

RENEGOTIATED INTERIM PERFORMANCE SCORECARD 2014

PHILIPPINE INTERNATIONAL TRADING CORPORATION

	Performance Measures					Baseline Data <i>(if available)</i>			Actual	Targets
Description	Formula	Weight		Rating System ^{al}	Data Provider <i>if applicable</i>	2010	2011	2012	2013	2014
		2013	2014							
MFO 1 : International Trading and Services										
Quantity 1: No. of foreign clients reached with promotional materials on domestic products	Absolute Number	4%	4%	(Actual/Target) x Weight		10	20	50	68	90
Quantity 2: No. of new international technologies or component materials to support domestic industries that have been formally evaluated	Absolute Number	4%	4%	(Actual/Target) x Weight		n/a	n/a	1	30	60
Quantity 3: No. of export suppliers vetted and certified	Absolute Number	3%	3%			65	84	140	310	400
Quantity 4: No. of Customs Bonded Warehouse clients	Absolute Number	3%	3%			9	11	16	22	35
Quantity 5: No. of government agencies presented with countertrade proposals or program	Absolute Number	3%	3%			2	2	4	20	30
Quantity 6: No. of Agreements/ contracts signed with buyers, suppliers/ contracted and gov't agencies	Absolute Number	3%	3%			3	3	5	35	50

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		2013	2014							
Quality 1: Percentage of complaints/ issues resolved	No. of complaints or issues resolved/ Total no. of complaints or issues received	5%	5%			n/a	n/a	n/a	100%	Satisfactory Customer Satisfaction Survey (used for the ISO Certification)
Quality 2: Importation liquidated within 9 to 12 months from the date of importation (CBW)	No. of importation liquidated within 9-12 mos./ Total no. of importation	10%	10%	All or Nothing		Within 9-12 months	Within 9-12 months	Within 9-12 months	Within 9-12 months	Within 9-12 months
Timeliness: Average response time on communications/ inquiries upon receipt of complete documents	Sum of total no. of days it took for PITC respond to communications or inquiries/ Total no. of documents received	5%	5%	(Actual/Target) x Weight		Within 15 working days	Within 15 working days	Within 15 working days	Within 12 working days	Within 7 working days
Sub-total of Weights:		40%	40%							
MFO 2: Procurements Services for Government Clients										
Quantity: No. of total government clients	Absolute Number	20%	20%	(Actual/Target) x Weight		14	11	15	24	24
Quality: Percentage of complaints/ issues resolved	No. of complaints or issues resolved/ Total no. of complaints or issues received	15%	15%			n/a	n/a	n/a	100%	Satisfactory Customer Satisfaction Survey (used for the ISO Certification)

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		2013	2014							
Timeliness: Average response time on communication/ inquiries upon receipt of complete documents	Sum of total no. of days it took for PITC respond to communications or inquiries/ Total no. of documents received	5%	5%			Within 15 working days	Within 15 working days	Within 15 working days	Within 12 working days	Within 7 working days
Sub-total of Weights:		40%	40%							
General Administrative Services										
Net Operating Income	Absolute Amount	18%	20%			(P44.40 Million)	(P65.39 Million)	(P38.33 Million)	(P33.02 Million)	(P19.603 Million)
Sub-total of Weights:			20%							
TOTAL OF WEIGHTS:			100%							

a/ But not to exceed the weight assigned per indicator