

**CY 2017 PERFORMANCE SCORECARD (ANNEX B)**

**MANILA INTERNATIONAL AIRPORT AUTHORITY (MIAA)**

	Objective/Measure	Component			Baseline Data		Target	
		Formula	Weight	Rating System	2015	2016	2017	
<b>SOCIAL IMPACT</b>	<b>SO 1</b>	<b>To Enhance NAIA's Role in Facilitating Tourism, Mobilization of Human Capital, and the Transfer of Raw Materials and Finished Goods</b>						
	SM 1	Airline Share/ Flight Volume	Actual Volume	7.5%	Actual / Target x Weight	249,288	258,279	269,953
	SM 2	Passenger Volume		10%		36,583,459	39,534,991	42,223,370
	SM 3	Cargo Volume		7.5%		586,891	630,166	673,017
		<b>Subtotal</b>		<b>25%</b>				
<b>CUSTOMERS &amp; STAKEHOLDERS</b>	<b>SO 2</b>	<b>To Enhance Passenger Comfort and Convenience</b>						
	SM 4	Improvement of Terminal Building and Facilities	Actual Accomplishment	6%	(a) 3% (b) 3%	N/A	N/A	100% Completion of: (a) Canopy Extension at T3 Departure Curbside (b) Purchase of 586 Units of 4-seater for NAIA Terminals
	SM 5	Revisions of the MOA with Air Carriers for the Passenger Service Charge of OFWs	Actual Accomplishment	5%	All or Nothing	N/A	N/A	100% Implementation of Provisions Stated in the Memorandum of Agreement (MOA)
	<b>SO 3</b>	<b>To Enhance Customer Experience</b>						
	SM 6	Customers' Satisfaction Survey - Passengers - Airlines - Airport Concessionaires	Actual Rating	9%	Passengers – 3% Airlines – 3% Airport – 3%  All or Nothing	Commissioned 3rd party surveyor	Data Collection only. No Actual Survey Conducted.	Average Rating of 3 for Passengers, Airline and Airport Concessionaires
	<b>Subtotal</b>		<b>20%</b>					

	Component				Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	
FINANCIAL	<b>SO 4</b>	<b>To Improve Financial Performance</b>						
	SM 7	Gross Revenues (in Billion pesos)	Actual / Target x Weight	12%		₱10.41 B	₱11.91 B	₱12.56 B
	SM 8	EBITDA (in Billion pesos)		12%		₱5.15 B	₱6.86 B	₱7.34 B
		<b>Subtotal</b>		<b>24%</b>				
INTERNAL PROCESS	<b>SO 5</b>	<b>To Ensure Operational Efficiency in Accordance with Internationally Acceptable Standards</b>						
	SM 9	ISO 9001:2015 Certification	Actual Accomplishment	5%	All or Nothing	ISO 9001:2008 Certified	ISO 9001:2008 Certified	IQA Report Writing Workshop and Re-Certification to ISO 9001:2008
	SM 10	Improvement of Airside Facilities	Actual Accomplishment	8%	(a) 4% (b) 4%  All or Nothing.	NA	NA	(a) 100% of Pavement Markings Repainted (b) 100% Completion of the Installation of Stop Bar at Runway
	SM 11	Improvement of Terminal Equipment and Machineries	Actual Accomplishment	8%	(a) 4% (b) 4%	NA	NA	100% Completion of: (a) Provision of Comfortable Lounges (b) Lightning Alert System
	<b>SO 6</b>	<b>To Ensure Passenger Safety and Security</b>						
SM 12	Incidents Responded to Within the Required Time per ICAO Standard	Actual Accomplishment	5%	All or Nothing. - Aircraft (1%) - Security-related (1%) - Medical (1%)	100% Responded to Within the Prescribed ICAO Standard Time	100% Responded to Within the Prescribed ICAO Standard Time	100% Responded to Within the Prescribed ICAO Standard Time: - Aircraft – 3 mins - Security-related – 10 mins - Medical – 12 mins	

	Objective/Measure	Component			Baseline Data		Target	
		Formula	Weight	Rating System	2015	2016	2017	
		<b>Subtotal</b>		<b>26%</b>				
<b>LEARNING &amp; GROWTH</b>	<b>SO 5</b>	<b>To Enhance Employee Productivity and Effectiveness</b>						
	SM 13	Percentage of Employees with Required Competencies Met	Actual Accomplishment	5%	All or Nothing	Developed Competency Framework	Preparation of TOR for Consultancy services	Board-Approved Competency Model
		<b>Subtotal</b>		<b>5%</b>				
		<b>Total</b>		<b>100%</b>				