

PHILIPPINE DEPOSIT INSURANCE CORPORATION  
Report on Corporate Performance as of September 30, 2018

	Component					Annual Target	1st Quarter <sup>1</sup>		2nd Quarter <sup>2</sup>		3rd Quarter <sup>2</sup>											
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Target	Actual	Target	Actual	Target	Actual										
Customers/ Stakeholders	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	10%	(Actual/Target) X Weight 0% - If less than 80%	95%	Not lower than Very Satisfactory (based on a 3-month average)	VS (4.71)	95%	See footnote 3	95%	On-going implementation  (Survey conducted in 3 closed Rural Banks)										
	Sub-total			10%																		
Financial	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	20%	Range of Target DIF to EID Ratio: <table><tr><td>Weight</td><td>% Ratio</td></tr><tr><td>20%</td><td>5.5% - 8%</td></tr><tr><td>18%</td><td>5.25% - 5.49%</td></tr><tr><td>16%</td><td>5.0% - 5.24%</td></tr><tr><td>0%</td><td>Below 5.0% and above 8%</td></tr></table>	Weight	% Ratio	20%	5.5% - 8%	18%	5.25% - 5.49%	16%	5.0% - 5.24%	0%	Below 5.0% and above 8%	5.5%-8.0%	5.5%-8.0% (based on a 3-month average)	6.19%	5.5%-8.0% (based on a 6-month average)	6.21%	5.5%-8.0% (based on a 9-month average)	6.29%
	Weight	% Ratio																				
	20%	5.5% - 8%																				
18%	5.25% - 5.49%																					
16%	5.0% - 5.24%																					
0%	Below 5.0% and above 8%																					
Sub-total			20%																			
Internal Process	SO 3	To settle valid deposit insurance claims promptly																				
	SM 3	Settlement of Valid Deposits Promptly within TAT – For Accounts with Less than or Equal to P100,000 balances <sup>4</sup>	No. of valid deposits paid within TAT / Total number of valid deposits for Accounts with Less than or Equal to P100,000 balances	12.5%	(Actual/Target) X Weight 0% = If less than 95%	100%	100%	100% (1,720 valid deposits paid) (2 closed banks, within 5 & 7 WDs)	100%	100% (2,943 valid deposits in 3 closed banks paid within 5 - 7 WDs)	100%	100% (43,484 valid deposits paid in 11 closed banks within 5-15 WDs)										
	SM 4	Settlement of Valid Claims Promptly within TAT – For accounts with More than P100,000 Balances, of Business Entities or Matched with Loans <sup>5</sup>	Number of valid claims settled within TAT / Total number of valid claims filed	12.5%	(Actual/Target) X Weight 0% = If less than 95%	100%	100%	100% (302 valid claims settled) (2 closed banks, within 11 & 12 WDs)	100%	100% (485 valid claims in 3 closed banks settled w/in 11 - 12 WDs)	100%	100% (6,698 valid claims settled in 10 closed banks within 11 - 25 WDs)										
	Sub-total			0%																		
	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	Absolute number	20%	(Actual/Target) X Weight 0% - If below 33	40	5	0	15	2	30	10										
	Sub-total			20%																		



	Component					Annual Target	1st Quarter <sup>1</sup>		2nd Quarter <sup>2</sup>		3rd Quarter <sup>2</sup>	
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Target	Actual	Target	Actual	Target	Actual
Internal Process	SO 5	To protect the Deposit Insurance										
	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 28 WDs/ Total number of cases filed	10%	All or nothing	100%	Average of 28 days	14 days (1 case filed)	100%	100% (2 cases filed within 18 days)	100%	100% (3 cases filed within an average of 16 days)
	Sub-total			10%								
Learning and Growth	SO 6	To continuously develop a committed and competent workforce to deliver responsive public service										
	SM 7	Percentage of Employees Meeting Required Competencies	Number of employees with complete competency assessment/Total number of employees	10%	(Actual/Target) X Weight	100% of employees with complete competency baseline assessment	Terms of Reference (TOR)	TORs approved: - Competency Assessment Survey for Core & Leadership Competencies (Self & Superior) - on Jan. 30, 2018 - Competency-Based Recruitment, Selection & Placement - on April 5, 2018	100% of employees with complete competency baseline assessment  (annual target only)	See footnote 6	100% of employees with complete competency baseline assessment  (annual target only)	On-going implementation
	SM 8	ISO Certification of Frontline Service	Actual accomplishment	5%	All or nothing	Transition to ISO 9001:2015 Standards	Approved Quality Objectives (QO) for Claims Settlement Operations (CSO), Assessment of Member Banks (AMB), and Loans Management (LM);  Approved Audit Plan aligned with ISO 9001:2015	- QO for CSO and AMB - for review of the Sector Head - QO for LM - for finalization before submission to the Sector Head;  - Audit Plan approved on Feb. 12, 2018	Audit Report and conduct of Management Review (MR); Certification of CSO, AMB and LM	- Results of IQA reported in the MR - MR conducted last April 18, 2018  CSO - surveillance audit with upgrade conducted last May 10, 2018. Certification for ISO 9001:2015 issued last June 14, 2018  AMB and LM - surveillance audit with upgrade conducted last July 23-24, 2018. Recommended for ISO 9001:2015 certification.		Certifications for ISO 2009:2015 of AMB and LM were issued on 15 August 2018.
	Sub-total			15%								
	TOTAL			75%								

1 - Based on targets in Corporate Performance Evaluation Scorecard (CPES) submitted to GCG

2 - Based on modified targets in Performance Scorecard (PS) received from GCG

3 - New survey methodology pilot tested on one rural bank closed on July 12, 2018

4 - Banks with 1 - 3,000 accts - within 7 WDs; 3,001 - 10,000 accts - within 10 WDs; 10,001 - 25,000 accts - 15 WDs; greater than 25,000 accts - 22 WDs

5 - Banks with 1 - 3,000 accts - within 12 WDs; 3,001 - 10,000 accts - within 15 WDs; 10,001 - 25,000 accts - 25 WDs; greater than 25,000 accts - 42 WDs

6 - Assessment made of capability to meet new target

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