

2020 Performance Scorecard

		Objective/Measure	Formula	Weight	Rating System	2020		
						Annual	2 nd 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	P48.033 Billion	P146.74 Billion
		b. Priority Sector/ MSME		10%		P3.6 Billion	P0.044 Billion	P0.044 Billion
		c. Agriculture		5%		P3.5 Billion	P1.050 Billion	P2.77 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	To conduct a study on the development of an MSME Credit Guarantee Program to assist COVID 19 affected MSMEs	Finalized study of the MSME Credit Guarantee Program (MCGP) and the same was approved by the PHILGUARANTEE Board on April 27, 2020
	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	1,236	3,400
						Priority Sector/MSME: 2,000 Businesses	1	1
						Agri: 39,000 Agri-based workers	11,700	37,160

	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 coordinate with the various Guarantee Groups and determine the parameters and scope of the Customer Satisfaction Survey and to review the Questionnaire as required by GCG	1.) Coordinated with the various Guarantee Groups and determined the parameters and scope of the Customer Satisfaction Survey; and 2.) Reviewed the Questionnaire as required by GCG
	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	To coordinate with Housing Guarantee Group (HGG) on the conduct of the Building and Loan Associations (BLAs) Audit.	Coordinated with Housing Guarantee Group (HGG) on the conduct of the Building and Loan Associations (BLAs) Audit.
		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	P293.07 Million	P404.54 Million
	SM 6	Sales Value of Acquired Asset	Actual Sales Values of Acquired Asset / Target sales value	5%	(Actual / Target) x Weight	P6 Million	P1.81 Million	P2.45 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	30%	38%
		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)	To prepare Citizen's Charter / document processes in preparation for surveillance audit and to procure / hire an ISO Consultant	Preparation of Citizen's Charter/ Documented Processes in preparation for surveillance audit and Procurement/Hiring of ISO Consultant

	SM 9	Development of Internal Policies Focused on Operational Efficiency	Actual Accomplishment	5%	All or Nothing	Board-approved Business Continuity Plan (BCP)	To conduct initial review of the Business Continuity Plan (BCP) of PhilEXIM and Business Continuity Management System (BCMS) of HGC.	Initial review of the BCP and BCMS.
	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)	Submit the draft ISSP to the DICT.	Secured the approval of the Board on the ICT budget for capital expenditures and maintenance and other operating expenses. Submitted the draft ISSP to the DICT.
	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)	To explore the possibility of automation of one (1) key process which is the payment/collection process thru PayMaya or G-Cash	Exploring the possibility of automation of one (1) key process which is the payment/collection process thru PayMaya or G-Cash
		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	Division review of job functions	Job functions reviewed
		Sub-total		10%				
		Total	100%					