

RECALIBRATED 2020 PERFORMANCE SCORECARD (Annex A)

NATIONAL HOME MORTGAGE FINANCE CORPORATION (NHMFC)

		Component			Baseline Data		Target		
		Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
SOCIAL IMPACT	SO 1	<b>Increase the Availability of Affordable Housing by Sustaining the Liquidity of the Housing Sector through the Strengthening of the Secondary Mortgage Market</b>							
	SM 1	Value of Funds Provided to Originators	Total amount or value of Housing Receivables/Takeout purchased from Originators <sup>1</sup>	15%	(Actual / Target) x Weight	₱250 Million	₱405.12 Million	₱2.75 Billion	<u>₱1.40 Billion</u>
	SM 2	Number of Bond Issuance	Number of Issuance of Mortgage Backed Securities	15%	<u>All or Nothing</u>	None	None	One Bond Issuance	<u>One Bond Issuance</u>
	SM 3	Number of New, Creative and Innovative Housing Products / Services / Projects / Programs approved by the Board	Absolute Number	5%	All or Nothing	N/A	N/A	N/A	One (1) New Housing Product / Service / Project / Program approved by the Board <sup>2</sup>
		<b>Sub-total</b>			<b>35%</b>				

<sup>1</sup> The gross amount of the take-out, as reflected in the Disbursement Vouchers, shall be the basis of accomplishment.

<sup>2</sup> Enhancements, revisions, and/or improvements in existing products/services/project/program are not considered

Component					Baseline Data		Target		
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<b>FINANCE</b>	<b>SO 2</b>	<b>Maintain Profitability and Ensure Financial Sustainability of NHMFC Operations</b>							
	SM 4	Net Income before NG Subsidy	Total Income (Net of NG Subsidy) - Total Expenses	10%	(Actual / Target) x Weight	₱123.02 Million <sup>3</sup>	₱88.59 Million <sup>4</sup>	₱441.32 Million	<u>₱80.11 Million</u>
	SM 5	Non-Performing Loans Ratio	Non-Performing Loans / Total Loan Portfolio	10%	1- [(Actual - Target) / Target] x Weight	67.44%	68.81%	60%	<u>63%</u>
		<b>Sub-total</b>		<b>20%</b>					
<b>STAKEHOLDERS</b>	<b>SO 3</b>	<b>Generate Feedback and Address Concerns of NHMFC's Stakeholders</b>							
	SM 6a	Percentage of Satisfied Customers (Individual Customers)	Number of Individual Customers who gave a Rating of at least Satisfactory / Total Number of Respondents	5%	(Actual / Target) x Weight If Less Than 80% = 0%	80%	Result not acceptable	92%	93%
	SM 6b	Percentage of Satisfied Customers (Originators)	Number of Originators who gave a Rating of at least Satisfactory / Total Number of Respondents	5%	(Actual / Target) x Weight If Less Than 80% = 0%				93%
		<b>Sub-total</b>		<b>10%</b>					

<sup>3</sup> Based on restated figures in the 2018 COA Annual Audit Report.

<sup>4</sup> Based on audited figures in the 2018 COA Annual Audited Report.

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
<b>INTERNAL PROCESS</b>	<b>SO 4</b>	<b>Streamline Policies and Procedures for Core Processes</b>							
	SM 7	Percentage of Application for the Provision of Housing Finance Processed Within Applicable Turnaround Time	Number of Applications for Housing Finance Processed within the applicable processing time <sup>5</sup> / Total Number of Applications	10%	(Actual / Target) x Weight	Cannot be validated	Cannot be validated	100% of Applications Processed within 11 Working Days	100% of Applications Processed within 11 Working Days
	SM 8	Number of Asset Pool for Securitization	Absolute Number	10%	All or Nothing	-	-	1 Asset Pool Created for Bond Issuance by 2020 Approved by the Board	1 Asset Pool Created for Bond Issuance by 2021 Approved by the Executive Committee
		<b>Sub-total</b>		<b>20%</b>					
<b>LEARNING &amp; GROWTH</b>	<b>SO 5</b>	<b>Provide Quality Public Service by Enhancing Employee Competencies and Ensuring Consistent Quality of Service Delivery</b>							
	SM 9	Improved Competency Level of the Organization	Competency Baseline <sup>6</sup> 2020 – Competency Baseline 2019	5%	All or Nothing	Not All Identified Competencies Addressed	Improvement of Targeted Competencies for the 70% of Employees	Improvement of Targeted Competencies for the 95% of Employees (based on the Competency	Improvement in the Competency Baseline of the Organization

<sup>5</sup> Start Date: Receipt of complete documents as provided under the Checklist of Documents of NHMFC; Stop Date: NHMFC's request for additional documents made one (1) working day after Credit Committee Meeting or Request for additional documents from the borrower (the determination of additional documents should be made within five (5) days from Start Date); End Date: Check Date

<sup>6</sup> The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
							assessment conducted in 2017)	
SM 10	Attain Certification on Quality Management System	Actual Accomplishment	5%	All or Nothing	ISO 9001:2008 Recertification	ISO 9001:2015 Certified	ISO 9001:2015 Recertification	ISO 9001:2015 Recertification
<b>SO 6</b>	<b>Ensure Effective and Efficient IT-Supported Systems and Procedures</b>							
SM 11	Percentage of Completion of the ISSP	Actual Accomplishment	5%	All or Nothing	No ISSP Developed	Development and Roll-out of the Document Content Management System (Deployment of 5 Priority Processes)	100% Attainment of 2019 Deliverables	100% Attainment of 2020 Deliverables <sup>7</sup> (based on DICT-endorsed/approved ISSP 2018-2020) <sup>8</sup>
	<b>Sub-total</b>		<b>15%</b>					
	<b>TOTAL</b>		<b>100%</b>					

<sup>7</sup> Deliverables refer to systems (applications).

<sup>8</sup> If not available, validation shall be based on ISSP 2018-2020 as submitted to DICT.