

**2022 Performance Scorecard**

		Objective/Measure	Formula	Weight	Rating System	2022		
						Annual	4th Quarter	
							Target	Actual
Socioeconomic Impact	SO 1	Contributing to Value Creation and Regional Development						
		Increase Total Value of Gross Loans Guaranteed to the following Sectors (Year-to-Date)						
	SM 1	a. Housing	Value of Gross Loans Guaranteed for the year	20%	(Actual / Target) x Weight	P229.07 Bn	P229.07 Bn	P 237.71 Bn
		b. Priority Sectors		5%		P4.40 Bn	P 4.40 Bn	P 1.36 Bn
		c. Agriculture		5%		P6.06 Bn (With Appeal for P3.86 Bn)	P3.86 Bn	P 4.83 Bn
			Sub-Total		30%			
Stakeholders	SO 2	Expanding the Reach of the Benefits of State Guarantee Finance						
		Increase No. of Beneficiaries in the Key Sectors (Year-to-Date)						
	SM 2	a. Housing	Actual Accomplishment	5%	(Actual / Target) x Weight	18,750 housing loan borrowers	18,750	43,535
		b. Priority Sectors		5%		8,800 MSMEs	8,800	8,864
		c. Agriculture		5%		42,997 Agri-based workers	42,997	39,811
	SO 3	Enhancing Public Image/Reputation as a Reliable Partner of Progress						
SM 3	Percentage of satisfied customers	Number of respondents who gave a rating of at least	5%	(Actual / Target) x Weight	90% Satisfactory Rating	Conduct and completion of the 2022 Customer Satisfaction Survey	98%	

			Satisfactory over Total Number of respondents		If less than 80% = 0%			
	<b>SO 4</b>	<b>Implementing Regulatory and Supervisory Functions over BLAs</b>						
	SM 4	Conduct Operations Audit in Building and Loan Associations (BLAs)	Number of operations audits conducted	5%	(Actual / Target) x Weight	<b>Conducted Operations Audit to all BLAs under the supervision and regulation of PHILGUARANTEE</b>	<b>Conducted Operations Audit for all BLAs under the supervision and regulation of PHILGUARANTEE</b>	<b>Completed the Conduct Operations Audit for all BLAs under the supervision and regulation of PHILGUARANTEE</b>
		<b>Sub-Total</b>		<b>25%</b>				
	<b>SO 5</b>	<b>Achieving Sound Financial Results</b>						
<b>Finance</b>	SM 5	Increase Total Comprehensive Income	Total Revenue less total expenses	10%  (With appeal for 12.5%)	(Actual / Target) x Weight	<b>P924.87 Mn</b>	<b>P924.87 Mn</b>	<b>P1.32 Bn</b>
	SM 6	Sales Value of Acquired Asset	Actual Sales Values of Acquired Asset / Target sales value	7.5%  (With appeal for 5%)	(Actual / Target) x Weight	<b>P87.50 Mn</b>  (With appeal for P54.67 Mn)	<b>P87.50 Mn</b>	<b>P 70.44 Mn</b>
	SM 7	Improve Collection Efficiency Rate of the Acquired Assets Portfolio	Value of actual collections during the year / Total Collections for the year	7.5%	(Actual / Target) x Weight	<b>85%</b>	<b>85%</b>	<b>98%</b>
	SM 8	Efficient Utilization of Corporate Budget	Total Disbursement/ DBM-Approved Corporate Operating Budget (both net of PS Cost)	5%	(Actual / Target) x Weight	<b>90%</b>	<b>90%</b>	<b>74.91%</b>
		<b>Sub-Total</b>		<b>30%</b>				

Internal Process	SO 6	Enhancing Operational Reliability						
	SM 9	Implement Quality Management	Actual Accomplishment	5%	(Actual / Target) x Weight	ISO 9001:2015 and 27001:2013 Recertification	Planning/Preparation for Maintenance of Certification (1 <sup>st</sup> Surveillance Audit) for CY 2023	<ul style="list-style-type: none"> <li>Successfully passed the Recertification Audit and was awarded by TUV Rheinland Philippines with the following:               <ol style="list-style-type: none"> <li>ISO 9001:2015 valid from August 2022 – July 2025.</li> <li>ISO 27001:2013 valid from August 2022-August 2025</li> </ol> </li> <li>CMSO was able to Plan and Prepare for Maintenance of Certification (1<sup>st</sup> Surveillance Audit) for CY 2023 as per IMS (ISO) Gantt Chart Activities January 2023 to June 2023.</li> </ul>
	SM 10	Implementation of Information Systems Strategic Plans	Actual Accomplishment	5%	(Actual / Target) x Weight	100% Implementation of the targets based on the ISSP as submitted to DICT	Completion of 2022 ISSP Projects	<ul style="list-style-type: none"> <li>Ongoing review of ISSP by DICT.</li> <li>An urgent follow-up communication and meeting was made by the Head of the Corporate Services Group with the DICT Usec/COS to the Secretary.</li> </ul>
		Sub-Total		15%				
Learning & Growth	SO 7	Improving Competencies						
	SM 11	Improve Competency Level	Actual Accomplishment	5%	All or Nothing	Establishment of a Competency Baseline	Preparation of L&D Plan based on the results of the Competency Assessment and Gap Analysis	On December 21, 2022, the PCEO approved the Baseline Report and Competency-Based Learning and Development (CBLD) Plan based on the result of Competency Assessment and Gap Analysis. Full report

								submitted to GCG on December 22, 2022.
		Sub-Total		5%				
		Total		100%				