

**EMPLOYEES COMPENSATION COMMISSION
MONITORING REPORT OF PERFORMANCE TARGETS**

		Component				Baseline 2014	1st Quarter		2nd Quarter		2015				
		Objective/Measure	Formula	Weight	Rating System		Target	Actual	Target	Actual	Revised Full Year Target	3rd Quarter		4th Quarter	
											Target	Actual	Target	Actual	
STAKEHOLDERS	SO 1	Empowered Stakeholders													
	SM1	Customer Satisfaction based on Third Party Suvey	All or Nothing	5%	Number of respondents with satisfactory rating÷ total number of respondents to the third party survey	N/A	Proposal prepared and approved		Third party survey conducted				Results of third party survey submitted to ECC		Report of the results prepared
	SO 2	Enhanced Benefits													
	SM2	Improved services and enhanced benefits	Absolute Number	15%	Actual number of policies approved ÷ Number of policies targeted to be approved	13	2		3			3		2	

Component					Baseline	2015									
Objective/Measure	Formula	Weight	Rating System	2014	1st Quarter		2nd Quarter		Revised Full Year Target	3rd Quarter		4th Quarter			
					Target	Actual	Target	Actual		Target	Actual	Target	Actual		
INTERNAL PROCESS	SO 5	Increased Utilization of Rehabilitation Services for PWRDs													
	SM6	PWRDs provided with rehabilitation services (PT/OT, prosthesis and skills & entrepreneurial training)	Absolute Rate	15%	No. of PWRDs provided with various rehabilitation services + targeted number of PWRDs to be provided with various rehabilitation services	104%	25%		25%			25%		25%	
	SO 6	Improved Processing of Claims													
SM7	Establishment of service level agreements with GSIS and SSS on processing of claims	All or Nothing	10%	N/A	N/A	N/A		N/A			N/A		Established Service Level Agreements with GSIS and SSS on EC Claims		

