	<h1>Claims</h1> <h2>Key Performance Indicator</h2>		Document Number: KPI-SS-01.05
	Department: Claims	Effective Date: August 16, 2023	Revision No 0


KPI 2023

No.	KPI Name	Weight	Target	Criteria	KPI Description	Source	Formula
1	On time Settlement of Claim	20%	30 days & below	Lower is better	Start: From the time claims reported and submitted the complete documents until signed by authorized signatures within thirty (30) days.	Email Communication with Finance Team and CSR Email summary from customer Direct communication between Claims Supervisor and/or Claims Analyst with F2 Sales and the Customer Please refer to sheet "KPI #1"	Measures average no. of days for Claims Settlement. 30 days & below = 100% 31 days - 60 days = 50% 61 days - 90 days = 25% 91 days & above = 0%
2	Number of Validated Outright Deduction Recommended to Finance for RFA	10%	7 days & below	Lower is better	Investigated & validated Outright Deduction and reported/endorsed to Finance for RFA with supporting documents and information within 7 days based on date O.R./outright summary report was sent to claims via email from Finance	Claims Systems/Email Please refer to sheet KPI#2	Measures average no. of days to validate outright deduction. Scoring Reference: 7 days & below = 100% 8 days -15 days 50% 16 days - 30 days = 25% 31 days & over = 0%
3	On time encoding of irregularity report	10%	2 days & below	Lower is better	Encoding of irregularity incidents within 2 days upon turnover of Cargo Incident Report (CIR) to Claims Coordinator	Claims System Please refer to sheet KPI#3	Measures average no. of days to encode CIR. Scoring Reference: 2 days & below = 100% 3 days - 5 days = 50% 6 days - 10 days = 25% 11 days & over = 0%
4	Amount of prevented claims	20%	₱50K & above prevention nationwide	Higher is better	Prevention of claims incidents nationwide	Email Report, PresMat Please refer to sheet "KPI #4"	Measures: actual prevention per amount Scoring Reference 50k&above prevention = 100% 40k&above prevention = 50% 30k&above prevention = 25% 20k&above prevention = 0%

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled

	<h1 style="text-align: center;">Claims</h1> <h2 style="text-align: center;">Key Performance Indicator</h2>		Document Number: KPI-SS-01.05
	Department: Claims	Effective Date: August 16, 2023	Revision No 0

No.	KPI Name	Weight	Target	Criteria	KPI Description	Source	Formula
5	Number of Claims In- Action per month	15%	To conduct at least 4 claims in action per month per branch	Higher is better	Conduct Claims In - Action 4 to 8 accounts in a month (nationwide)	Weekly report/Monthly summary of claims in action conducted Please refer to sheet "KPI#5"	Manila Claims Team and each Branch Coordinator must be able to conduct a minimum of 4 claims in action in a month per branch. Total Hit Branches over Total Branches
6	On time submission of Management Report and on time updating and reporting of warehouse inventory of damage items and salvage proceeds nationwide	5%	Submission of: a. Weekly Reports (every Monday) b. Monthly Report (every 3rd day of the month)	Higher is better	Claims Weekly Report - Saturday covering Saturday to Friday Claims Monthly Report - on or before 3rd day of the next month Including Salvage proceeds report and warehouse inventory report of damage items Timeliness: on time sending of weekly report - warehouse inventory - salvage proceeds	Weekly report/Month end report Please refer to sheet "KPI#6"	Measures: emailed every Mondays of the month and third day of the following month Scoring Reference: Total Hit Reports over Total Reports
7	Total amount of recovery from the weekly selling activities nationwide	20%	19% to 20% sold items (in amount) from the beginning inventory	Higher is better	Reported recovery amount nationwide from monthly beginning inventory.	Salvage proceeds/selling activity reports nationwide Please refer to sheet "KPI#7"	Measures: 19% to 20% of sold consumable items from beginning inventory (in amount) Scoring Reference: Total Hit Branches over Total Branches
		100%					

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled