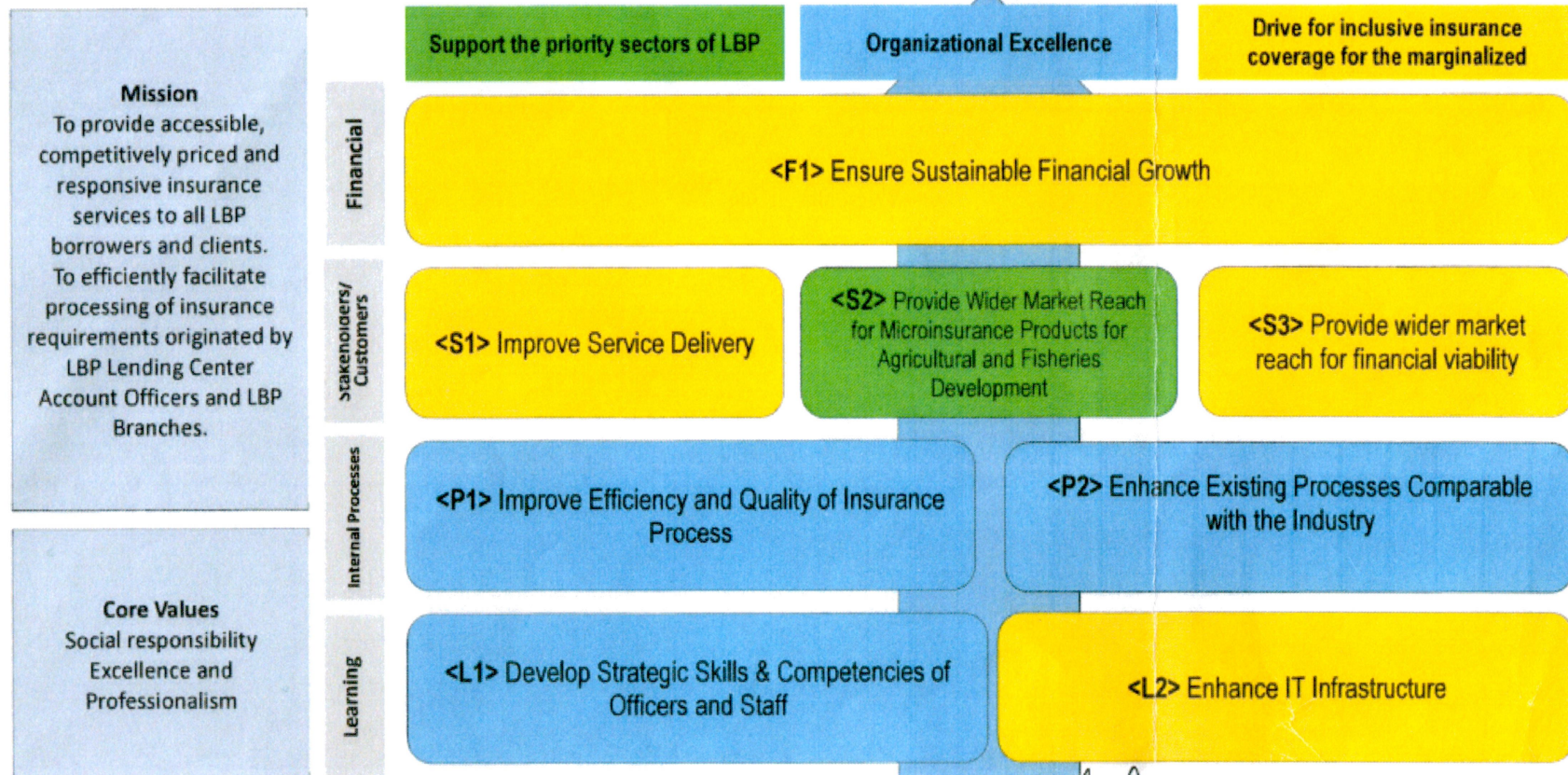
To be most profitable in terms of Return on Assets (ROA) among LBP Subsidiaries by 2022.

Support the priority sectors of LBP	Organizational Excellence	Drive for inclusive insurance coverage for the marginalized

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 Excellence and Professionalism

Financial

<F1> Ensure Sustainable Financial Growth

Stakeholders/Customers

<S1> Improve Service Delivery

<S2> Provide Wider Market Reach for Microinsurance Products for Agricultural and Fisheries Development

<S3> Provide wider market reach for financial viability

Internal Processes

<P1> Improve Efficiency and Quality of Insurance Process

<P2> Enhance Existing Processes Comparable with the Industry

Learning

<L1> Develop Strategic Skills & Competencies of Officers and Staff

<L2> Enhance IT Infrastructure

LBP INSURANCE BROKERAGE INC. (LIBI)

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
SO 1	**Ensure Sustainable Financial Growth**							
SM 1	Increase Net Income After Tax (NIAT)	Net Income Les Income Tax	30%	0% if Lower than P94.0 Million; 10% if P94.0 to P96.99 Million; 20% if P97.0 to P99.99 Million; 25% if P100.0 to P103.78 Million; and 30% if P103.79 Million and above	77.02M	93.57M	82.79M	103.79M
	Sub-total		30%					
SO 2	**Improve Service Delivery**							
SM 2	Percentage of Satisfied Customers	Number of respondents which gave at least Satisfactory rating / Total number of respondents	5%	(Actual / Target) x Weight Below 80% = 0%	78.95%	83.59%	90%	90%
SO 3	**Provide Wider Market Reach for Microinsurance Products for Agricultural and Fisheries Development**							
SM 3	Number of Clients covered by Microinsurance	Absolute Figure	5% 5%	(Actual / Target) x Weight	-	-	-	150 farmers under the ACEF Program covered by Microinsurance 1,500 farmers outside the ACEF Program covered by Microinsurance

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
SO 4	**Provide Wider Market Reach for Financial Viability**							
SM 4	Increase Premium Volume	Absolute Amount	25%	(Actual / Target) x Weight Below Php 714.82M = 0%	Php 611.50M	Php 714.82M	Php 734.70M	Php 826.53M[1]
	Sub-total		**40%**					
SO 5	**Improve Efficiency and Quality Insurance Process**							
SM 5	Percentage of Notification of Coverage Issued within the Applicable Processing Time	Total Processing Time of All Issuance of Notification of Coverage / Total Number Issuance of Notification of Coverage[2]	10%	(Actual / Target) x Weight Below 80% = 0%	-	-	90% of Insurance Policies Issued within Applicable Processing Time	100% of Notification of Coverage Issued within the Applicable Processing Time
SO 6	**Enhance Existing Processes Comparable with the Industry**							
SM 6	Improve Processes to Quality Management System	Actual Accomplishment	5%	All or Nothing	-	-	ISO Certification	Maintain ISO 9001:2015 Certification (Pass surveillance audit)
	Sub-total		**15%**					
SO 7	**Develop Strategic Skills & Competence of Officers and Staff**							
SM 7	Improve Competency Level of the Organization	Competency Baseline[3] 2020 – Competency Baseline 2019	10%	All or Nothing	0%	100% of employees have met the required	Development of Competency Model	Improvement on the Competency Level of the Organization

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[1] Based on LIBI's Corporate Operating Budget projections submitted to LandBank.

[2] Start time: Upon acknowledgment and receipt of complete documents; End time: Issuance of Notice of Coverage

[3] The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^{B}\left[\frac{\sum_{a=1}^{A}\left(\frac{Actual\ Competency\ Level}{Required\ Competency\ Level}\right)_a}{A}\right]_b}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled

| Component | | | | Baseline Data | | Target | |
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
						competency level for Core Competencies		based on the 2019 year-end assessment
SO 8	**Enhance IT Infrastructure**							
SM 8	Implementation of IT Infrastructure Roadmap.	Actual Accomplishment	5%	All or Nothing	0%	100% Implementation of Structure Re-cabling of Data Center, and Network Security	100% Implementation of 2019 infrastructure based on the Board approved IT Infrastructure Roadmap	100% implementation of 2020 infrastructure based on the Board-approved IT Infrastructure Roadmap, as follows: a. Operating System: Upgrade to latest version of operating system (OS); b. Application Delivery: Secure Application Delivery & Load Balancing.
	Sub-total		*15%*					
	TOTAL		**100%**					