

LANDBANK 2018 – 3RD QUARTER PERFORMANCE SCORECARD



LANDBANK
WE HELP YOU GROW.

Component Objective/Measure		Weight	2018 Targets	Jan. to Sept. 2018 Targets	Performance/ Accomplishments January to September 2018
SOCIO-ECONOMIC	SO 1	Expand Financial and Other Services In All Provinces, Cities And Municipalities			
	SM 1	Grow Amount of outstanding loans in the 20 poorest provinces as identified by the PSA	10%	P40.0 B	P 42.002 B
	Increase Amount of Outstanding Loans to Mandated and Priority Sector				
	SM 2a	Small Farmers and Fisherfolk (Mandated Sector)	10%	P47.34 B	P 43.28 B
	SM 2b	Agriculture and Fisheries Sector	10%	P155.0 B	P 158.55 B
	SO 2	Support National Development Programs (micro, small and medium enterprises, communications, transportation, housing (socialized, low cost and medium cost), education, health care, environment-related projects, tourism, utilities and livelihood/salary loans)			
	SM 3	Amount of loans supporting other government programs	10%	P395.0 B	P 508.87 B

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FINANCE	SO 3	Maintain Financial Sustainability			
	SM 4	Increase Net Income	10%	P 15.125 B	P 11.358 B

Component Objective/Measure		Weight	2018 Targets	Jan. to Sept. 2018 Targets	Performance/ Accomplishments January to September 2018
STAKEHOLDERS	SO 4	Provide the Funding & Assistance in a Timely Manner			
	SM 5	Percentage of Loan Application Processed within the Applicable Turnaround Time (TAT)	5%	95% of loan applications processed within the applicable time	<p>100% of loan proposals are processed within the 15 banking days period</p> <p>98% of loan proposals are processed within the 45 banking days period</p>

Component Objective/Measure		Weight	2018 Targets	Jan. to Sept. 2018 Targets	Performance/ Accomplishments January to September 2018	
STAKEHOLDERS	SO 5	Anticipate The Needs & Provide New/Enhanced Products & Services In A Timely Manner				
	SM 6	Percentage of Satisfied Customers	10%	95% of respondents giving "Satisfactory rating"		<p>GCG Project Timeline and Deliverables</p> <p style="text-align: center;">Status</p> <ul style="list-style-type: none"> • Invitation to Bid was posted on the website last 02 August 2018. • Customer Service and Product Development Department (CSPDD) and the prospective bidders attended a pre-bid conference during the Head Office Bids and Awards Committee (HOBAC) meeting on 09 August 2018. • On 20 September 2018, the public bidding for the 3-year LANDBANK NCSS was conducted. The Nielsen Company (Phils.) was identified as the qualified research firm for the project. • Opening of financial bids was conducted during the HOBAC meeting on 27 September 2018. • On 28 September 2018, ProcD informed CSPDD to notify and invite Nielsen for the negotiation and post-qualification in accordance with Sections 33.2.5 and 34.3 of the Revised Implementing Rules and Regulation of RA 9184 (Government Procurement Reform Act). • CSPDD organized a meeting with the LANDBANK NCSS Technical Working Group (TWG) and Nielsen on 01 October 2018 for the negotiation and post qualification procedures, which have to be completed within 10 calendar days.

Component Objective/Measure		Weight	2018 Targets	Jan. to Sept. 2018 Targets	Performance/ Accomplishments January to September 2018
STAKEHOLDERS	SO 6	Process CARP Land Transfer In A Timely Manner			
	SM 7	Percentage of CARP claim folders processed within the average turnaround time (30 working days) from receipt of complete documents	5%	100%	100%

Component Objective/Measure		Weight	2018 Targets	Jan. to Sept. 2018 Targets	Performance/ Accomplishments January to September 2018							
INTERNAL PROCESS	SO 7	Enhance Banking Operations Through Technological Solutions										
	SM 8	Percentage of Service Availability of Automated Teller Machines and Internet Banking Services	10%	90%	<p>91.21% average ATM availability</p> <p>Internet Banking:</p> <table border="1"> <thead> <tr> <th>System</th> <th>Availability</th> </tr> </thead> <tbody> <tr> <td>Retail Internet Banking System (iAccess)</td> <td>99.97%</td> </tr> <tr> <td>Institutional Internet Banking Facility (WeAccess)</td> <td>99.96%</td> </tr> <tr> <td>LANDBANK Mobile Banking Application (MBA)</td> <td>99.98%</td> </tr> </tbody> </table>	System	Availability	Retail Internet Banking System (iAccess)	99.97%	Institutional Internet Banking Facility (WeAccess)	99.96%	LANDBANK Mobile Banking Application (MBA)
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INTERNAL PROCESS	SO 8	Enhance And Accelerate New Product Development & New Channel Development			
	SM 9	Number of new products and channels developed	5%	<p>Three (3) new products to be developed:</p> <ol style="list-style-type: none"> 1. Farmers Corporative Inclusive Financing Program 2. LBP-DAR-DA Accessible and Sustainable Lending Program for SFF 3. Lending Program for the Locators/Enterprises of Ecozones and for Ecozone Site Developers 	

Component Objective/Measure		Weight	2018 Targets	Jan. to Sept. 2018 Targets	Performance/ Accomplishments January to September 2018
INTERNAL PROCESS	SO 9	Establish A Robust Risk Management System			
	SM 10	No. of internal models developed to quantify risk	5%	Credit rating model for Countryside Financial Institution (CFI)	<ul style="list-style-type: none"> • Completed. Determine applicable snapshot date and performance period • Completed. Obtain standard definition of all possible variables • Completed. Data clean-up • Completed. Data exploration/assessment <ul style="list-style-type: none"> ○ Descriptive Statistics ○ Correlation Analysis

Component Objective/Measure		Weight	2018 Targets	Jan. to Sept. 2018 Targets	Performance/ Accomplishments January to September 2018
LEARNING AND GROWTH	SO 10	Establish High Performance Culture			
	SM 11	Percentage of Employees Meeting Required Competency	5%	Forty percent (40%) of employees with competency gaps addressed	<ul style="list-style-type: none"> Competency gaps of 67 employees (whose assessment results are below 80%) were already addressed, while 545 or 96% of the remaining 566 employees were provided with at least one learning and development intervention. On the other hand, competency assessment results of 11 personnel are no longer valid due to reassignment to another unit, and separation. This reduces the number of employees with competency gaps to 555.

Component Objective/Measure		Weight	2018 Targets	Jan. to Sept. 2018 Targets	Performance/ Accomplishments January to September 2018	
SO 11		Develop World-Class Operations				
LEARNING AND GROWTH	SM 12	Implement Quality Management System	5%	<p>Preparation and conduct of certification audit of the Bank's Integrated Management System for a one-cycle/three-year period covering the following:</p> <p>ISO 9001: 2015 QMS - all core banking and support processes</p> <p>ISO 14001:2015 EMS - LANDBANK Plaza and 39 sites</p> <p>2018 Deliverables:</p> <ol style="list-style-type: none"> 1. Procurement of a Certification Body 2. Documentation Audit – Stage 1 <p><i>(For GCG consideration)</i></p>		<ul style="list-style-type: none"> • Submitted to HOBAC the Proposal for a Direct Contracting Mode of Procurement for Certifying Body supported by Philippine Accreditation Bureau (PAB)*- issued certification that only one certifying body, SOCOTEC CIP, is accredited for the scope Financial Intermediation for both QMS and EMS. This was pursued due to a failure of bid (no bidders qualified due to single largest completed contract requirement). • Cascaded IMS nationwide (Head Office/Sector Department Heads, 4 sites (Tarlac & Dagupan in North Luzon, Tanauan in South Luzon & Cebu for Visayas and Mindanao) covering all geographical locations • Trained 52 IMS assessors to internal quality and environmental systems audit with official designation per SO 1197 series of 2018.
	TOTAL WEIGHT		100%			

Requirement per QMC Circular 2018-01	LANDBANK Compliance
<p>Maintain/Update the agency Transparency Seal to include:</p> <p>“QMS Certification to ISO 9001:2015 issued by any of the certification bodies accredited by the International Accreditation Forum members <u>or similar standards</u> relating to Total Quality Management (TQM), e.g. Philippine Quality Award, ISO/TEC 17025, ISO 17020, etc. of <u>at least one (1) core process or frontline service</u>”.</p> <p>The certification must be valid until December 2018 or a later date and must be posted in the agency Transparency seal not later than Dec 31, 2018, A certified true copy of the QMS certificate shall be submitted to the Government Quality Management Committee through the DBM Secretariat – Systems and Productivity Bureau immediately after obtaining a QMS Certificate not later than Dec. 31, 2018 for validation purposes.</p> <p>For frontline agencies, it is expected that the core process pertains to an agency process most demanded by citizens and business and targeted for improvement under Sections 6.1 and 6.2 above.”</p>	<p>Two compliance modes/options of LANDBANK:</p> <ol style="list-style-type: none"> 1. The QMS certification of LANDBANK will be possible in 2019 due to the 2-stage certification audit process which cannot be completed within the year. 2. Philippine Quality Award Recognition Level 2 was posted at the transparency seal with accompanying certification from the DTI-Competitiveness Bureau, program awards manager of the PQA, that this recognition is not subject to expiry.