

NATIONAL HOME MORTGAGE FINANCE CORPORATION (NHMFC)

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
SOCIAL IMPACT	SO 1	Increase the Availability of Affordable Housing by Sustaining the Liquidity of the Housing Sector through the Strengthening of the Secondary Mortgage Market							
	SM 1	Number of Bond Issuance	Number of Issuance of Mortgage Backed Securities	15%	(Actual / Target) x Weight	N/A	One (1) Bond Issuance	One (1) Bond Issuance	Two (2) Bond Issuances
	SM 2	Value of Funds Provided to Low Income and Marginalized Sector	Total Amount or Value of Housing Receivables / Takeout Purchased from Originators ¹	15%	(Actual / Target) x Weight	₱405.12 Million	₱2.186 Billion	₱1.40 Billion	₱1.5 Billion
		Sub-total			30%				
FINANCE	SO 2	Maintain Profitability and Ensure Financial Sustainability of NHMFC Operations							
	SM 3	Net Income Before NG Subsidy	Total Income (Net of NG Subsidy) – Total Expenses	10%	(Actual / Target) x Weight	₱180.65 Million ²	₱501.92 Million ³	N/A	₱198.045 Million ⁴

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

² Based on GCG's computation using figures presented in the COA Audited Financial Statements

³ Ibid.

⁴ Computed based on the proposed 2021 COB net of expenses related to additional 36 employees for new units, 74 employees hiring of contractual, and proposed employer's share for Provident Fund. The target shall be adjusted during the validation to exclude the effect of impairment loss.

Component					Baseline Data		Target		
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	SM 4	Improve Collection Efficiency Rate	Cumulative Collection (Principal + Interest) / Cumulative Billing (Principal + Interest) ⁵	10%	(Actual / Target) x Weight	54.92% ⁶	54.97% ⁷	N/A	54%
	SM 5	Reduction of Non-Performing Assets (NPAs)	Absolute Value	10%	(Actual / Target) x Weight	NPA increased by ₱112.54 Million ⁸	₱203.49 Million ⁹	N/A	₱40 Million Reduction in NPAs
		Sub-total		30%					
STAKEHOLDERS	SO 3	Generate Feedback and Address Concerns of NHMFC's Stakeholders							
	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%	Result not acceptable	95%	93%	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%	93%

⁵ Covers all accounts aside from foreclosed properties

⁶ Based on NHMFC's reported data.

⁷ Ibid.

⁸ Ibid.

⁹ Ibid.

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	<i>Sub-total</i>		10%						
INTERNAL PROCESS	SO 4	Streamline Policies and Procedures for Core Processes							
	SM 7	Number of Asset Pool for Securitization	Absolute Number	5%	(Actual / Target) x Weight	N/A	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	2 Asset Pools Created for Bond Issuance by 2022 Approved by the Executive Committee
	SM 8	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 ¹⁰ / Total Number of Applications	5%	(Actual / Target) x Weight	Cannot be validated	99%	100% of Applications Processed within 11 Working Days	100% of Applications Processed within Prescribed Turnaround Time

¹⁰ As indicated in the Citizen's Charter as submitted to/as approved by the Anti-Red Tape Authority. 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: Date of documented communication informing the client on the availability of the check/payment.

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SM 9	Attain Certification on Quality Management System and Information Security Management System	Actual Accomplishment	10%	Retain ISO 9001: 2015 Certification (Pass Surveillance Audit) and Third-Party Readiness Certification to ISO 27001:2013 = 10% Retain ISO 9001: 2015 Certification (Pass Surveillance Audit) or Third-Party Readiness Certification to ISO 27001:2013 = 5%	ISO 9001:2015 Certified	ISO 9001:2015 Recertification	ISO 9001:2015 Recertification	ISO 9001:2015 Recertification and Third-Party Readiness Certification to ISO 27001:2013

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
	SM 10	Percentage of Completion of the ISSP	Actual Accomplishment	5%	(Actual / Target) x Weight	Development and Roll-out of the Document Content Management System (Deployment of 5 Priority Processes)	100% Completed	100% Attainment of 2020 Deliverables (based on DICT-endorsed/approved ISSP 2018-2020)	100% Attainment of 2021 Deliverables ¹¹ (based on DICT-endorsed/approved ISSP 2021-2023) ¹²
		Sub-total		25%					
LEARNING & GROWTH	SO 5	Provide Quality Public Service by Enhancing Employee Competencies and Ensuring Consistent Quality of Service Delivery							
	SM 11	Improved Competency Level of the Organization	Competency Baseline ¹³ 2021 – Competency Baseline 2020	5%	All or Nothing	Improvement of Targeted Competencies for the 70% of Employees	95.54%	Improvement in the Competency Baseline of the Organization	Improvement in the Competency Baseline of the Organization
		Sub-total		5%					
		TOTAL		100%					

¹¹ Deliverables refer to systems (applications).

¹² If the DICT-endorsed/approved ISSP 2021-2023 is not available, validation shall be based on ISSP 2021-2023 as submitted to DICT.

¹³ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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