



Philippine Crop Insurance Corporation
PERFORMANCE SORECARD 2015

Interim PES Form 3

		Performance Measures			Baseline Data		CY 2015 Targets	CY 2015 Accomplishment	Rating
Description	Formula	Weight	Data Provider	2013	2014				
SOCIAL IMPACT									
SO 1: Stabilize the income of agricultural producers									
SM 1: Amount of Cover (Php M)	Accomp/Target	20%	Regional Offices / Operations Group	22,286,808	35,620,635	24,297,000	39,273,824	20.00%	
SO 2: Expand the number of farmers and other agricultural stakeholders insured									
SM 2: Customer Satisfaction Rating	Survey Rating 90 and above = 100 80-89 = 90 70-79 = 80 60-69 = 70 59 and below = 0	8%	Regional Offices / Operations Group	N/A	N/A	≥90%	97.40%	8.00%	
SM 3: Number of Subsistence Farmers Enrolled									
a. Fully subsidized	Accomp/Target	10%	Regional Offices / Operations Group	462,337	605,195	528,000	784,411	10.00%	
b. Partially subsidized (rice and corn)	Accomp/Target	7%	Regional Offices / Operations Group	110,271	108,190	96,000	83,777	6.11%	
c. Other lines	Accomp/Target	5%	Regional Offices / Operations Group	204,429	204,429	204,000	279,693	5.00%	
SM 4: Percentage of complaints resolved	(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	N/A	N/A	≥90%	84.26%	4.50%	
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	N/A	10,000	80,623	2.50%	
b. Potential	Accomp/Target	2.5%	Regional Offices / Operations Group	N/A	N/A	10,000	68,226	2.50%	
SO 3: Increase Revenue Generation									
SM 6: Amount of Utilized Government Premium Subsidy (GPS) for farmers (Php M)	Accomp/Target	10%	Regional Offices / Operations Group / Finance Dept.	1,342,267	2,436,114	1,300,000	2,338,602	10.00%	
SM 7: EBITDA	EBITDA (Accomp/Target)	5%	Finance Dept.	562,480	205,963	178,062 Subject to force majeure events	424,015	5.00%	
SUBTOTAL OF WEIGHTS:		75%						73.61%	
FINANCE									


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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	17.42 days	22.15 days	≤20 days	26.31 days	9.00%
SM 8: Claims response time after submission of COMPLETE documents	01-20 days = 100 21-30 days = 90 31-40 days = 80 41-50 days = 70 51 days and above = 5	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 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%
SO 6: Enhance the human resource development initiatives of PCIC								
SM 10: Percentage of trainings/seminars attended	(No. of trainings/seminar attended/ No. of trainings identified in TNA)*100	2.5%	Human Resource Department	N/A	N/A	≥80%	100%	2.50%
SM 11: ISO 9001 Certification	ISO Audit	5%	Certifying Body	Certified	Recertified	Surveillance Audit: PASS	Surveillance Audit: PASSED	5.00%
SO 7: Implement an improved merit-based performance, recognition, and reward system								
SM 12: Percentage of employees with ratings of Very Satisfactory and Outstanding in SPMS	(No. of employees with Very Satisfactory and Outstanding rating in SPMS/Total no. of employees)*100 90 and above = 100 80-89 = 90 70-79 = 80 60-69 = 70 59 and below = 0	2.5%	Human Resource Department	N/A	N/A	≥90%	100%	2.50%
SUBTOTAL OF WEIGHTS:		25%						24.00%
TOTAL OF WEIGHTS:		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