

	Components				Baseline Data		CY 2017 Targets	CY 2017 Accomplishment	Rating
	Strategic Objective (SO)/ Strategic Measure	Formula	Weight	Rating System	2015	2016			
Perspective 4	SO 4 Improve Efficiency and Effectiveness of Systems and Procedures for Implementing the Agricultural Insurance Programs								
	SM 7: Percentage of complaints resolved within 10 days	Number of complaints resolved within 10 working days/Total number of complaints received	5%	90 and above = 100 80 – 89 = 90 70 – 79 = 80 69 and below = 0	N/A	N/A	≥90%	100.00% (93.60% of complaints received)	5.00%
	SM 8: Percentage of claims processed within 20 days	Number of complaints resolved within 20 working days/Total number of complaints received	10%	90 and above = 100 80 – 89 = 90 70 – 79 = 80 69 and below = 0	N/A	N/A	≥90%	80.00% (72.52% of claims were settled within 20 days)	8.00%
	SUBTOTAL OF WEIGHTS:		15%						13.00%
Perspective 5	SO 5 Enhance Human Resource Management and Quality Management System								
	SM 9: Percentage of employees with required competencies met	Incumbents meeting required competency/Filled plantilla	5%	All or Nothing	N/A	N/A	Competency baseline established	100% (77.95% of the employees are at least above the baseline of 4.00)	5.00%
	SM 10: ISO 9001 Certification	ISO Audit	5%	All or Nothing	Surveillance Audit: PASSED	Certification (National Level): PASSED	Recertification: PASSED	100% (Passed the Surveillance Audit, April 24-28, 2017)	5.00%
	SUBTOTAL OF WEIGHTS:		10%						10.00%
TOTAL OF WEIGHTS:		100%						97.71%	

Certified Correct:


ALLAN E. RETAMAR
 PMIO

4-11-2018


Date


NOMER D. VIRAY
 Finance

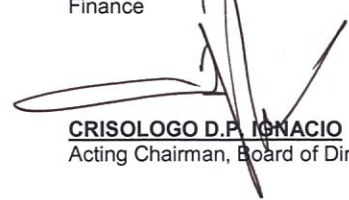
4-11-2018

Date

Approved by:


ATTY. JOVY C. BERNABE
 President

Date


CRISOLOGO D.P. IGNACIO
 Acting Chairman, Board of Directors

Date