

CY 2017 PERFORMANCE SCORECARD (ANNEX B)

PHILIPPINE EXPORT-IMPORT CREDIT AGENCY

	Component					Baseline			Target	
		Objective/Measure	Formula	Rating Scale	Weight	2013	2014	2015	2016	2017
STAKEHOLDERS	SO 1	Sustain Financing of Priority/Strategic Enterprises								
	SM 1	Volume of Guarantee	Outstanding Amount of Credit Portfolio under Guarantee Program	Actual/Target x Weight	30%	P14.341 Billion	P13.148 Billion	P7.123 Billion	P15 Billion	P10 Billion
	SO 2	Customer Satisfaction								
	SM 2	Customer Satisfaction Rating	Absolute rate	All or nothing	10%	N/A	N/A	N/A	85% Satisfactory Rating (Conducted by Third-Party)	Satisfactory Rating ¹
		Sub-Total			40%					
FINANCE	SO 3	Portfolio Quality								
	SM 3	NPL Ratio (Net) Loans (Large Entities & SMEs)	Non-performing Loans (net of fully provided accounts) / Outstanding Loans Receivable (net of fully-provided accounts)	9% and below = 10% Above 9% to 15% = 5% Above 15% = 0%	15%	3.30%	16.02%	82%	9%	9%

¹ In-house generated Customer Satisfaction Survey

Component						Baseline			Target	
		Objective/Measure	Formula	Rating Scale	Weight	2013	2014	2015	2016	2017
	SO 4	Collection Efficiency								
	SM 4	Collection Efficiency	Amount Collected / Total Amount Due	12% and above = 15% Below 12% = 0%	15%	No available data	No available data	39%	N/A	12%
	SO 5	Maintain Profitability								
	SM 5	EBITDA Margin (Core Income)	EBITDA / Total Revenue	12% and above = 15% Below 12% to 10% = 5% Below 10% = 0%	15%	59.26%	34.60%	19.54%	10%-12%	10%-12%
		Sub-Total			40%					
INTERNAL PROCESS	SO 6	Continued Adoption of Key Business and Operating Policies and Controls								
	SM 6	Enhance Risk Management Process	Actual Accomplishment	All or Nothing	10%	N/A	N/A	Full Implementation of Phase 1	Phase 2 of Central Liability System	Establish Risk Monitoring and Risk Registry Process

Component						Baseline			Target	
		Objective/Measure	Formula	Rating Scale	Weight	2013	2014	2015	2016	2017
	SM 7	Implementation of ISO-Aligned Quality Management System	Actual Accomplishment	All or nothing	5%	N/A	N/A	Establish QMS	ISO Certification	ISO Certification
		Sub-Total			10%					
	SO 7	Focused Development of Internal Resource Capabilities								
LEARNING AND GROWTH	SM 8	Improvement in the Average Competency Level	Actual Accomplishment	Actual / Target x Weight	10%	N/A	N/A	N/A	Establish baseline for Competency Level	Establish Baseline for Competency Level ¹
		Sub-Total			10%					
		Total			100%					

¹ Implementation of methodology/ies designed by PhilEXIM in evaluating whether an incumbent or candidate to a position possesses (1) the competencies required by the position, (2) the actual competency levels of the incumbent or candidate, and (3) the gaps between the actual competencies and competency levels of the incumbent or candidate, and the required competencies and competency levels of the position.