

2020 Performance Scorecard

		Objective/Measure	Formula	Weight	Rating System	2020		
						Annual	4th 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	P160.11 Billion	P175.71 Billion
		b. Priority Sector/MSME		10%		P3.6 Billion	P3.6 Billion	P0.348 Billion
		c. Agriculture		5%		P3.5 Billion	P3.5 Billion	P4.25 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	Implemented to 2,000 MSMEs	Implemented to 2,944 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	4,121 New Housing Loan Borrowers	11,281 New Housing Loan Borrowers
						Priority Sector/MSME: 2,000 Businesses	2,000 Businesses	2,944 Businesses
						Agri: 39,000 Agri-based workers	39,000 Agri-based workers	48,038 Agri-based workers

	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	90% Satisfactory Rating	95% Overall Positive Rating
	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	Conducted Operations Audit to all BLAs under the supervision and regulation of PHILGUARANTEE	Completed the conduct of Operations Audit to all BLAs under the supervision and regulation of PHILGUARANTEE
		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	P221.79 Million	P221.79 Million	P796.03 Million
	SM 6	Sales Value of Acquired Asset	Actual Sales Values of Acquired Asset / Target sales value	5%	(Actual / Target) x Weight	P6 Million	P6 Million	P35.02 Million
	SM 7	Improve Collection Efficiency Rate	Value f actual collections during the year / Total Collections for the year	10%	(Actual / Target) x Weight	At least 60% Collection Efficiency	At least 60% Collection Efficiency	96.61%
		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	ISO 9001:2015 Certification (continuing, with Surveillance Audit	ISO 9001:2015 Certification (issued to PHILGUARANTEE

						process)	process)	by TUV Rheinland after successfully passing the 1 st Surveillance Audit)
	SM 9	Development of Internal Policies Focused on Operational Efficiency	Actual Accomplishment	5%	All or Nothing	Board-approved Business Continuity Plan (BCP)	Board-approved Business Continuity Plan (BCP)	<ul style="list-style-type: none"> Board-approved Supplemental Business Continuity Plan (BCP) Implemented
	SM 10	Implementation of Information Systems Strategic Plans	Actual Accomplishment	5%	All or Nothing	Information Systems Strategic Plan (Phase 1 - 2020 ICT Resource Acquisition (ITRA) Clearance from the Department of Information and Communications Technology (DICT))	Information Systems Strategic Plan (Phase 1 - 2020 ICT Resource Acquisition (ITRA) Clearance from the Department of Information and Communications Technology (DICT))	ICT Resource Acquisition (ITRA) Clearance was granted by Sec. Honasan of the Department of Information and Communications Technology (DICT) on October 26, 2020.
	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)	Automation of one (1) Key Process (preferably establishment of Digital Payment Platforms)	<ul style="list-style-type: none"> Board-approved G-Cash money service as one of the Digital Payment Platforms. For implementation
		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	Development of Competency Framework	Completed the Development of Competency Framework and Competency Catalogue with Operational Definitions
		Sub-total		10%				
		Total		100%				