

**PHILIPPINE INTERNATIONAL TRADING CORPORATION (PITC)
Interim Performance Scorecard**

Indicator	Weight	2013	Target	2014		CGO-A Validation		Supporting Documents	Remarks
				Actual	Rating	Actual	Rating		
MFO 1 – International Trading and Services									
Quantity 1: No. of foreign clients reached with promotional materials on domestic products	4%	68	90	109	4%	109	4%	<p>List of foreign clients reached who actually responded</p> <p>Sample communications with foreign clients (10)</p>	<p>In 2013, it was recommended that PITC should consider targeting design and implementation of marketing strategies and activities with clear targets</p> <p>PITC do not target specific kind of foreign clients. It relies on the list provided by DFA, CITEM and other government agencies to which it will send email to notify of PITC's existence, its function and services it can offer. In turn, PITC does not have a specialized brand or product offering.</p> <p>Moreover, sending e-mails and brochures is still not considered a promotional activity.</p>
Quantity 2: No. of new international technologies or component materials to support domestic industries that have been formally evaluated	4%	30	60	64	4%	4	0.27%	<p>List of new international technologies or component materials that have been formally evaluated and offered</p> <p>Sample letters and contract reports (7)</p>	<p>In 2013, GCG recommended that PITC should show how international technologies will help the domestic industry. Further, it was also noted that PITC employs a simple desk evaluation. Product testing remains to be done by the target buyers.</p>

Indicator	Weight	2013	Target	2014		CGO-A Validation		Supporting Documents	Remarks
				Actual	Rating	Actual	Rating		
									<p>Of the reported score in 2014, only 4 were accepted as new international technologies that has the potential to support the domestic industry.</p> <p>The 4 products were the ones considered by Air Lift Asia Inc.. Said company expressed interest on the product but cannot prioritize purchase of said product. This was viewed as the product having the potential of being utilize in the domestic market.</p> <p>Rest of the reported technologies remained to be evaluated by the domestic buyers.</p> <p>As with Quantity 1 above, the same observation can be said about the domestic clients of PITC. Since PITC does not specialize or concentrate in specific product or line of products, it has various clients of different industry. This does not allow PITC to concentrate on a specific product, clients and buyers</p>

Indicator	Weight	2013	Target	2014		CGO-A Validation		Supporting Documents	Remarks
				Actual	Rating	Actual	Rating		
Quantity 3: No. of export suppliers vetted and certified	3%	310	400	400	3%	400	3%	<p>List if export suppliers vetted and certified</p> <p>Sample of letters to suppliers informing them that they are included in the registry of PITC suppliers</p>	Acceptable
Quantity 4: No. of Customs Bonded Warehouse clients	3%	22	35	28	2.4%	28	2.4%	<p>List of Customs Bonded Warehouse clients</p> <p>General Services Agreements with Customs Bonded Warehouse clients</p>	Acceptable

Indicator	Weight	2013	Target	2014		CGO-A Validation		Supporting Documents	Remarks
				Actual	Rating	Actual	Rating		
Quantity 5: No. of government agencies presented with countertrade proposals or programs	3%	20	30	43	3%	43	3%	<p>List of government agencies presented with countertrade proposals or programs</p> <p>Sample evidence of having presented countertrade proposals or programs to government agencies, i.e., attendance sheet, briefing materials (3)</p>	<p>Acceptable</p> <p>Findings: On 2013, PITC had a total of 20 government agencies presented with countertrade proposals or programs. 2014 had an additional 23 countertrade proposal/ programs which totals 43</p> <p>*Correction to PITC accomplishment actual of 43 instead of 39</p>
Quantity 6: No. of Agreements/ Contracts signed with buyers, suppliers/ contractors and gov't agencies	3%	36	50	54	3%	53	3%	<p>List of Agreements/ Contracts signed with buyers, suppliers/ contractors and gov't agencies</p> <p>Agreements/ Contracts signed with buyers, suppliers/ contractors and gov't agencies</p>	<p>Acceptable</p> <p>Findings: PITC has informed that contracts that are "pending action in President's note" are already consummated and are only required to provide extra documents to the President</p> <p>1 item was noted to have taken effect on 2013 and on 2014 was for shipment therefore revised actual from 54 to 53.</p>

Indicator	Weight	2013	Target	2014		CGO-A Validation		Supporting Documents	Remarks
				Actual	Rating	Actual	Rating		
Quality 1: Percentage of complaints/ issues resolved	5%	100%	Satisfactory Customer Satisfaction Survey (used for ISO Certification)	Very Satisfactory	5%	Very Satisfactory	5%	Summary of Customer Satisfaction Rating Filled-out Customer Satisfaction Survey sheets of respondents	Acceptable
Quality 2: Importation liquidated within 9 to 12 months from the date of importation (CBW)	10%	Within 9-12 moths	Within 9-12 moths	Within 9-12 moths	10%	Within 9-12 moths	10%	List if Importations liquidated within 9 to 12 months from the date of importation (CBW) Certified from the Bureau of Customs (BOC) as proof that PITC clients liquidated import entries within 9-12 months	Acceptable
Timeliness: Average response time on communications/ inquiries upon receipt of complete documents	5%	Within 12 working days	Within 7 working days	Within 3 working days	5%	Within 3 working days	5%	Table of average response time on communications/ inquiries Sample communications/ inquiries	Acceptable
	40%				39.4%		35.67%		

MFO 2 – Procurement Services for Government Clients

2

Indicator	Weight	2013	Target	2014		CGO-A Validation		Supporting Documents	Remarks
				Actual	Rating	Actual	Rating		
Quantity: No. of total government clients	20%	24	24	32	20%	32	20%	List if total government clients Memoranda of Agreements (MOA) from the Government and Defense Sectors	Acceptable
Quality: Percentage of complaints/ issues resolved	15%	100%	Satisfactory Customer Satisfaction Survey (used for the ISO Certification)	Very Satisfactory	15%	Very Satisfactory	15%	Summary of Customer Satisfaction Rating Filled-out Customer Satisfaction Survey sheets of respondents	Acceptable
Timeliness: Average response time on communication/ inquiries upon receipt of complete documents	5%	Within 12 working days	Within 7 working days	Within 2 working days	5%	Within 2 working days	5%	Table of average response time on communications/ inquiries Sample of communications/ inquiries	Acceptable Findings: In correlation to 2013 findings, PITC still does not have a systematic way of tracking this particular indicator. PITC said to improve this once they are ISO Certified. It is further noted that acknowledgement on the requests are already counted as response on the part of PITC. For 2014, it can be accepted since PITC has not yet institutionalize a system to track their response time.

Indicator	Weight	2013	Target	2014		CGO-A Validation		Supporting Documents	Remarks
				Actual	Rating	Actual	Rating		
	40%				40%		40%		
General Administrative Services									
Net Operating Income	20%	(P33.02 Million)	(P19.603 Million)	(P26.419 Million)	0%	(P26.419 Million)	0%	Unaudited Statement of Comprehensive Income for CY 2014 Computation of Net Operating Income (Loss)	Acceptable
	20%				0%		0%		
	100%				79.40%		75.67%		

2