

PHILIPPINE RETIREMENT AUTHORITY

	Component				Baseline			Target	
	Objective/Measure	Formula	Weight	Rating System	2014	2015	2016	2017	
SOCIAL IMPACT	SO 1	Generate Investment and Foreign Exchange							
	SM 1	Annual Foreign Currency Generated from Visa Deposit	Net Visa Deposit	10%	(Actual / Target) x Weight	\$38.81 Million	\$36.32 Million	\$38.09 Million	\$51.45 Million
	SM 2	Establish a System that will Monitor the Actual Expenditures of Retirees (spend on conversion, household, services medical, etc.)	Actual Accomplishment	5%	All or Nothing	N/A	Approved by Management to be Implemented in 2016	Still receiving responses (38% of the target sample)	Establish Baseline
			Sub-total	15%					
STAKEHOLDER	SO 2	Retirees with Excellent PRetA Experience							
	SM 3	Customer Satisfaction Rating conducted by 3 rd Party Consultant	Actual Accomplishment	10%	All or Nothing	N/A	N/A	N/A	Satisfactory or its Equivalent Percentage ⁵
	SO 3	Increase Total Enrollees							
	SM 4	Net Enrollment for the Year	Net Enrollment at the End of Rating Period = Gross Enrollment - Cancellation for the year	10%	(Actual / Target) x Weight	3,956	4,155	4,384	5,675

⁵ Using 5-point rating scale provided by GCG.

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	SO 4	Increase Number and Productivity of Industry Partners							
	SM 5	Increase number of merchant partners	Absolute Number	10%	(Actual / Target) x Weight	20	7	14	25
	SM 6	Number of retirees availing of the merchant partners' services	Absolute Number	5%	All or Nothing	N/A	N/A	N/A	Establish baseline
			Sub-total	35%					
FINANCIAL	SO 5	Maintain Financial Viability							
	SM 7	Revenue Generated	Gross Income from Operations + Interest Income from VISA Deposits	10%	(Actual / Target) x Weight	P525.36 Million	P655.37 Million	P664.66 Million	P773.67 Million
	SO 6	Maximize Revenues							
	SM 8	Net Operating Income	Revenues + Interest Income from Visa Deposit – Operating Expenses	10%	10% - P470 Million and above 5% - P338.74 Million to P469 Million 0% - less than P338 Million	P356.77 Million	P459.98 Million	P469.76 Million	P338.74 Million
		Sub-total	20%						

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INTERNAL PROCESS	SO 7	Intensify Marketing and Promotion Campaign							
	SM 9	Return on Marketing Expense ⁷	Passport and Visa or Application Fees / Total Marketing Expense	5%	(Actual / Target) x Weight	794%	894%	978%	1017%
	SO 8	Improved Marketing Process							
	SM 10	Increase in the number of walk-in Principal Member with approved applications (principal only)	Absolute Number	5%	(Actual / Target) x Weight	384	427	499	677
	SO 9	Improved After-Enrollment Services							
	SM 11	Average turnaround time in processing of ID Renewal	Average no. of processing days upon the receipt of complete documents up to the release of ID	5%	[1- (Actual - Target) / Target] x Weight	N/A	N/A	N/A	Walk-in Applicant - Same day From Satellite Office - within 7 working days

⁷ Includes marketers' fee, travelling, advertising and promotion, postage and delivery and research and development expenses.

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	SM 12	Increase local points of accessibility of retirees to PRetA's post-enrollment services	Actual Accomplishment	5%	(Actual / Target) x Weight	N/A	N/A	N/A	Establish helpdesk or points of accessibility in 10 LGUs with agreement with PRetA ⁷
			Sub-total	20%					
LEARNING AND GROWTH	SO 10	Quality Management System							
	SM 13	ISO 9001 Accreditation	Actual Accomplishment	5%	ISO 9001:2008 Certification	N/A	Quality Manual and Mandatory Procedures	Final Gap Assessment conducted on December 2016	ISO 9001:2008 certification, all sites all processes

⁷ 1) Boracay; 2) Palawan; 3) Laoag; 4) Bohol; 5) Cagayan de Oro; 6) Ilagan, Isabela; 7) Dumaguete; 8) Camarines Sur; 9) Tacloban; and 10) Taboc City, Kalinga

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	SO 11	Improve Competency of the Workforce							
	SM 14	Development of Board-approved Competency Framework	Actual Accomplishment	5%	All or Nothing	N/A	Competency Framework and Tables	Procurement of Consultancy	Implementation of Competency Model and Establishment of Baseline
			Sub-total	10%					
			TOTAL	100%					