

**PHILIPPINE SUGAR CORPORATION (PHILSUCOR)
2016 Performance Scorecard**

	Component			Target	Submission		CGO Validation		Supporting Documents	Remarks	
	Objective/Measure	Formula	Weight	2016	Actual	Rating	Score	Rating			
SOCIAL IMPACT	SO 1	Expand and Diversify Credit Assistance to Sugarcane Planters' Cooperative / Federations / Associations, Sugar Mills / Refineries and Block Farms									
	SM 1	Number of beneficiaries assisted:	Number of entities with approved loans	20%	5	2	0.62%	2	8%	• PHILSUCOR Schedule of Credit Financing Assistance	This was attributed to the stringent accreditation requirements to be recognized as a block farm.
		a. Block Farms		20%	7	7	20%	6	17.14%	• PHILSUCOR Schedule of Credit Financing Assistance	
		b. Coops / Federations, Associations, Sugar Mills / Refineries									
		<i>Sub-total</i>	<i>40%</i>			<i>20.62%</i>		<i>25.14%</i>			
FINANCE	SO 2	Financial Stewardship									
	SM 2	Credit Financing Utilization Rate	Total Amount Released Credit Financing Budget	10%	80% (326M / 407M)	36.29%	3.62%	36.29% (147.7M / 407M)	4.54%	• PHILSUCOR Schedule of Credit Financing Assistance • Secretary's Certificate indicating the Board Resolution Approving the Loan Application	For 2016, only eight sugar planters' associations and cooperatives qualified for PHILSUCOR's Credit Financing Assistance.
	SM 3	Net Income	Revenue - Expense	5%	2.686M	9.474M	5%	9.474M	5%	• PHILSUCOR's Unaudited 2016 Statement of Comprehensive Income	Amount excludes corporate income tax of ₱2.051 Million.

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FINANCE	SM 4	Arrears Collected (Past Due Accounts)	Actual Amount Collected vs. Total Amount Receivables	5%	15M	16M	5%	16M	5%	<ul style="list-style-type: none"> Schedule of Arrears Collected PHILSUCOR Loans Receivable Ledger and Cash Receipt Book on Receivables 	Arrears collected represents only the principal amount. Thus, it excludes interest and penalties.
	<i>Sub-total</i>			20%			13.62%		14.54%		
INTERNAL PROCESS	SO 3	Improve Delivery of Service									
	SM 5	Percentage of Loans granted within 20 days	Loans processed within 20 working days over Total number of loans granted	15%	92%	100%	15%	80%	13.04%	<ul style="list-style-type: none"> Credit Financing Assistance to Sugar mills, Refineries and Related Facilities Applications for Loan Promissory Notes 	Eight (8) out of all ten (10) loan applications were processed within twenty (20) days. All loan applications were processed at an average of 15.7 days.
	SM 6	Customer Satisfaction Index	% of Customer Satisfaction	7%	At Least Satisfactory	Very Satisfactory	7%	Very Satisfactory	7%	<ul style="list-style-type: none"> Third Party Survey Report 	
	SM 7	Number of Complaints resolved within prescribed number of days	No. of complaints resolved / Total Complaints	0%	Establish Baseline	Zero complaints	0%	0	0%		No complaints were filed in 2016.
	<i>Sub-total</i>			22%			22%		20.04%		

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LEARNING AND GROWTH	SO 4	Establish Organizational Effectiveness through Personal Competency and Quality Management Systems									
	SM 8	ISO 9001:2005	Milestone	10%	ISO Certified	QMS Trainings & Documentations	0%	Management-approved QMS manual	0%	• QMS Manual	Removed 10% from the total weight.
	SM 9	Implementation of SPMS	Milestone	5%	Implementation of OPCR & IPCR	Implementation of OPCR & IPCR	5%	Implementation of OPCR & IPCR	5%	• IPCR forms	
	SM 10	Average percentage of required competencies met	Competencies Acquired / Required Competencies	3%	Establish Baseline	83%	3%	85.8	3%	• Summary of Competency rating • Individual competency rating of employees	Competency assessment of the five (5) plantilla employees was considered.
	<i>Sub-total</i>			<i>18%</i>			<i>8%</i>		<i>8%</i>		
TOTAL			100%			72.4% (64.24/90)		75.2% (67.72/90)			