

Performance Measures				Baseline Data (if available)			CY2015 Targets	CY2015 Accomplishments	Rating
Description	Formula ¹	Weight	Data Provider	2012	2013	2014			
SO 1: VIABILITY OF SOCIAL SECURITY INSTITUTION SUSTAINED									
SM 1: Amount of Contributions		10%	SSS	94.21 Billion	103.01 Billion	120.65 Billion	128.50 Billion	132.62 Billion	10.00
SM 2: Net Revenue		10%		36.20 Billion	38.36 Billion	44.47 Billion	38.00 Billion	41.12 Billion ²	10.00
SO 2: EFFECTIVELY MANAGE THE FUND									
SM 3: Return on Investments		10%	SSS	10.5%	8.8%	8.7%	6.0%	6.89% ²	10.00
SM 4: % of Operating Expenses to Charter Limit		5%		62.7%	57.0%	52.3%	≤70%	52.4% ²	5.00
SO 3: IMPROVE CUSTOMER SATISFACTION									
SM 5: ARTA Rating		5%	CSC	79.28%	82.66%	87.13%	90.00%	88.50%	4.92
SM 6: 3rd Party Customer Satisfaction Survey Rating		5%	3rd party social research institution	n/a			Establish baseline	-	-
SO 4: ADOPT A SERVICE QUALITY FRAMEWORK									
SM 7: Initial Implementation Date of ISSA Service Quality Framework		5%	SSS	n/a			November 2015	Implemented in November 2015	5.00
SO 5: IMPROVE COMPLIANCE BY EMPLOYERS AND MEMBERS									
SM 8: % of the Number of Referred Delinquent Employer Accounts Filed in Court/PO/SSC, Collected or Settled		5%	SSS	n/a			90%	94.31%	5.00
SM 9: % of Paying Members over Labor Force (Employed less Workers in Government/ Government Corporations)		5%	SSS and PSA	31.9%	33.3%	33.7%	35.0%	36.5% ²	5.00

¹ Indicated in the Measure Profiles² Interim

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SOCIAL SECURITY SYSTEM

Performance Measures				Baseline Data			CY2015 Targets	CY2015 Accomplishments	Rating
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SO 6: PROVIDE A CONDUCIVE MEMBER-CENTRIC ENVIRONMENT									
SM 10: Total Number of PE Centers (Cumulative)		5%	SSS	n/a	55	65	75	75	5.00
SM 11: Number of Branches Created/Relocated (Cumulative)		5%		n/a	12	45	60	63	5.00
SM 12: Number of New Service Offices		5%		7	18	13	5	5	5.00
SM 13: Transaction Volumes		5%		n/a	35.98 Million	37.02 Million	38.04 Million	40.38 Million	5.00
SO 7: CAPITALIZE ON IT TO AUTOMATE PRIORITY PROCESSES									
SM 14a: Redesigned Registration and Coverage System		2%	SSS	n/a			Pilot implementation in September 2015	Implemented in September 2015	2.00
SM 14b: Redesigned Accounts Management System		0%		n/a				Piloted in September 2015	-
SM 15: Turnaround Time from Collection (Contribution) List Submission to Posting		2%		n/a			Establish baseline	Baseline established (3.5 days)	2.00
SM 16: Additional Functionalities of the Web Services		1%		n/a			September 2015	Implemented the following online services: Sickness Notification and Technical Retirement Claim Application in September 2015	1.00

¹ Indicated in the Measure Profiles

² Interim




SOCIAL SECURITY SYSTEM

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SO 8: ACHIEVE CHECKLESS PAYMENTS OF BENEFITS									
SM 17: % of All Initial Pension and Short-Term Benefit Payments Through Banks Instead of Checks		5%	SSS	18.9%	21.3%	61.2%	65.0%	64.2%	4.94
SO 9: EXPAND THE QMS SCOPE FOR ISO CERTIFICATION									
SM 18: Number of Branches for ISO-Certification (Registration Process)		2.5%	SSS	0	0	4	4	6	2.50
SM 19: Manualization of Core Processes		2.5%		n/a	3	5	5	2.50	
SO 10: BUILD A MORE STRATEGICALLY RESPONSIVE ORGANIZATION									
SM 20: Approval Date of the Competency-based HR Framework by the Social Security Commission		5%	SSS	n/a			December 2015	Approved in December 2015	5.00
								TOTAL SCORE	94.86

¹ Indicated in the Measure Profiles

² Interim

Certified Correct:



ELEONORA Y. CINCO
 Vice President
 Management Services and Planning Division

Date




ELVIRA G. ALCANTARA-RESEARE
 Senior Vice President
 Controllership Group

2-10-16

 Date

Approved by:



EMILIO S. DE QUIRCA, JR.
 President and CEO
 Social Security System

2/12/16

 Date



JUAN B. SANTOS
 Chairman
 Social Security Commission

2-23-16

 Date

MSEC
 2/23/16