







PHILIPPINE INTERNATIONAL TRADING CORPORATION

Description	Performance Measures				Baseline Data <i>(if available)</i>			Targets		
	Formula	Weight		Rating System	Data Provider <i>if applicable</i>	2010	2011	2012	2013	2014
		2013	2014							
MFO 1 : International Trading and Services										
Quantity 1: No. of foreign clients reached with promotional materials on domestic products	Absolute number	4%	5%			10	20	50	1,000	2,000
Quantity 2: No. of new international technologies or component materials to support domestic industries that have been formally evaluated	Absolute number	4%	4%			-	-	1	50	70
Quantity 3: No. of export suppliers vetted and certified	Absolute number	3%	4%			65	84	140	300	400
Quantity 4: No. of Customs Bonded Warehouse clients	Absolute number	3%	4%			9	11	16	22	35
Quantity 5: No. of government agencies presented with countertrade proposals or programs	Absolute number	3%	4%			2	2	4	20	30
Quantity 6: No. of Agreements/ Contracts signed with buyers, suppliers/ contractors and gov't. agencies	Absolute number	3%	4%			3	3	5	30	50

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	Formula	Weight		Rating System	Data Provider <i>if applicable</i>	2010	2011	2012	2013	2014
		2013	2014							
Quality 1: Percentage of complaints/ issues resolved	No. of complaints or issues resolved / Total no. of complaints or issues received	5%	5%						90%	90%
Quality 2: Importation liquidated within 9 to 12 months from the date of importation (CBW)	No. of importation liquidated within 9-12 mos. / Total no. of importation	10%	10%	All or nothing		Within 9-12 months	Within 9-12 months	Within 9-12 months	Within 9-12 months	Within 9-12 months
Timeliness: Average response time on communications/inquiries upon receipt of complete documents	Sum of total no. of days it took for PITC respond to communications or inquiries / Total no. of documents received	5%	5%			Within 15 working days	Within 15 working days	Within 15 working days	Within 15 working days	Within 12 working days
Subtotal of Weights:		40%	45%							
MFO 2 : Procurement Services for Government Clients										
Quantity: No. of total government clients	Absolute Number	20%	15%			14	11	15	20	24

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Description	Formula	Performance Measures		Rating System	Data Provider <i>if applicable</i>	Baseline Data <i>(if available)</i>			Targets	
		Weight				2010	2011	2012	2013	2014
		2013	2014							
Quality: Percentage of complaints/ issues resolved	No. of complaints or issues resolved / Total no. of complaints or issues received	15%	15%						90%	95%
Timeliness: Average response time on communication/inquiries upon receipt of complete documents	Sum of total no. of days it took for PITC respond to communications or inquiries / Total no. of documents received	5%	5%			Within 15 working days	Within 15 working days	Within 15 working days	Within 15 working days	Within 12 working days
Subtotal of Weights:		40%	35%							
Organizational Effectiveness and Financial Sustainability (i.e. General Administrative Services)										
No. of employees sent to training	Absolute Number	2%	2%			35	44	40	45	50
5% Increase in net income	Baseline + (5% x Baseline)	18%	18%			(P20.87 Million)	(P53.53 Million)	P1.14 Million	P3.975 Million	P4.174 Million
Subtotal of Weights:		20%	20%							
TOTAL OF WEIGHTS:		100%	100%							

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