

**AL-AMANAH ISLAMIC INVESTMENT BANK OF THE PHILIPPINES (AAIIBP)
Performance Scorecard Evaluation**

Component		Target		Submission		GCG Validation		Supporting Documents	Remarks	
Objective / Measure	Weight	Rating Scale	2016	Actual	Rating	Score	Rating			
FINANCIAL	SO 1 Maximize Utilization of Loanable Funds									
	SM 1	Amount of Outstanding Loans	20%	Actual Outstanding Loans / Target Amount of Outstanding Loans x Weight	₱240 Million	₱186.87 Million	15.57%	₱186.87 Million	15.57%	<ul style="list-style-type: none"> • Quarterly Report on Loan Balances (Gross Amount) • COA Audited Financial Statement <p>The outstanding loans of AAIIBP at the end of 2016 stand at ₱186.87 Million. Of the total outstanding loans, 12.07% or ₱22.55 Million were from the Islamic Financing, while 87.93% or ₱164.32 Million were from the conventional credit accommodation of the Bank. For 2016, the total outstanding loans decreased by 2.91% from the 2015 actual of ₱192.26 Million</p>
	SO 2 Manage Cost and Expenses									
	SM 2	Amount of Net Interest Revenue	10%	Actual Net Interest Revenue / Target Amount of Net Interest Revenue x Weight	₱17.85 Million	₱23.23 Million	10%	₱22.79 Million	10%	<ul style="list-style-type: none"> • COA Audited Financial Statement • Breakdown of Interest Income <p>In 2016, the Interest Income of AAIIBP totaled to ₱23.23 Million while Interest Expense amounted to ₱0.444 Million, thus a Net Interest Revenue of ₱22.79 Million. The 2016 actual is 5% lower compared to the 2015 actual of ₱23.99 Million. The difference on validated score is due to the amount taken by the AAIIBP and the GCG. The AAIIBP used the Gross Net Interest Revenue while the GCG used the Net Interest Revenue as aligned with the measure.</p>

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		Weight			2016	Actual	Rating	Score	Rating		
	SO 3	Grow Funding Base									
	SM 3	Deposit Level	20%	Actual Outstanding Deposits / Target Amount of Outstanding Deposits x Weight	₱300 Million	₱304.62 Million	20%	₱304.62 Million	20%	<ul style="list-style-type: none"> Consolidated Balances per Quarter for CY 2016 COA Audited Financial Statement Published Financial Statement per BSP 	For 2016, the Deposit Level / liabilities of AAIIBP stood at ₱304.62 Million, 70.25% of which were deposits from the private sector while 29.75% were from the government.
		Sub-total	50%				45.57%		45.57%		
CUSTOMERS	SO 4	Develop Islamic Products and Service									
	SM 4	Increase in the Number of Accounts for the New Products									
	SM 4a	Deposit Products (Islamic)	2.50%	Actual No. of Accounts / Target No. of Accounts x Weight	70	22	0.79%	22	0.79%	<ul style="list-style-type: none"> Report generated from SavePlus System Breakdown of products with number of availments with amount per branch 	The AAIIBP offers four (4) Islamic Deposit Products, namely: Current Account under "Wadiah", Savings Account under "Wadiah", General Investment Account under "Profit Sharing Scheme", and Pilgrimage Savings Plan (PSP). The latest Islamic Deposit Product issued by AAIIBP was the PSP which was launched last 06 February 2014. It aims to help Muslim Filipinos start their savings plan for future Hajj or Umrah.

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Component		Target		Submission		GCG Validation		Supporting Documents	Remarks
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									For 2016, AAIIBP was able to have 22 new accounts under the PSP which is significantly lower by 69.01% compared with 2015 actual.
SM 4b	Financing Products (Islamic)	2.50%	-	10	1	0.25%	1	0.25%	<ul style="list-style-type: none"> Report generated from SavePlus System Breakdown of products with number of availments with amount <p>The AAIIBP offers three (3) financing products, namely: Murabaha Financing, Al-Bai Bithaman Ajil Financing, and Al-ljarah Muntahia Bittamleek.</p> <p>For 2016, AAIIBP was able to book 1 new account under the Al-ljarah Muntahia Bittamleek.</p>
SO 5	Attract New Accounts								
SM 5	Number of Deposit Accounts (Conventional and Islamic)	10%	Actual No. of Accounts / Target No. of Accounts x Weight	10% increase from the no. of existing accounts beginning (net of DSWD accounts)	5,247	9.35%	2.90% increase from 2015 actual of 3,340 3,437	9.35%	<ul style="list-style-type: none"> Report generated from SavePlus System Breakdown of products with number of availments with amount <p>The DSWD accounts pertains to the accounts for the Self-Employment Assistance Kaunlaran (SEA-K) Program which provides one-time pay-out for the chosen beneficiaries. These accounts were removed from the total number of accounts since these were opened for the sole purpose of receiving the pay-out for the SEA-K program. The AAIIBP acts as the disbursement agency for the SEA-K Program.</p> <p>For 2016, the target was to have a 10% increase or an addition of 334 new accounts for the Conventional and Islamic Products. However, only 97 new accounts were opened by the end of 2016.</p>

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Objective / Measure	Weight	Rating Scale	2016	Actual	Rating	Score	Rating		
	No. of DSWD Accounts		1,878	1,810		1,810			
	No. Accounts net of DSWD Accounts		3,340	3,437		3,437			
SO 6		Customer Satisfaction							
SM 6	Satisfactory Customer Rating	10%	90%	99.37%	10%	97.83%	10%	<ul style="list-style-type: none"> Customer Satisfaction Report <p>As reported, there were total of 10,565 respondents for the whole year or an approximate of 2,600 respondents per quarter. AAIIBP used 4-point rating scale where 1 signifies Most Satisfied and 4 being Least Satisfied. Using the top 2-box, it was determined that 97.83% or 10,336 respondents were satisfied with the services offered by AAIIBP.</p> <p>The difference on the validated score is due to the submission of AAIIBP pertains only to the 4th quarter feedback of respondents, wherein 2,515 out of 2,531 respondents were satisfied for the services rendered by AAIIBP in 4th quarter of 2016. On the other hand, the GCG validation considered all the respondents who participated on the survey for 2016.</p>	
	Sub-total	25%			20.39%		20.39%		

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INTERNAL PROCESS	SO 7 Implement Process Improvements (Improved TAT, Controls)										
	SM 7	Percent of Transactions Processed Within TAT (60 Banking Days)	10%	No. of Transactions Processes within TAT / Total No. of Transaction Processed x Weight	90% (55 Banking Days)	95.45%	9.54%	100%	10%	<ul style="list-style-type: none"> • Turn-around time report • Sample Documents (Acceptance of documents and release of approval) 	<p>The AAIIBP's prescribed turn-around time for processing loan application is 60 banking days. For 2016, AAIIBP committed to shorten the processing time to 55 banking days and to process 90% of the applications within the said period. Per submitted report, AAIIBP was able to process 95.45% of the 22 loan applications.</p> <p>As validated, of the 22 loan applications, 2 applications were filed in during the last quarter of 2015, hence considered in the 2016 processing time. All or 100% of the loan applications were processed within the target of 55 banking days. AAIIBP reported TAT considered calendar days instead of banking days, hence, the revision of the score.</p>
	Sub-total		10%				9.54%		10%		
LEARNING & GROWTH	SO 8 Acquire Technical Expertise and Improve Competencies										
	SM 8	Improve Competency of Employees	15%	All or Nothing	Establish Baseline for Competency Level	1. Prepared manuals a. Enhance Competency Based Recruitment Promotion Policy	15%	Establish Baseline for Competency Level	15%	<ul style="list-style-type: none"> • Competency-Based Learning and Development Management System • Enhanced Competency- 	<p>In 2015, AAIIBP developed its competency framework which was targeted to be implemented in 2016 to establish the competency baseline of the organization. In a document submitted by AAIIBP, the baseline assessment was done internally by the superiors rating the employees they</p>

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				b. Competency Based Learning and Development					Based Recruitment and Promotion Policies • Current Competency Level of Employees	supervise using a 4-scale rating: Exceeds Standard (1); Meets Standard (2); Needs Improvement (3); and Poor (4). With the use of the above rating scale, it was determined that out of the 88 employees assessed, 74% or 65 employees have competency gaps with the competencies required for their position, while 26% or 23 employees met the competency standards.
				2. Prepared Competency-Based Job Description Forms						
				3. Prepared Enhanced Competency-Based Succession Plan Matrix						
				Sub-total	15%			15%		
				TOTAL	100%			90.50%		90.96%