

MANILA INTERNATIONAL AIRPORT AUTHORITY (MIAA)

Component					Baseline Data		Targets		
Objective/Measure	Formula	Rating Scale ^{af}	Weight	2020	2021	2022	2023		
SOCIAL IMPACT	SO 1	Maximize International and Domestic Market Share and Dominance in Tourism and Commercial Trade							
	SM 1	Flight Volume	Actual Volume of Flights	Actual / Target	10%	111,953	121,095	149,477	289,397
	SM 2	Passenger Volume	Actual Volume of Passengers	Actual / Target	10%	11,274,353	8,015,385	9,565,841	39,870,117
	SM 3	Cargo Volume (in metric tons)	Actual Volume of Cargo	Actual / Target	10%	533,956	588,459	622,072	635,123
		Subtotal			30%				
CUSTOMERS & STAKEHOLDERS	SO 2	Enhance Passenger Comfort and Convenience							
		<i>Improvement of Terminal Facilities and Equipment</i>							
	SM 4	a. Renovation of Twelve (12) Units of Comfort Rooms at NAIA Terminal 3 (T3)	Actual Accomplishment	Actual / Target	2%	N/A	N/A	N/A	100% Completion
	b. Installation of Primary Air Unit (PAU) and Air Handling Units (AHUs) at NAIA T3	Actual Accomplishment	Actual / Target	2%	N/A	N/A	N/A	100% Completion	

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SO 3	Enhance Customer Experience								
SM 5	Percentage of Satisfied Customers	Number of Respondents who gave <i>at least a Satisfactory Rating</i> / Total Number of Respondents	Actual / Target 0% = If less than 80%	3%	Using the Enhanced Standard Guidelines on the Conduct of Customer Satisfaction Survey by the GCG				
	a. Passengers				Excluded	Excluded	90%	90%	
	b. Concessionaires				88%	89%	90%	90%	
	c. Airlines				93%	83%	90%	90%	
	Subtotal		9%						
SO 4	Sustainability and Financial Performance								
FINANCIAL	SM 6	Gross Revenues (In Billion Pesos)	Business and Service Income + Shares, Donations and Grants + Gains + Other Non-Operating Income	Actual / Target	10%	5.096	4.435	5.045	11.650
	SM 7	EBITDA (In Billion Pesos)	Net Income + Interest Expense + Income Taxes + Depreciation + Amortization		10%	0.775	(715.63)	0.300	3.873
	SM 8	Budget Utilization Rate (BUR)							
	a. MOOE and Capital Outlay (CO) – Corporate Budget	Actual Disbursement / Scheduled Disbursement for the Year	Actual / Target	5%	N/A	100%	90%	90%	

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b. DOTr-downloaded funds	Actual Disbursement / Scheduled Disbursement for the Year	Actual / Target	3%	N/A	N/A	N/A	90%	
Subtotal			28%					
SO 5	Ensure Passenger Safety and Security							
SM 9	<i>Percentage of Incidents Responded to within the Required Time per ICAO Standard time for the following emergencies:</i>							
	a. Aircraft - 3 mins.	Actual Accomplishment	All or Nothing	1%	100%	100%	100%	100%
	b. Security Related - 8 mins.			1%	100%	100%	100%	100%
	c. Medical - 8 mins.			1%	100%	100%	100%	100%
SM 10	<i>Enhancement of Safety and Security Facilities and Equipment</i>							
	a. Supply and Installation of Seismic Expansion Joints and Covers (Phase 3)	Actual Accomplishment	Actual / Target	2%	N/A	N/A	N/A	100% Completion
	b. Rehabilitation of Security Perimeter Fence Beside PADC Hangar, Back of Sunlight, and MIASCOR Hangars			2%	N/A	N/A	N/A	100% Completion
	c. Updating of Aerodrome Obstacle Charts (Type B)			2%	N/A	N/A	N/A	100% Completion


INTERNAL PROCESS

Component					Baseline Data		Targets	
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SO 6	Ensure Operational Efficiency in Accordance with Internationally Acceptable Standards							
SM 11	<i>ISO Certification:</i>							
	a. ISO 9001:2015 (QMS)	Actual Accomplishment	All or Nothing	5%	Passed 2nd Surveillance Audit	ISO 9001:2015 Recertification	Pass Surveillance Audit	Pass 2 nd Surveillance Audit
	b. ISO 14001:2015 (EMS)			5%	N/A	ISO 14001:2015 Certification	Pass Surveillance Audit	Pass 2 nd Surveillance Audit
SM 12	Enhanced Responsiveness to Emergencies	Actual Accomplishment	Actual / Target	3%	Renewed MOA with a Third Party on the Use / Provision of Equipment Required in Case of Emergency	Renewed MOA with a Third Party on the Use/ Provision of Equipment Required in Case of Emergency	Renewed Contract with a Third Party on the Use / Provision of Equipment Required in Case of Emergency	Renewed Contract or Agreement with a Third Party on the Use / Provision of Equipment Required in Case of Emergency
						No additional Letter of Agreement (LOA) signed		
SM 13	<i>Improvement of Airside Facilities:</i>							
	a. Construction of Aircraft Rescue and Firefighting Station (ARFF) Permanent Satellite Station	Actual Accomplishment	Actual / Target	3%	N/A	N/A	N/A	100% Completion
	b. Concreting of Taxiway November			3%	N/A	N/A	N/A	50% Project Accomplishment
	Subtotal			28%				


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LEARNING & GROWTH	SO 7	Strengthen Workforce Competencies							
	SM 14	Percentage of Employees Meeting the Required Competencies	Employees Meeting Required Competencies / Total Filled Plantilla as of 2023 yearend	Actual / Target	5%	32.02%	60.07%	80%	100%
		Subtotal			5%				
		TOTAL			100%				

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

For GCG:


JUSTICE ALEX L. QUIROZ (RET.)
Chairperson

For MIAA:


MR. CESAR M. CHIONG
General Manager