

Component Objective/Measure		Weight	2017 Targets	Target Jan. – June 2017	Performance/ Accomplishments Jan. – June 2017
SOCIO-ECONOMIC	SO 1	Expand Financial And Other Services In All Provinces, Cities And Municipalities			
	SM 1	Amount of outstanding loans in the 20 poorest provinces as identified under the RSBSA of the DA	5%	₱27.0 Bn	22.2 Bn
	SM 2	Percentage of loans to priority sectors	n/a	90%	92.48%
	SM 3	Amount of outstanding loans to small farmers and fishers	5%	₱41.0 Bn	36.4 Bn
	SM 4	Launch of financial inclusion caravans in rural municipalities	2.5%	Financial inclusion caravans in 6 sites	Six (6) Financial Inclusion Caravan to be conducted from September to December 2017 <ul style="list-style-type: none"> • Barotac Nuevo, Iloilo • Argao, Cebu • Sugbongcogon, Misamis Oriental • Braulio E. Dujali, Davao del Norte • Kiangnan, Ifugao • Moncada, Tarlac
	SM 5	Amount of outstanding loans supporting Agriculture and Fisheries	10%	₱118.0 Bn	118.7 Bn
	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 6	Amount of loans supporting other government programs	10%	₱309.0 Bn	319.2 Bn

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FINANCE	SO 3	Maintain Competitive ROE			
	SM 7	ROE higher than the industry rate	5%	ROE equal or higher than the industry rate	14.55 % Industry Average Ratio as of 31 March 2017 – 9.88% (source: BSP)

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STAKEHOLDERS	SO 4 Provide The Funding & Assistance In A Timely Manner					
	SM 8a	Percentage of accounts with loan amounts of ≤ ₱15 M processed within Turn-around Time (TAT) – from receipt of complete documents to loan approval/denial	7.5%	80% of loan accounts with amount of ≤ ₱15M are processed within 15 banking days		99% of loan proposals are processed within the 15 banking days period
	SM 8b	Percentage of accounts with loan amounts of > ₱15 M processed within Turn-around Time (TAT) - from receipt of complete documents)	7.5%	80% of loan accounts with amount of > ₱15M are processed within 45 banking days		98% of loan proposals are processed within the 45 banking days period

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STAKEHOLDERS	SO 5	Anticipate The Needs & Provide New/Enhanced Products & Services In A Timely Manner			
	SM 9	Customer Satisfaction based on Third-Party Survey	7.5%	85% of respondents giving "Satisfactory Rating"	<p>a. On 09 Feb 2017, Nationwide Customer Satisfaction Survey (NCSS) results for 2016 were presented to the Management Committee (ManCom)</p> <p>b. The following concerned units of the Bank were refreshed/given an overview of the results:</p> <ul style="list-style-type: none"> • Branch Banking Sector (BBS) on 24 Feb 2017 • Agricultural & Development Lending Sector (ADLS) on 03 Mar and May 2017 (during ADLS Meeting) <p><i>Note: Satisfaction Survey for CY 2017 to commence in August 2017</i></p>

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STAKEHOLDERS	SO 6	Process Land Transfer In A Timely Manner			
	SM 10	Percentage of claim folders processed within the average turn-around time (30 working days) from receipt of complete documents	5%	100%	100%

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INTERNAL PROCESS	SO 7	Enhance Banking Operations Thru Technological Solutions			
	SM 11	No. of new IT projects implemented	10%	<p>3 IT projects to be implemented as follows:</p> <ol style="list-style-type: none"> 1. New ATM Switch System – EMV-Compliant 2. LANDBANK Phone Access Upgrade Phase II 3. Integrated Treasury System 	

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INTERNAL PROCESS	SO 8	Establish Strategic Alliances In The Delivery Of Bank Services			
	SM 12	No. of strategic alliances formed (including outsourcing of services, joint ventures, horizontal & vertical strategic alliances etc.)	5%	2 strategic alliances to be formed <ul style="list-style-type: none"> • DEPED Bridge Financing for K-12 Schools • LTFRB Cashless Payment Solution 	<ul style="list-style-type: none"> • Effective on 07 February 2017 LBP Executive Order No. 15 series of 2017 • Establishment of the 1st LANDBANK Inclusive Banking Center (LIBC) at the LTFRB main office in Quezon City on May 08, 2017. The LIBC is an interconnected and interoperable facility with a point-of-sale (POS) terminal linked to the agency's cashiering system, cash deposit machine (CDM), ATM, and pre-generated ATM cards for client-payors without ATM card to pay via the POS.

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INTERNAL PROCESS	SO 9	Enhance And Accelerate New Product Development & New Channel Development			
	SM 13	No. of new products and channels developed	5%	<p>4 new products to be developed:</p> <ol style="list-style-type: none"> 1. Harnessing Agri-business Opportunities through Robust and Vibrant Entrepreneurship Supportive of Peaceful Transformation (HARVEST) 2. Lending to Young Agri – Entrepreneurs 3. Franchising Lending 4. LBP-Sugar Regulatory Administration (SRA) Socialized Credit Facility for small sugarcane farmers under the Sugarcane Industry Development Act (SIDA) 5. LBP-Charoen Pokphand Foods Philippines (LBP-CPFP) Livestock Contract Growing Farmers Financing Program 6. LANDBANK Special Program for Environment- friendly and Efficiently- Driven (SPEED) Jeepneys 	

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INTERNAL PROCESS	SO 10	Establish A Robust Risk Management System			
	SM 14	No. of internal models developed to quantify risk	5%	(3) Credit rating models to be developed: 1. Commercial/ Offshore/ Foreign Banks 2. Credit Card 3. LANDBANK Mobile Loan Saver Facility	<ul style="list-style-type: none"> • <u>On-going</u> - Drafted/ formulated the revised Credit Rating System – Universal/ Commercial/ Offshore/ Foreign (CRS-UCOF) and its implementing guidelines • <u>On-going</u> - researched for possible category definition for data fields/variables and proposal on standard category definition to be finalized • <u>On-going</u> - data exploration/ assessment in the new sample data sets

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INTERNAL PROCESS	SO 10	Establish A Robust Risk Management System			
	SM 14	No. of internal models developed to quantify risk	5%	(2) behavioral models to be developed for cash flow forecasting 1. CASA core deposit 2. Time deposit pre-termination	<ul style="list-style-type: none"> Conduct model validation by using actual LBP data running the model. Recalibration if necessary of the model based on the validation result. Re-run the model using the actual LBP actual.

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LEARNING AND GROWTH	SO 11	Establish High Performance Culture			
	SM 15	Average Competency Level of the Organization	5%	30 % of employees with identified competency gaps addressed by providing the following interventions: 1. In-house and external formal classroom trainings; and 2. Job Knowledge Enhancement (JKE) sessions	<ul style="list-style-type: none"> Approval of Range for Prioritization of Developmental Interventions – February 2017 Sectoral Consultation on Prioritization of Competencies at approved range – March 2017

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SO 12 Develop World-Class Operations						
LEARNING AND GROWTH	SM 16	Establishment of Quality Management System	5%	<ol style="list-style-type: none"> Approved Quality Manual and approved Procedures and Work Instructions Manual, including forms, Integrated Quality & Environmental Management System Manual and Integrated Management System Policy. Evidence of ISO 9001-aligned QMS implementation: <ul style="list-style-type: none"> ✓ Certification of the Head of Agency on the conduct of Internal Quality Audit; and ✓ Minutes of the FY 2017 Management Review 		<ol style="list-style-type: none"> Submission of current systems' gap to ISO 2015 standards Workshops on the following: <ul style="list-style-type: none"> • QE-IMS Documentation • Risk Identification & Assessment • QE-IMS Objectives and Monitoring • Internal Audit Assessment – ISO Requirements vs. IAG Processes QMS-EMS process definition and initial documentation