

DUTY FREE PHILIPPINES CORPORATION
Interim Performance Scorecard

Indicator	Weight	Target	Accomplishment		CGO-A Validation		Supporting Documents	Remarks
	2013	2013	Actual	Rating	Score	Rating		
MFO 1 – Operation of Duty- and Tax-free Retail Merchandising System								
Quantity 1: Number of International Airports with Duty-Free Shops/ Stores	7.50%	9 out of 10	9 out of 10	7.50%	9	7.50%	Pictures and newspaper clippings	Acceptable
Quantity 2: Number of Off-Airport Duty-Free Outlets	7.50%	7	7	7.50%	7	7.50%		Acceptable
Quality: Percentage of Satisfied Customers	0%	Establish Baseline	85%	0.00%	85%	0.00%	Questionnaire used	
Financial: Amount of Sales (in Million US Dollars)	50%	\$240	\$237	49.38%	\$237	49.38%	Income Statement for year ending 2013	Acceptable
	65.00%			64.38%		64.38%		
MFO 2 – Administration of Balikbayan Special Shopping Privileges								
Quantity 1: Number of Balikbayans/ OFWs Who Availed of the One-Stop Center service	15%	18,000	21,699	15.00%	21,699	15%	Report certified by POEA Evaluator, OWWA Assessor, and HDMF Cashier	Acceptable. As clarified by DFPC, certification shows 21,699 Balikbayans/OFWs availed of the one-stop shop but only 18,290 were officially processed as Balik Manggagawa

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Quantity 2: Balikbayan/ OFW Customer Count	15%	720,000	697,308	14.53%	697,307	14.53%	Customer Count Report	Acceptable Revised report of DFPC shows discrepancy on the summation of sub-total. Per verification, customer count totalled 697,307
Quality: Percentage of Satisfied Balikbayan Customers	0%	Establish Baseline	85%	0.00%	85%	0%	Questionnaire used	
	30.00%			29.53%		29.53%		
General Administrative Services								
Manualization and Certification of Core Processes	5%	Store Operations Manual	Store Operations Manual	5.00%		5.00%	GQMSS action plan	The Store Operations Manual produced in 2013 is not part of the ISO Certification process (although this was not specified in the PA); hence the reported accomplishment is deemed acceptable. DFPC started its ISO Certification process in November and will

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	2013	2013	Actual	Rating	Score	Rating		
								be completed in 2014.
	5%			5.00%		5.00%		
	100%			98.91%		98.91%		