

Performance Measures		Formula	Weight	Data Provider	Baseline Data		CY 2016 Targets	CY 2016 Accomplishment	Rating
Description					2014	2015			
INTERNAL PROCESS									
SO 4: Improve efficiency and effectiveness of systems and procedures for implementing the agricultural insurance programs	Total number of days of claims processing/ Total number of filed claims with complete documents			Regional Offices / Operations Group	22.15 days	26.01 days	≤20 days	23.41 days	9.50%
SM 8: Claims response time after submission of COMPLETE documents	01-20 days = 100 21-30 days = 95 31-40 days = 90 41-50 days = 85 52-60 days = 80 61 days and above = 0	10%							
SO 5: Enhance existing and develop client responsive corporate policies									
SM 9: Percentage of acted enhancements and new corporate policies	(No. of Acted Requests within 45 days/ Total number of Requests)*100	5%		Board of Directors, Office of the President, Office of the Senior Vice President, and Regional Offices	N/A	100% (acted w/in 2 months)	≥90%	100%	5.00%
SO 6: Enhance the human resource management and quality management system									
SM 10: Development of a Competency Framework	Competency Framework established	5%		Human Resource Department	N/A	N/A	Establishment of a Competency Framework	Competency Framework established	5.00%
SM 11: ISO 9001 Certification	ISO Audit	5%		Certifying Body	Recertified	Surveillance Audit: PASSED	Surveillance Audit: PASS	Certification (National Level): PASSED	5.00%
SUBTOTAL OF WEIGHTS:		25%							24.60%
TOTAL OF WEIGHTS:		100%							92.63%
LEARNING AND GROWTH									

Certified Correct:


ALLANE E. RETAMAR
 PMIO

Approved by:


ATTY. JOVY C. BERNABE
 President

Date

Date


NOMER D. VIRAY
 Finance


DIOSCORO A. GRANADA
 Chairperson, Board of Directors

Date

Date

2-23-17



**Philippine Crop Insurance Corporation
PERFORMANCE SCORECARD 2016**

Interim PES Form 3

Description	Performance Measures	Formula	Weight	Data Provider	Baseline Data		CY 2016 Targets	CY 2016 Accomplishment	Rating
					2014	2015			
SO 1: Stabilize the income of agricultural producers									
SM 1: Amount of Cover (Php M)	Accomp/Target		15%	Regional Offices / Operations Group	35,620,635	41,078,791	40,000,000	37,132,307	13.92%
SO 2: Expand the number of farmers and other agricultural stakeholders insured									
SM 2: Stakeholder Satisfaction Rating	Survey Rating 90 and above = 100 80-89 = 90 70-79 = 80 60-69 = 70 59 and below = 0		8%	Head Office/ Regional Offices / Operations Group	N/A	97.4% (Customer Satisfaction Survey)	≥90%	96.88%	8.00%
SM 3: Number of Subsistence Farmers Enrolled									
a. Fully subsidized	Accomp/Target		15%	Regional Offices / Operations Group	605,195	821,794	665,715	653,742	14.73%
b. Partially subsidized (rice and corn)	Accomp/Target		7%	Regional Offices / Operations Group	108,190	85,810	120,000	92,723	5.41%
c. Other lines	Accomp/Target	(Resolved complaints within 10 working days/Total no. of complaints)*100 90 and above = 100 80-89 = 90 70-79 = 80 60-69 = 70 59 and below = 0	5%	Regional Offices / Operations Group	204,429	287,328	225,000	295,580	5.00%
SM 4: Percentage of complaints resolved			5%	Regional Offices / Operations Group	N/A	90%	≥90%	100%	5.00%
SM 5: Number of farmers attended the training seminar/workshop on PCIC insurance programs									
a. Existing	Accomp/Target		2.5%	Regional Offices / Operations Group	N/A	80,623	35,000	130,611	2.50%
b. Potential	Accomp/Target		2.5%	Regional Offices / Operations Group	N/A	68,226	35,000	103,548	2.50%
SO 3: Increase Revenue Generation									
SM 6: Percentage of Utilized Government Premium Subsidy (GPS) for farmers (Php M)	Accomp/Target		10%	Regional Offices / Operations Group / Finance Dept.	205.79% (2,436,114/ 1,183,771)	184.61% (2,399,991/ 1,300,000)	≥90% of 1,600,000	142.20% (2,275,201/ 1,600,000)	10.00%
SM 7: EBITDA	EBITDA (Accomp/Target)		5%	Finance Dept.	205,963	80,371	251,457 Subject to force majeure events	53,797	1.07%
SUBTOTAL OF WEIGHTS:			75%						68.130%