

2020 Performance Scorecard

		Objective/Measure	Formula	Weight	Rating System	2020		
						Annual	1 st Quarter	
							Target	Actual
Socio-Economic Impact	SO 1	Contribute to Inclusive Growth and Spur Regional Development						
		Increase Total Value of Loans Guaranteed to the following Sectors						
	SM 1	a. Housing	Value of Outstanding Guaranty for the year	15%	(Actual / Target) x Weight	P160.11 Billion	P16.011 Billion	P168.6 Billion
		b. Priority Sector/ MSME		10%		P3.6 Billion	P0.050 Billion	P0.050 Billion
		c. Agriculture		5%		P3.5 Billion	P0.350 Billion	P1.36 Billion
		Sub-Total		30%				
Stakeholders	SO 2	Develop or Implement Programs as a Reliable Key Partner						
	SM 2a	Percentage Implementation of the MSME Credit Guarantee Program	Actual Accomplishment	5%	(Actual / Target) x Weight	Implemented to 2,000 MSMEs	-0-	Conducted a study on the development of a subset program of the SME Credit Guarantee Facility (SCGF) to be called the MSME Credit Guarantee Program and designed to assist COVID 19 affected MSMEs
	SM 2b	Increase No. of Beneficiaries in the Key Sectors	Actual Accomplishment	0% (For Monitoring Only)	(Actual / Target) x Weight	Housing Sector: 4,121 New Housing Loan Borrowers	412	3,104
						Priority Sector/MSME: 2,000 Businesses	1	1
						Agri: 39,000 Agri-based workers	3,900	31,380

	SO 3	Enhance Public Image or Reputation as a Reliable Partner of Progress						
	SM 3	Percentage of satisfied customers	Number of respondents who gave a rating of at least Satisfactory over Total Number of respondents	5%	(Actual / Target) x Weight If less than 80% = 0%	90% Satisfactory Rating	To conduct research on the following: 1.) GCG requirements on Conducting the Customer Satisfaction Survey (CSS); and 2.) CSS conducted by other agencies for comparison	1.) Researched on the GCG requirements on Conducting the Customer Satisfaction Survey (CSS); and 2.) Compared previous CSS conducted with other agencies
	SO 4	Implement Regulatory and Supervisory Functions over BLAs						
	SM 4	Conduct Operations Audit in Building and Loan Associations	Number of operations audits conducted	5%	(Actual / Target) x Weight	Conducted Operations Audit to all BLAs under the supervision and regulation of PhilGuarantee	-0-	-0-
		Sub-Total		15%				
Finance	SO 5	Achieve Sound Financial Results						
	SM 5	Increase Total Comprehensive Income	Total Revenue less total expenses	10%	(Actual / Target) x Weight	P221.8 Million	P134.13 Million	P207.37 Million
	SM 6	Sales Value of Acquired Asset	Actual Sales Values of Acquired Asset / Target sales value	5%	(Actual / Target) x Weight	P6 Million	P2.3 Million	P4.81 Million
	SM 7	Improve Collection Efficiency Rate	Value of actual collections during the year / Total Collections for the year	10%	(Actual / Target) x Weight	At least 60% Collection Efficiency	15%	29%
		Sub total		25%				

Internal Process	SO 6	Enhance Operational Reliability						
	SM 8	Implement Quality Management	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certification (continuing, with Surveillance Audit process)	-0-	Housing core processes were still ISO certified for the following: ISO 9001:2015, ISO 27001 (ISMS) and ISO 22301 (BCMS)
	SM 9	Development of Internal Policies Focused on Operational Efficiency	Actual Accomplishment	5%	All or Nothing	Board-approved Business Continuity Plan (BCP)	-0-	-0-
	SM 10	Implementation of Information Systems Strategic Plans	Actual Accomplishment	5%	All or Nothing	Information Systems Strategic Plan (Phase 1 - 2020 ICT Resource Acquisition Clearance from the Department of Information and Communications Technology)	Explore with DICT the process in securing the IT Resources Acquisition (ITRA) clearance.	Conducted meeting with DICT authorized officers on the ISSP and the process for the issuance of the IT Resources Acquisition (ITRA) clearance. Commenced the updating of the ISSP.
	SO 7	Digital Transformation						
	SM 11	Automation of Key Process/es	Actual Accomplishment	5%	All or Nothing	Automation of one (1) Key Process (preferably establishment of Digital Payment Platforms)	-0-	-0-
		Sub-total		20%				
Learning & Growth	SO 8	Improve Competencies						
	SM 12	Development/ Establishment of a Competency Framework	Actual Accomplishment	10%	All or Nothing	Development of the Competency Framework	Establishment of an interim learning and development policy	Learning and development policy established
		Sub-total		10%				
		Total	100%					

