

**PHILIPPINE INTERNATIONAL TRADING CORPORATION
2016 PERFORMANCE SCORECARD**

Component					PITC Submission		GCG Validation		Supporting Documents	GCG Remarks		
Objective/Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Score	Rating				
SOCIAL IMPACT	SO 1	Efficient Supply Chain for Foreign and Domestic Requirements										
	SM 1	Increase percentage of International Trading Revenues from the priority sectors: 1.) Processed Food, 2.) Agri-based Commodity, 3.) Furniture, Furnishings & Crafts, 4.) Transport	Revenue from Priority Sectors / Total Revenue from Exports and Imports	10.00%	(Actual / Target) x Weight	60%	99.989%	10.00 %	99.989%	10.00%	- Actual Gross Revenue of Exports and Imports - Order Confirmations - Invoices and Purchase Orders, - Bill of Ladings and Delivery Receipts	As part of its strategy to provide a more focused business approach, PITC identified sectors to providing priority trading assistance. For 2016, almost all or 99.989% of its revenues were from the priority sector, which is significantly higher than the 50% actual in 2015.
	SM 2	Increase in Customs Bonded Warehousing Facilities for SMEs	Absolute Number	10.00%	All or Nothing	4	3	7.50%	0	0.00%	-Letter exchange with BOC - BOC approval to continue the existing CBW facility of PITC	Customs Bonded Warehousing facility aims to enhance the competitiveness of small and medium sized export producers by allowing “duty and tax free” importation of raw and packaging materials and accessories used in the manufacture of goods for re-export within nine (9) months but extendable up to twelve (12) months.

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												To accommodate more SMEs utilizing this program, PITC aims to increase the number of Customs Bonded Warehouses (CBW) that it operates. The target pertains to the total cumulative CBW that PITC facilitates for the year. For 2016, PITC was unable to add new CBW, thus the score of zero.
			Sub-total	20.00%				17.50%		10.00%		
FINANCIAL	SO 2	Improve Financial Performance on Core Business Operations										
	SM 3	Gross Revenues from Exports and Imports Activities	Absolute Amount	5.00%	(Actual / Target) x Weight	P 278.523 Million	P 47.799 Million	0.86%	P 47.799 Million	0.86%	- Breakdown of Gross Revenue for Exports and Imports	The target of gross revenue indicates the size of the business transaction PITC handles for international trading and procurement. In 2016, the PITC was unable to reach its target gross revenue from its core functions. As a trading agent, PITC earns service income in the facilitation of such trading activities.
	SM 4	Gross Revenue from Countertrade	Absolute Amount	5.00%	(Actual / Target) x Weight	P 625.991 Million	P 398.933 Million	3.19%	P 398.933 Million	3.19%	- Breakdown of Gross Revenue for Countertrade	
	SM 5	Gross Revenue from Customs Bonded Warehouse	Absolute Amount	5.00%	(Actual / Target) x Weight	P 1,600.000 Million	P 1,326.929 Million	4.15%	P 1,326.929 Million	4.15%	- Breakdown of Gross Revenue for Customs Bonded Warehouse	
	SM 6	Gross Revenue from Procurement	Absolute Amount	5.00%	(Actual / Target) x Weight	P 3,258.000 Million	P 1,346.657 Million	2.07%	P 1,346.657 Million	2.07%	- Breakdown of Gross Revenue for Government and Military Procurement	

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	SO 3	Attain Financial Sustainability										
	SM 7	Net Operating Income	Gross Profit + Operating Income + Other Operating Income - Operating Expense - Finance Cost	5.00%	(Actual / Target) x Weight	P4.447 Million	P 75.128 Million	5.00%	P 75.427 Million	5.00%	- COA Audited Financial Statement	Based on the COA Audited Financial Statement, PITC generated a Net Operating Income of P75.427 Million in 2016. This is a 375% increase from the 2015 Actual Net Operating Income. The increase is due to the increase in the other operating income specifically the interest income.
			Sub-total	25.00%				15.26%		15.26%		
CUSTOMERS / STAKEHOLDERS	SO 4	Customer Satisfaction										
	SM 8	Over-All Satisfaction Rating	Adjectival Rating	10.00%		10% Increase from 2015 but not lower than Satisfactory	11% Increase from 2015 - Very Satisfactory	10.00 %	10.70% increase from 2015. 3.93 - Very Satisfied	10.00%	- Customer Satisfaction Survey Result conducted by CASI Research	PITC's 2015 Customer Satisfaction Survey conducted by CASI Research shows a 3.55 weighted rating of very satisfactory given by its respondents. Respondents gave the highest rating to Courtesy of Officers/Staff with a weighted average of 4.31 while Value for Money, Problem Solving Skills, and Clarity of Contracts and Processes were rated the lowest with a weighted average of 3.66, 3.74, and 3.80, respectively. While these areas registered the lowest weighted

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											average, CASI Research noted that these can be addressed or pushed for improvement by improving communication and coordination with clients, speed of service, and expansion of market. PITC is thus recommended to come up with an action plan to initiate such improvements.
			Sub-total	10.00%			10.00%		10.00%		
INTERNAL PROCESS	SO 5	Establish PITC as an Export Trading Hub									
	SM 9	Percentage of Export Producers linked to Buyers	Number of Successful Contracts / Total Number of vetted and accredited Export Suppliers	15.00%	(Actual / Target) x Weight	12% (54 Successful Contracts out of 450 Suppliers)	10.9% (49 Successful contracts / 451 Suppliers)	13.58 %	10.9% (49 Successful contracts / 451 Suppliers)	13.63%	<ul style="list-style-type: none"> - List of buyers with Order Confirmation and Shipping Documents / Debit Notes or Sales Invoice - List of Suppliers added in the total number of export products (Suppliers) with letter sent to suppliers - PITC registry of export suppliers <p>As support to local mSMEs who are not yet capable to market and compete with large and well-established enterprises, PITC matches the needs of buyers from its pool of mSME export producers in order to secure contracts or purchase orders between both parties.</p> <p>In 2016, the PITC accredited additional 29 exports suppliers. Forty-nine (49) out of 451 or 10.9% of export suppliers had successful agreements with foreign buyers which translates to sales revenue for the export suppliers</p>

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SO 6	Engage in Strategic Imports to promote domestic industries (Government Clients)										
SM 10	Percentage of Technology Requirements served to the Domestic Industries (Government Clients)	Number of Successful Contracts / Total Number of vetted Imports Suppliers	10.00%	(Actual / Target) x Weight	60% (3 Successful Contracts / 5 Suppliers)	20% (1 Successful Contract / 5 Suppliers)	3.33%	0	0.00%	<p>- List of Suppliers Vetted</p> <p>- Description and products/ technologies offered by the clients vetted</p> <p>- Memorandum Agreement for the Import Facilitation of Urea Fertilizer between PITC, Federation of Farmers Association of the Philippines, Inc., and Rhada International Corp. signed on 26 October 2016.</p>	<p>Based on submitted supporting documents, PITC vetted 5 suppliers (Shandong Yuyuan Logistics Co. Ltd. For Urea Fertilizer; Vestergaard for PermaNet and LifeStraw; Bharat Engineering Co for Mondernized /Updated Agricultural Implements; El Measure for Prepaid Smart Meters; and EmidoClau Foundation, Inc. for Medical Devices) in 2016. Among the 5 suppliers vetted, only Shandong Yuyuan Logistics Co. Ltd for the Urea Fertilizer supplier had a successful contract.</p> <p>Although, it is notable that the import facilitation contract with Shandong Yuyuan Logistics Co. Ltd for the Urea Fertilizer has benefitted the Federation of Farmers Association of the Philippines, the urea fertilizer is already present in the Philippine market. Hence, PITC was given 0% on the accomplishment of the measure.</p>

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SO 7	Ensure Integration of Countertrade in Government Procurement as Catalyst for National Development										
SM 11	Number of New NGAs Integrating Countertrade	Absolute Number	5.00%	(Actual / Target) x Weight	2	3	5.00%	3	5.00%	- 2015 list of NGA with signed Countertrade with PITC - Countertrade Agreements signed with Philippine National Police; Philippine General Hospital; and Metals Industry Research and Development Center	By leveraging on government procurement of imported equipment with reciprocal benefits to be provided by foreign suppliers, PITC generates additional exports to other countries and creates opportunities to accelerate the inflow of investments, technology, etc. The objective of the measure is to increase the number of National Government Agencies (NGAs) engaged in countertrade to provide additional savings to the government For 2016, 3 agencies were able to integrate countertrade into their procurement contract: Philippine National Police, Philippine General Hospital, and Metals Industry Research and Development Center.
SM 12	No. of Countertrade Agreements Signed with Suppliers	Absolute Number	5.00%	(Actual / Target) x Weight	7	7	5.00%	7	5.00%	- Copy of the Countertrade and Offset Agreement	For 2016, PITC met its target with 7 countertrade agreements signed with suppliers.
		Sub-total	35.00%				26.91%		23.63%		

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LEARNING & GROWTH	SO 8	Sustain ISO-QMS Certified Status										
	SM 13	ISO-QMS Certification Sustained	ISO Certification	5.00%	All or Nothing	Maintain Certification	Maintained Certification	5.00%	Maintained Certification	5.00%	- ISO certificate given by TUV Rheinland Valid until 12 July 2018	PITC maintained its certification for ISO 9001:2008.
	SO 9	Increase Targeted Competencies to Level Up Corporate Performance										
	SM 14	Percentage of Improvement from Baseline on Targeted Competencies	Number of Improved Competencies /Total Number of Targeted Competencies	5.00%	(Actual / Target) x Weight	7/8 (88%)	7/8 (88%)	5.00%	0	0.00%	- Targeted Competencies and Enhanced Competencies -List of employees undergone training and training undertaken	In 2016, PITC implemented/ conducted various training and development programs to address the 7 competencies with identified gaps. However, PITC was unable to measure the improvement of the employees in the identified competencies who participated in the interventions. For this measure, PITC received a zero score.
			Sub-total	10.00%				10.00%		5.00%		
			TOTAL	100.00%				79.67%		63.88%		