

PHILIPPINE EXPORT-IMPORT CREDIT AGENCY

Component					Baseline Data (if applicable)			Target
	Objective/Measure		Weight	Rating Scale	2013	2014	2015 ¹	2016
STAKEHOLDERS	SO 1	Sustain Financing of Priority/Strategic Enterprises						
	SM 1	Volume of Guarantee	25%	Actual/Target x Weight	₱14,314 Mn	₱13,148 Mn	₱23,500 Mn	₱15,000 Mn
	SM 2	Access to Financing of Firms Outside NCR	5%	Actual/Target x Weight	28%	84%	84%	85%
	SM 3	Number of Capacity-Building Forums or Briefings Conducted	5%	Actual / Target x Weight	n/a	n/a	3	15
	SM 4	Number of Institutions Tapped for Financing	5%	Actual / Target x Weight	n/a	n/a	10	10
	SM 5	Number of Financing Beneficiaries	5%	Actual / Target x Weight	n/a	74	(measure is not included in 2015 agreed scorecard)	150
	SO 2	Customer Satisfaction						
	SM 6	Customer Satisfaction Rating	10%	All or Nothing	n/a	n/a	Satisfactory Rating	85% Satisfactory Rating (conducted by 3 rd party)
	Sub-Total		55%					

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	Objective/Measure	Weight	Rating Scale	2013	2014	2015¹	2016	
FINANCE	SO 3	Portfolio Quality						
	SM 7	NPL Ratio (Net) Loans (Large Entities & SMEs)	5%	Below 9% = 5% score 9.01-15% = 2.5% score Above 15% = 0% score	3.30%	16.02%	9%	9%
	SM 8	Guarantee Claims Ratio (Large Entities & SMEs)	5%	0%-0.50%=5% score 0.51%-1%=3.5% score 1.01%-2%=2% score Above 2%=0% score	1.52%	0.58%	0.5%	0.5%

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	SO 4	Maintain Profitability						
	SM 9	Ratio of Operating Expenses (net of Bad Debts Expense) to Operating Revenue	5%	If 37% and above = 5% score If below 37% = Actual / Target x Weight	36%	39%	n/a	37%
	Sub-Total		15%					
INTERNAL PROCESS	SO 5	Pro-Active Evaluation, Monitoring and Management of the Guarantee Portfolio						
	SM 10	Percent of Accounts Submitted to the Approving Authorities (45 working days for guarantee; 38 working days for lending)	5%	80%-100% = 5% score 70%-79% = 2.5% score Below 70% = 0% score	n/a	n/a	80%	80%

26

2

Component					Baseline Data (if applicable)			Target
	Objective/Measure	Weight	Rating Scale		2013	2014	2015 ¹	2016
	SO 6	Continued Adoption of Key Business and Operating Policies and Controls						
	SM 11	Automation of Processes	5%	All or Nothing	n/a	n/a	Full Implementation	Full Implementation
	SM 12	Implementation of Quality Management System	8%	All or Nothing	n/a	n/a	Establish QMS	ISO Certification
	Sub-total		18%					
	SO 7	Focused Development of Internal Resource Capabilities						
ORGANIZATION	SM 13	Improvement in the average Competency Level	7%	Actual / Target x Weight	n/a	n/a	(measure is not included in 2015 agreed scorecard)	Establish baseline for Competency Level
	SO 8	Strengthen Institutional Brand as a Self-Sufficient, Profitable, Socially-Responsive, and Reliable Agency of the Government						
	SM 14	Establish a Brand Strategy / Roadmap	5%	All or Nothing	n/a	n/a	Implement a Brand Strategy/ Roadmap	Implement a Brand Strategy/ Roadmap
	Sub-Total		12%					
Total			100%					

¹ 2015 targets based on the 2015 Performance Agreement