

NATIONAL HOME MORTGAGE FINANCE CORPORATION

		Component			Baseline			Target	
		Objective/Measure	Formula	Weight	Rating System	2014	2015	2016	2017
<b>SOCIAL IMPACT</b>	<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	Value of Funds Provided to Originators to be Recycled to Housing through Securitization	Absolute value of funds provided to originators to be recycled to housing through securitization	20%	Below ₱709 Million = 0% ₱709 Million to ₱ 1.07 Billion = 5% ₱1.08 Million to ₱ 1.44 Billion = 10% ₱1.45 Billion to ₱1.80 Billion = 15% Above ₱1.80 Billion = 20%	N/A	₱ 708.6 Million	₱ 1 Billion	₱ 1.80 Billion
			<b>Sub-total</b>	<b>20%</b>					
<b>FINANCIAL</b>	<b>SO 2</b>	<b>Maintain Profitability of NHMFC Operations while Enhancing Inclusiveness of Programs</b>							
	SM 2	EBITDA Margin	EBITDA / Total Revenue (excluding subsidy)	15%	Below 31% = 0% 31% to 32% = 5% 33% to 35%= 10% Above 35 = 15%	33%	31%	34%	33.84%

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		<b>SO 3 Reduction of Non-Performing Loan (NPL) Ratio</b>							
	SM 3	NPL Ratio	NPLs / Total Loan Portfolio	15%	Above 74% = 0%  73% to 74% = 5%  70% to 72% = 10%  Below 70% = 15%	N/A	74%	72%	70%
			<b>Sub-total</b>	<b>30%</b>					
			<b>SO 4 Generate Feedback and Address Concerns of the Stakeholders</b>						
<b>STAKEHOLDERS</b>	SM 4	Satisfaction Rating from the Originators	No. of originators who gave a rating of at least Very Satisfactory / Total no. of respondent originators	10%	(Actual / Target) x Weight	N/A	N/A	N/A	90% of originators gave a Very Satisfactory or Higher Rating
	SM 5	Percentage of Complaints Acted upon within 3 Working Days upon Receipt of Complaint	(Resolved complaints within 3 working days / Total no. of complaints) 100	10%	(Actual / Target) x Weight	N/A	N/A	N/A	90%
			<b>Sub-total</b>		<b>20%</b>				

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INTERNAL PROCESS	SO 5	Streamline Policies and Procedures for Core Processes							
	SM 6	Percentage of Application for the Provision of Housing Finance Processed within Turnaround Time	No. of applications for Housing Finance processed within turnaround time / Total no. of applications	10%	(Actual Target/Target) x Weight	N/A	N/A	N/A	100% of Applications Processed within 12 Working Days
			<b>Sub-total</b>	<b>10%</b>					
LEARNING AND GROWTH	SO 6	Quality Public Service of NHMFC Employees by Enhancing their Competencies							
	SM 7	Competency Level of the Organization	Improvement from baseline in targeted competencies	10%	All or Nothing	N/A	Competency Framework established	Result of Baseline Assessment; integrated to HR Policies	Improvement of targeted competencies for the 40% of employees <sup>1</sup>
			<b>Sub-total</b>	<b>10%</b>					
	SO 7	Develop an ISO Quality Management System							
SM 8	ISO 9001:2008 Recertification for All Processes and Readiness for ISO 9001:2015 Certification	Actual Accomplishment	5%	Recertification of ISO 9001:2008 = 2.5% Recertification for ISO 9001:2008 and Readiness for ISO 9001:2015 = 5%	ISO Re-certification (Foreclosure and Custodianship)	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	
		<b>Sub-total</b>	<b>5%</b>						

<sup>1</sup> List of Competency Gaps and Competencies to be addressed (See Appendix 1)

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<b>SO 8</b>	<b>An Effective and Efficient IT-Supported Systems and Procedures</b>							
SM 9	Develop an ISSP for 2017-2020	Actual Accomplishment	5%	All or Nothing	N/A	60%	Post-Dated Check Monitoring System; Human Resources Information System	Board - Approved ISSP 2017-2020
		<b>Sub-total</b>	<b>5%</b>					
		<b>TOTAL</b>	<b>100%</b>					