

JOHN HAY MANAGEMENT CORPORATION

Component						Baseline Data		Target
	Objective/Measure		Formula	Weight	Rating System	2013	2014	2015
SOCIAL IMPACT	SO 1	Develop Camp John Hay as a Premier Tourist and Investment Destination						
	SM 1	Number of jobs generated in the JHSEZ	Absolute number	12.5%	Actual Increase / Target Increase x Weight	3,473	4,050	4,100
	SM 2	Gross sales of business enterprises within the JHSEZ	Absolute number	12.5%	Actual / Target x Weight	-	-	₱200 M
FINANCIAL	SO 2	Ensure Sustainable Multiple Use of the Forest Watershed						
	SM 3	Issuance of ISO 14001 Environmental Management System	Absolute number	10%	All or Nothing	-	-	Research and thorough study on ISO 14001 Compliance Processes, procedures and standards (in-house) and Procurement of consultancy service for ISO 14001
	SM 4	Compliance of JHMC to National Ambient Air Quality Standards on Particulate Matter 10 (PM10) within the JHSEZ.	Non-exceedance in the JHMC set for Particulate Matter 10 (PM 10): less than 80µg/m3	10%	Actual / Target x Weight	11µg/ m3 (PM10)	22.95µg/ m3 (PM10)	less than 80µg/ Ncm (PM10)

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STAKEHOLDERS	SO 3	Enforce Efficient and Effective Regulation in the Special Economic Zone						
	SM 5	Stakeholder's Satisfaction Survey	95% or better rating	10%	Actual / Target x Weight	-	-	95%
		Sub-total		55%				
	SO 4	Increase JHMC Revenues to Attain Financial Viability						
	SM 6	Remittance of Collection from Lease rentals of BCDA Assets	Absolute number	10%	Actual / Target x Weight	-	₱25.8 M	₱27.3 M
		Sub-total		10%				
INTERNAL PROCESS	SO 5	Strengthen Compliance Monitoring of All Business Enterprises to the Rules and Regulations of the JHSEZ						
	SM 7	Frequency of Spot inspections per Business Enterprise	Average of 20 inspections per week	7.5%	Actual / Target x Weight	-	-	4,420
	SM 8	Frequency of Certificate of Environmental Compliance (CEC) monitoring	Average of 85 inspections every two (2) months	7.5%	Actual / Target x Weight	-	-	140
		Sub-total		15%				

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LEARNING AND GROWTH	SO 6	Improve Efficiency and Effectiveness of Processes as Stated in the Citizens' Charter and Operations Manual					
	SM 9	Issuance of Permit to Operate (PTO) for Business Enterprises in the JHSEZ upon receipt of complete requirements	For renewals: 30 minutes; For new/start-up business: 10 calendar days	5%	Actual / Target x Weight	20 mins. renewal and 30 days new application	30 mins. for renewal and 10 calendar days for start-up
		Sub-total		20%			
LEARNING AND GROWTH	SO 7	Establish Quality Management System					
	SM 10	ISO Certification for all frontline services	Absolute number	5%	All or Nothing	-	6/6 process manualized
	SO 8	Improve Technology and Infrastructure Support					
	SM 11	No. of processes automated	Absolute number	5%	Actual / Target x Weight	1	1
	SO 9	Improve Knowledge and Skills, Professionalism and Career Development					
	SM 12	Overall Training Spread Index	95% of total annual target	5%	Actual / Target x Weight	-	Average: 14.2 hours/employee
		Sub-total		15%			
		TOTAL		100%			