

CY 2018 PERFORMANCE SCORECARD (ANNEX B)

MANILA INTERNATIONAL AIRPORT AUTHORITY (MIAA)

Component					Baseline Data			Target	
	Objective/Measure	Formula	Weight	Rating System ^{al}	2015	2016	2017	2018	
SOCIAL IMPACT	SO 1	Enhance NAIA's Role in Facilitating Tourism, Mobilization of Human Capital, and the Transfer of Raw Materials and Finished Goods							
	SM 1	Airline Share/ Flight Volume	Actual Accomplishment	10%	Actual / Target x Weight	249,288	258,279	269,953	271,223
	SM 2	Passenger Volume		10%		36,583,459	39,534,991	42,223,370	44,665,698
	SM 3	Cargo Volume		10%		586,891	630,166	673,017	695,965
	Sub-total			30%					
CUSTOMERS & STAKEHOLDERS	SO 2	Enhance Passenger Comfort and Convenience							
	SM 4	Improvement of Terminal Building and Facilities							
		a. Implemented Approved Projects	Number of Approved Projects Implemented/ Number of Approved Projects	10%	Actual / Target x Weight	N/A	N/A	N/A	Implemented 10 Approved Projects
	b. Completed Awarded Projects	Number of Awarded Projects Completed/ Number of Awarded Projects	7%	N/A		N/A	N/A	Completed 7 Awarded Projects	
	SO 3	Enhance Customer Experience							
	SM 5	Percentage of Satisfied Customers	Number of respondents which gave <i>at least</i> a Satisfactory rating / Total number of respondents	7%	(Actual / Target) x Weight 0% = If less than 80%	Commissioned 3rd party surveyor	Data Collection only. No Actual Survey Conducted.	Average Rating of 3 for Passengers, Airline and Airport Concessionaires	90% (Using the Standard Methodology and Questionnaire developed by GCG)
Sub-total			24%						

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FINANCE	SO 4 Improve Financial Performance								
	SM 6	Gross Revenues	Actual Accomplishment (in Billion pesos)	15%	Actual / Target x Weight	10.41	11.91	12.56	13.13
	SM 7	EBITDA		15%		5.15	6.86	7.34	8.28
	Sub-total			30%					
INTERNAL PROCESS	SO 5 Ensure Operational Efficiency in Accordance with Internationally Acceptable Standards								
	SM 8	ISO Certification	Actual Accomplishment	5%	Internal Audit – 10% Quality Process Inspection – 10% Mgt. Review Report – 10% External Audit – 20% Certification – 50%	ISO 9001:2008 Certified	ISO 9001:2008 Re-certified	IQA Report Writing Workshop and Re-Certification to ISO 9001:2008	ISO 9001:2015 Certified
	SM 9	Improvement of Airside Facilities	No. of New Facilities or Equipment Installed in the Airside/ Total No. of New Facilities of Equipment	3%	Actual / Target x Weight	N/A	N/A	(a) 100% of Pavement Markings Repainted (b) 100% Completion of the installation of Stop Bar at Runway	Installation of RET at Runway 06/24 (Civil & Electrical) Project
	SO 6 Ensure Passenger Safety and Security								
SM 10	Percentage of Incidents Responded to within ICAO Standard Time for the following emergencies: A. Aircraft – 3 mins B. Security – 10 mins C. Medical – 8 mins	Actual Accomplishment	3%	All or Nothing A. Aircraft – 1% B. Security – 1% C. Medical – 1%	100%	100%	100% Responded to Within the Prescribed ICAO Standard Time: Aircraft – 3 mins Security-related – 10 mins Medical – 12 mins	100% Responded to Within ICAO-Prescribed Standard Time	

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	Sub-total		11%					
LEARNING AND GROWTH	SO 7	Enhance Employee Productivity and Effectiveness						
	SM 11	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	5%	a. 2.5% b. 2.5%	N/A	N/A	Board-Approved Competency Model a. Board-Approved Competency Model b. Establish Baseline
	Sub-total		5%					
TOTAL			100%					

a/ But not to exceed the weight assigned per indicator.

