

2021 PERFORMANCE SCORECARD (ANNEX B)

NATIONAL FOOD AUTHORITY (NFA)

		Component				Baseline Data		Target	
		Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021
SOCIAL IMPACT	SO 1	Ensure Food Security through Maintenance of Buffer Stock Sourced from Local Farmers							
	SM 1	Buffer Stocks Maintained	Total NFA Inventory in Rice Form / Daily Consumption Requirement	20%	15 Days and Above = 20% 10 to 14.99 Days = 15% 5 to 9.99 Days = 10% Below 5 Days = 0% ¹	2.13 Days	N/A	At Least 15 Days (Based on Monthly Average)	At Least 15 Days (Based on Monthly Average)
	SM 2	Stocks Maintained in Safe & Consumable Condition	Total Stocks in Safe & Consumable Condition / Total Stocks Stored	15%	99.50% - 100% = 15% < 99.50% - 99% = 10% < 99% - 98% = 5% < 98% = 0% ²	99.83%	Cannot Be Validated	100%	100%
		<i>Sub-total</i>		35%					
STAKEHOLDERS	SO 2	Availability of Rice During Emergencies and Calamities							
	SM 3	Percentage of Requests for Stock in Times of Emergencies and Calamities Processed Within Prescribed Turnaround Time	Number of Requests for Stock in Times of Emergencies and Calamities Processed Within Prescribed Turnaround Time ³ / Total Number of Requests for Stock in Times of Emergencies	20%	(Actual / Target) x Weight	N/A	N/A	48-Hour Response Time ⁴ (Based on Time of Receipt of Payment/Advice of Payment and Authority to Issue)	100%

¹ Rating will be applied in actual performance per month. Annual rating will be computed based on the average of monthly ratings.

² Rating will be applied in actual performance per month. Annual rating will be computed based on the average of monthly ratings.

³ As indicated in NFA's Citizen's Charter as submitted to/as approved by the Anti-Red Tape Authority (ARTA).

⁴ 2020 measure refers to average TAT. Start time is the receipt of payment or advice of payment and end time is the authorization issued by NFA for 100% of requested stocks.

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	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
		and Calamities Received							
	SO 3	Sustain Client Satisfaction							
	SM 4a	Percentage of Satisfied Customers (Farmers)	Number of Respondents who gave a Rating of at Least Satisfactory / Total Number of Respondents	5%	(Actual / Target) x Weight If Less Than 80% = 0%	Result Not Acceptable	Cannot Be Validated	90%	90%
	SM 4b	Percentage of Satisfied Customers (Business Organizations)		5%				90%	90%
		Sub-total		30%					
FINANCIAL	SO 4	Improve Cost Efficiency							
	SM 5	Minimize Net Operating Loss	Total Revenues – Current Operating Expenses ⁵	10%	[1 – (Actual-Target)/Target] * Weight	N/A	N/A	N/A	₱(32.824) Billion
	SM 6	Budget Utilization Rate	Total Disbursement / Total GAA Allocation	10%	All or Nothing	N/A	N/A	N/A	Not Lower Than 90% But Not Exceeding 100%
			Sub-total		20%				
LEARNING & GROWTH	SO 5	Establish Quality Management System (QMS)							
	SM 7	Attain ISO 9001:2015 Certification	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certification for FDC and Tarlac Provincial Office	Measure Excluded	Measure Excluded	ISO 9001:2015 Certification of 1 Regional Office and 1 Branch Office
	SO 6	Enhance Competencies of Employees and Information and Communications Technology (ICT) Infrastructure							
	SM 8	Percentage Completion of the ISSP	Actual Accomplishment	5%	(Actual / Target) x Weight	N/A	N/A	N/A	100% Attainment of 2021 Deliverables ⁶ (Based on the DICT

⁵ Financial assistance/subsidy, gains/losses on foreign exchange and PPE, sale of unserviceable property, and loss on sale/redemption/transfer of investment are excluded.

⁶ Deliverables refer to systems (applications)

Component					Baseline Data		Target	
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							Approved ISSP 2021-2023)	
SM 9 Establish Competency Baseline of the Organization	Actual Accomplishment ⁷	5%	All or Nothing	Competency Baseline Result Not Acceptable No Competency Integration No Updated HR Policies	Established Competency Baseline for 83.31% of Positions	NFA Council-approved Competency Framework ⁸	Establish Competency Baseline	
	Sub-total	15%						
	TOTAL	100%						

⁷ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{a=1}^B \left[\frac{\sum_{A=1}^a (\text{Actual Competency Level})}{a} \right]}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled.

⁸ Based on the newly-approved OSSP of NFA. Should include the Competency Catalogue, Competency Table, Competency Matrix, Position Profiles and Competency-Based Job Descriptions.