

PHILIPPINE DEPOSIT INSURANCE CORPORATION
 PERFORMANCE SCORECARD - QUARTERLY TARGETS
 As of 30 June 2019

Strategic Objectives/Measures		Rating System	Weight (%)	Target		Accomplishment as of 30 June 2019
Description	Formula			2019	Q2	
SO 1. To sustain client satisfaction level						
SM 1. Percentage of Satisfied Customers	No. of respondents who gave rating of at least satisfactory / Total number of survey respondents	(Actual/Target) x Weight 0% - If less than 80%	10%	95% (Year-end target)	--	97.88% ¹
Sub-total			10%			
SO 2. To maintain the Deposit Insurance Fund (DIF) to adequately cover deposit insurance						
SM 2. Adequate capital against deposit insurance costs	12 month average DIF / 12-month average EID	All or nothing	10%	Minimum of 5.5%	Minimum of 5.5%	6.4% (based on a 6-month average)
Sub-total			10%			
SO 3. To settle valid deposit insurance claims promptly						
SM 3. Settlement of Valid Deposits Promptly within Turn-around Time (TAT) – For Accounts with Less than or Equal to P100,000 balances ²	Number of valid deposits paid within TAT / Total number of valid deposits for Accounts with Less than or Equal to P100,000 balances	(Actual/Target)xWeight 0% = If less than 95%	15%	100% of claims processed within the applicable processing time ²	100% of claims processed within the applicable processing time Bank closures from January - June 2019 with payout (Field Operations Claims Settlement)	100% ⁴ (46,437 valid deposits paid in 6 closed banks within applicable TAT)
SM 4. Settlement of Valid Claims Promptly within TAT – For accounts with More than P100,000 Balances, of Business Entities or Matched with Loans ³	Number of valid claims settled within TAT / Total number of valid claims filed	(Actual/Target)xWeight 0% = If less than 95%	15%	100% of claims processed within the applicable processing time ³	100% of claims processed within the applicable processing time Bank closures from January - June 2019 with payout (Field Operations Claims Settlement)	100% ⁴ (5,547 valid claims settled in 6 closed banks within applicable TAT)
SO 4. To immediately distribute assets to creditors and terminate liquidation of closed banks						
SM 5. Number of Asset Distribution Plan (ADP) filed with the Liquidation Court ⁵	Absolute number	(Actual/Target)xWeight 0% = If below 33	20%	40 (Year-end target)	--	4 ADPs filed
SO 5. To protect the Deposit Insurance Fund from illegal schemes and machinations						
SM 6. Percentage of Cases Filed Against Erring Bank Officials from Approval of the Appropriate Approving Authority (AAA) within Turn-Around Time (TAT)	Number of cases filed within 25 Working Days (WDs) / Total number of cases filed	All or nothing	10%	100% of cases filed within applicable time (Within 25 WD)	100% of cases filed within applicable time (Within 25 WD)	No case filed
Sub-total			60%			

Strategic Objectives/Measures		Rating System	Weight (%)	Target		Accomplishment as of 30 June 2019
Description	Formula			2019	Q2	
SO 6. To continuously develop a committed and competent workforce to deliver responsive public service						
SM 7. Implementation of Competency-Based Human Resource System 2019: Percentage of Employees Meeting Required Competencies	1. Number of employees assessed/Total number of employees for competency assessment (126 remaining positions without final competency profile) 2. $\frac{\sum_{b=1}^B \left[\frac{\sum_{a=1}^A (\text{Actual Competency } i_a)}{\text{Required Competency } i_a} \right]}{B}$ where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled	(Actual/Target) x Weight	10%	1. Complete competency assessment for remaining employees to determine the competency baseline of the organization 2. Improvement in the Competency Baseline of Employees Assessed in 2018 ⁶	--	1. Finalized/approved the CBJDs of 50 positions or 40% of the 126 remaining positions in 2018 without final competency profile. 2. 2 Programs designed and conducted: a. Skills Retooling Course on the Project Management Approach to Bank Closure (April 26, 29 - 30, 2019) b. Knowledge and Skills Strengthening Program (May 28 - 30, 2019)
SM 8. ISO Certification	Actual Accomplishment	All or nothing	10%	Maintain ISO certification for Assessment of Member Banks (AMB), Claims Settlement Operations (CSO), and Loans Management (LM) Attain ISO Certification for Real Property Disposal Process 9001:2015 standards	Internal Quality Audit (IQA) Report and conduct of Management Review; Re-certification of CSO Approved QO for 1 Frontline Service including approved Audit Plan aligned with ISO 9001:2015	CSO and AMB was re-certified under ISO 9001:2015 last May 15, 2019 by SOCOTEC Certification Phils., Inc. (formerly AJA Registrars, Inc.) 2nd Surveillance Audit on LM to be conducted by TUV Rheinland in Q4 2019. Ongoing review of Quality Objectives for Real Property Disposal and preparation of Terms of Reference for the engagement of third-party certifying body.
Sub-total			20%			
TOTAL			100%			

1 - Initial results of survey administered by PDIC to depositors (tabulation and validation of results conducted in the presence of an Internal Audit Group representative) pending the procurement of the 3rd Party Service Provider.

2 - Banks with 1 to 3,000 number of accounts - within 7 WDs; Banks with 3,001 to 10,000 number of accounts - within 10 WDs; Banks with 10,001 to 25,000 number of accounts - within 15 WDs; Banks with more than 25,000 number of accounts - within 22 WDs. However, the final TAT shall be subject to PDIC's compliance with the Ease of Doing Business And Efficient Government Service Delivery Act of 2018 (Republic Act No. 11032).

3 - Banks with 1 to 3,000 number of accounts - within 12 WDs; Banks with 3,001 to 10,000 number of accounts - within 15 WDs; Banks with 10,001 to 25,000 number of accounts - within 25 WDs; Banks with more than 25,000 number of accounts - within 42 WDs. However, the TAT submitted to the EODB shall be considered as the final TAT for SM 4, and that validation documents may change.

4 - Instead of PPC / Field Operations Claims Settlement, the Receive, Process and Mail (RPM) mode of CSO which required all depositors to file claims through mail, was adopted in one rural bank closed in January 2019 in view of the unfavorable security conditions.

5 - Based on the Board-approved Clean-up Plan for Asset Distribution Plan (ADPs) under Board Resolution No. 2017-12-172.

6 - Improvement in the competency baseline of the employees assessed shall pertain to the average percentage of required competencies met.

Endorsed by:


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SANDRA A. DIAZ
 SVP, Management Services Sector
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Approved by:

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