



| Performance Measures   |   | Baseline Data |  | CY 2015 Targets |             | CY 2015 Accomplishment   |                            | Rating |
|--|---|---------------|--|-----------------|-------------|--------------------------|----------------------------|--------|
| Description  | Formula   | Weight        | Data Provider  | 2013            | 2014        |                          |                            |        |
| <b>INTERNAL PROCESS</b>  |   |               |  |                 |             |                          |                            |        |
| <b>SO 4: Improve efficiency and effectiveness of systems and procedures for implementing the agricultural insurance programs</b> | Total number of days of claims processing/ Total number of filed claims with complete documents   |               | Regional Offices / Operations Group  | 17.42 days      | 22.15 days  | ≤20 days                 | 26.31 days                 | 9.00%  |
| <b>SM 8: Claims response time after submission of COMPLETE documents</b>   | 01-20 days = 100<br>21-30 days = 90<br>31-40 days = 80<br>41-50 days = 70<br>51 days and above = 5  | 10%           |  |                 |             |                          |                            |        |
| <b>SO 5: Enhance existing and develop client responsive corporate policies</b>   |   |               |  |                 |             |                          |                            |        |
| <b>SM 9: Percentage of acted enhancements and new corporate policies</b>   | (No. of Acted Requests within two (2) months/ Total number of Requests)*100   | 5%            | Board of Directors, Office of the President, Office of the Senior Vice President, and Regional Offices | N/A             | N/A         | ≥80%                     | 100%                       | 5.00%  |
| <b>SO 6: Enhance the human resource development initiatives of PCIC</b>  |   |               |  |                 |             |                          |                            |        |
| <b>SM 10: Percentage of trainings/seminars attended</b>  | (No. of trainin/seminar attended/ No. of trainings identified in TNA)*100   | 2.5%          | Human Resource Department  | N/A             | N/A         | ≥80%                     | 100%                       | 2.50%  |
| <b>SM 11: ISO 9001 Certification</b>   | ISO Audit   | 5%            | Certifying Body  | Certified       | Recertified | Surveillance Audit: PASS | Surveillance Audit: PASSED | 5.00%  |
| <b>SO 7: Implement an improved merit-based performance, recognition, and reward system</b>                                       |   |               |  |                 |             |                          |                            |        |
| <b>SM 12: Percentage of employees with ratings of Very Satisfactory and Outstanding in SPMS</b>                                  | (No. of employees with Very Satisfactory and Outstanding rating in SPMS/Total no. of employees)*100<br>90 and above = 100<br>80-89 = 90<br>70-79 = 80<br>60-69 = 70<br>59 and below = 0 | 2.5%          | Human Resource Department  | N/A             | N/A         | ≥90%                     | 100%                       | 2.50%  |
| <b>SUBTOTAL OF WEIGHTS:</b>  |   | 25%           |  |                 |             |                          |                            | 24.00% |
| <b>TOTAL OF WEIGHTS:</b>   |   | 100%          |  |                 |             |                          |                            | 97.61% |

Certified Correct:

  
**ALLAN E. RETAMAR**  
 PMIO

Date

4 FEB. 2016

Approved by:

  
**ATTY. JOVY C. BERNABE**  
 President

Date

  
**NOMER D. VIRAY**  
 Finance

Date

  
**DIOSCORO A. GRANADA**  
 Chairperson, Board of Directors

Date