

NATIONAL FOOD AUTHORITY (NFA)

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
SOCIAL IMPACT	SO 1	Ensure Food Security through Maintenance of Buffer Stock							
	SM 1	Buffer Stocks Maintained	Actual Procurement (Rice Equivalent) / Daily Consumption Requirement	20%	15 days and above = 20% 10-14.99 days = 15% 5 to 9.99 days = 10% Below 5 days = 0% ¹	7 Days	2.13 Days	100% of NFA Council-approved procurement procured	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	20%	99.50% - 100% = 20% <99.50% - 99% = 15% <99% - 98.50% = 10% <98.50% - 98% = 5% <98% = 0% ²	99.83%	99.83%	100%	100%
		Sub-total		40%					
STAKEHOLDERS	SO 2	Availability of Rice During Emergencies and Calamities							
	SM 3	Timely Release of Stocks in Times of Emergencies and Calamities	Average turnaround time	20%	48 hours and below = 20% 49 - 60 hours = 15% 61 - 72 hours = 10% Above 72 hours = 0%	N/A	N/A	N/A	48-hour response time ³ (based on time of receipt of payment/advice of payment and authority to issue)
	SO 3	Sustain Client Satisfaction							

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 Start time: Receipt of payment or advice of payment; End time: Authorization issued by NFA for 100% of requested stocks

	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%	No accomplishment	Result not acceptable	90%	90%
	SM 4b	Percentage of Satisfied Customers (Business Organizations)		5%					90%
		Sub-total		30%					
FINANCIAL	SO 4	Improve Cost Efficiency							
	SM 5a	Decrease Variable Cost of Palay	Variable Cost ⁴ / Total Cost of Palay	10%	≤ 7% = 10%; >7% to 10% = [1 - ((Actual-Target)/Target)] * Weight; > 10% = 0%	N/A	N/A	N/A	≤ 7% ⁵
	SM 5b	Decrease Variable Cost of Rice	Variable Cost / Total Cost of Rice	10%	≤ 8% = 10%; >8% to 11% = [1 - ((Actual-Target)/Target)] * Weight; > 11% = 0%	N/A	N/A	N/A	≤ 8% ⁶
		Sub-total		20%					
LEARNING & GROWTH	SO 5	Establish Quality Management System (QMS)							
	SM 6	Attain ISO 9001:2015 Certification	Actual Accomplishment	5%	All or Nothing	Internal Audit assessment conducted last 04 to 05 December 2017	ISO 9001:2015 Certification for FDC and Tarlac Provincial Office	N/A	ISO 9001:2015 Certification

⁴ All costs excluding buying price.

⁵ Refer to Appendix A.

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SO 6		Establish Competency Framework							
SM 7	Establish Competency Framework	Actual Accomplishment	5%	All or Nothing	Failed to Establish Competency Baseline Covering 50%	Competency Baseline Result Not Acceptable No Competency Integration No Updated HR Policies	Establish Competency Baseline Covering 100% of Positions	NFA Council-approved Competency Framework ⁷	
	Sub-total		10%						
	TOTAL		100%						

⁷ Based on the newly-approved OSSP of NFA. Should include the Competency Catalogue, Competency Table, Competency Matrix, Position Profiles and Competency-Based Job Descriptions.

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