

PERFORMANCE SCORECARD 2018 (ANNEX B)

NATIONAL HOME MORTGAGE FINANCE CORPORATION (NHMFC)

		Component			Baseline Data		Target		
Objective/Measure		Formula	Weight	Rating System	2015	2016	2017	2018	
SOCIAL IMPACT	<b>SO 1</b>	<b>Contribute to the Reduction of the Housing Backlog by Sustaining the Liquidity of the Housing Sector through the Strengthening of the Secondary Mortgage Market</b>							
	SM 1	Increase Value of Funds Provided to Originators to be Recycled to Housing through Securitization	Absolute Vale of Funds Provided to Originators to be Recycled to Housing Through Securitization	20%	₱2.3 Billion and above: 20% ₱1.55 Billion to ₱2.2 Billion: 15% ₱1.16 Billion to ₱1.54 Billion: 10% ₱997 Million to ₱1.15 Billion: 5% Less Than ₱996 Million: 0%	₱708.60 Million	₱1.01 Billion	₱1.80 Billion	₱2.3 Billion
		<b>Sub-total</b>		<b>20%</b>					
FINANCE	<b>SO 2</b>	<b>Maintain Profitability and Ensure Financial Sustainability of NHMFC Operations</b>							
	SM 2	Improve Net Income before NG Subsidy	Total Income (Net of NG Subsidy) – Total Expenses	15%	(Actual/Target) x Weight Less Than ₱145 Million: 0%	₱262.94 Million	₱171.94 Million	N/A	₱233.50 Million
	SM 3	Improve Non-Performing Loans Ratio	Non-Performing Loans / Total Loan Portfolio	15%	(Actual / Target) x Weight If 70% and Higher: 0%	74%	75%	70%	65%
		<b>Sub-total</b>		<b>30%</b>					

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STAKEHOLDERS	SO 3	<b>Generate Feedback and Address Concerns of NHMFC's Stakeholders</b>							
	SM 4	Percentage of Satisfied Customers	Number of Stakeholders who gave a Rating of at least Satisfactory / Total Number of Respondent*	10%	(Actual / Target) x Weight If Less Than 80%: 0%	N/A	99.13%	90%	90%
	SM 5	Ensure High Percentage of Complaints Acted Upon within the Prescribed Turnaround Time	(Resolved Complaints within 72 Hours / Total Number of Complaints) x 100	10%	(Actual / Target) x Weight If Less Than 70%: 0%	N/A	N/A	90%	90%
		<b>Sub-total</b>		<b>20%</b>					
INTERNAL PROCESS	SO 4	<b>Streamline Policies and Procedures for Core Processes</b>							
	SM 6	Improve Percentage of Application for the Provision of Housing Finance Processed within Applicable Turnaround Time	Number of Applications for Housing Finance Processed within Turnaround Time / Total Number of Applications	10%	(Actual / Target) x Weight	N/A	Average of 12 Working Days	100% of Applications Processed within 12 Working Days	100% of Applications Processed within 11 Working Days
		<b>Sub-total</b>		<b>10%</b>					
LEARNING & GROWTH	SO 5	<b>Provide Quality Public Service by Enhancing Employee Competencies and Ensuring Consistent Quality of Service Delivery</b>							
	SM 7	Improve Competency Level of the Organization	Number of Competencies with Improved Baseline / Total Number of Competencies	10%	(Actual / Target) x Weight	Competency Framework Established	Baseline Assessment of Employees in line with HR Policies	Improvement of Targeted Competencies for the 40% of Employees	Improvement of Targeted Competencies for the 80% of Employees

\* Respondents should include both individual and business clients, and should not be limited to originators.

	SM 8	Attain ISO 9001:2015 Certification	Actual Accomplishment	5%	All or Nothing	Completed Documenting the QMS (All Processes)	ISO 9001:2008 Certified for All Processes	Recertification for ISO 9001:2008 and Readiness for ISO 9001:2015 Certification	Certification for ISO 9001:2015
	<b>SO 6</b>	<b>Ensure Effective and Efficient IT-Supported Systems and Procedures</b>							
	SM 9	Maintain and Upgrade Existing Systems	Actual Accomplishment	5%	All or Nothing	N/A	100% Completion of ISSP Post-Dated Check Monitoring System and Human Resources Information System	Board-Approved ISSP 2017-2020	Development and Roll-out of the Document Content Management System (Deployment of 5 Priority Processes)
			<b>Sub-total</b>	<b>20%</b>					
			<b>TOTAL</b>	<b>100%</b>					