

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – CORPORATE OFFICE

	Component				Baseline		Targets		
	Objective/Measure	Formula	Wt.	Rating System	2016	2017	2018	2019	
SOCIAL IMPACT	SO1	Ensure Sustainability of Water Supply							
	SM 1	Water supply capacity	Total water capacity of all systems (MLD)	0%	(Actual/Target) x Weight	N/A	N/A	N/A	N/A
	SM 2	Reforestation of the Angat, Ipo, La Mesa watershed areas	Number of Trees nurtured and planted	2%	(Actual/Target) x Weight	N/A	N/A	1 Million trees planted	1 Million trees planted
			Subtotal	2%					
CUSTOMERS/ STAKEHOLDERS	SO2	Ensure Customer Satisfaction in MWSS Service Delivery							
	SM 3	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	5%	(Actual / Target) x Weight 0% = If less than 80%	N/A	No Customer Survey	90%	90%
			Subtotal	5%					
INTERNAL PROCESS	SO3	Ensure Continued Water Security Legacy Framework							
	SM 4	a. New Centennial Water Supply Source Project (NCWSP)	Milestone	18%	All or Nothing	Submitted Proposed MOA to DPWH and Joint Special BAC	-	Signed Loan Agreement	Management-Approved Detailed Engineering Design

		Component			Baseline		Targets		
		Objective/Measure	Formula	Wt.	Rating System	2016	2017	2018	2019
INTERNAL PROCESS	SM 4	b. Bulacan Bulk Water Supply Project (BBWSP)	Completion of Stages 1 and 2 until April 2019	18%	(Actual/Target) x Weight	Approved Detailed Engineering Design	39.81% Physical Accomplishment of Construction Work	95.81% Physical Accomplishment Construction Work	Timely completion of Stages 1 and 2
		c. Angat Water Transmission Improvement Project (AWTIP)	Percentage of construction work based on project timeline accomplished	18%	(Actual/Target) x Weight	Issuance of NOA and Approved Detailed Engineering Design	23.03% Physical Accomplishment of Construction Work	70.48% Physical Accomplishment Construction Work	95.59% Physical Accomplishment of Construction Work
	SM 5	Bigte-Novaliches Aqueduct No. 7	Milestone	7%	All or Nothing	N/A	N/A	Approved Feasibility Study	Submission to NEDA-ICC of documentary requirements
	SM 6	Construction of Ipo Dam 3	Milestone	2%	All or Nothing	N/A	N/A	N/A	Approved Feasibility Study
	Subtotal			63%					
	SO4	Nurture a More Efficient and Effective Workforce							
LEARNING AND GROWTH	SM 7	Percentage of Employees Meeting Required Competencies	Percentage increase from 2018 of Employees meeting the required competencies	2%	(Actual/Target) x Weight	Management-Approved Competency Framework	BOT-Approved Competency Model	Establish Baseline	10% improvement from the 2018 baseline
	SM 8	Information Systems Strategic Plan (ISSP)	Milestones	3%	(Actual/Target) x Weight	N/A	N/A	Design and Development of a Property Management System	Design and Development of a Financial Information Management System and HR Information

	Component				Baseline		Targets		
	Objective/Measure	Formula	Wt.	Rating System	2016	2017	2018	2019	
LEARNING AND GROWTH								System, and Adoption of Document Management System	
	SM 9	ISO 9001:2015 Certification	Milestone	5%	All or Nothing	Confirmation of ISO 9001-aligned QMS documents	Internal Quality Audit (IQA)	ISO 9001:2015 Certification	Passed Surveillance Audit
	Subtotal			10%					
FINANCE	SO5	Ensure Sound Financial Management							
	SM 10	EBITDA	Earnings before interest, tax, depreciation and amortization	10%	(Actual/Target) x Weight	₱812.04 Million	₱794.30 Million	₱520.55 Million	₱546.69 Million
	SM 11	Settlement of NG advances	Amount collected over loan balance	10%	(Actual/Target) x Weight	N/A	N/A	N/A	Collection of full loan balance from concessionaires
	Subtotal			20%					
TOTAL			100%						