

2018 PERFORMANCE SCORECARD (ANNEX B)

JOHN HAY MANAGEMENT CORPORATION

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018	
CUSTOMERS/STAKEHOLDERS/SOCIAL IMPACT	SO 1	Develop Camp John Hay as a Premier Tourist and Investment Destination							
	SM 1	Number of New Locators or Developmental Projects ¹ Signed	Absolute number	10%	(Actual / Target) x Weight	1	1	3	4
	SM 2	Number of Jobs Generated in the JHSEZ	Absolute number	10%	(Actual / Target) x Weight	5,090	5,523	5,800	6,300
	SM 3	Gross Sales of Business Enterprises within the JHSEZ	Absolute number	10%	(Actual / Target) x Weight	₱835.69 Million	₱870.93 Million	₱950.00 Million	₱1.048 Billion
	SO 2	Ensure Sustainable Multiple Use of Forest Watershed							
	SM 4	Compliance to National Ambient Air Quality Standards on Particulate Matter 10 (PM10) within the JHSEZ	Number of tests which resulted to Good Air Quality (0-54µg/NCM) / Total number of tests	10%	All or nothing	100% of tests resulted in Good Air Quality	100% of tests resulted in Good Air Quality	100% of tests resulted in Good Air Quality	100% of tests resulted in Good Air Quality
	SO 3	Enforce Efficient and Effective Regulation in JHSEZ and JHRA							
	SM 5	Percentage of Satisfied Customers	Number of respondents who rated at least Satisfactory (upper 2-boxes of a 5-point rating scale) / Total number of respondents	10%	(Actual / Target) x Weight 0% = If less than 80%	-	-	92.79% of respondents rated JHMC as Excellent and/or Very Satisfactory (upper two-boxes in a 5-point rating scale)	92% of respondents rated JHMC as Excellent and/or Very Satisfactory (upper two-boxes in a 5-point rating scale)
		Sub-total		50%					

¹ Those which are designed to generate infrastructure and economic benefits to the JHSEZ

Component						Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System		2015	2016	2017	2018
FINANCIAL	SO 4	Increase JHMC Revenues to Attain Financial Viability							
	SM 6	Increase Internally Generated Revenue of JHMC	Actual amount	10%	(Actual / Target) x Weight 0% = If less than ₱6.43 Million	₱6.43 Million	₱7.96 Million	₱9.00 Million	₱10.35 Million
	SM 7	Zone Revenue Collection Efficiency (Includes Business Center for CUSA Collection)	Actual collection / Total Zone Revenue due for collection	10%	(Actual / Target) x Weight 0% = If less than 85%	85%	100%	100%	100%
		Sub-total		20%					
INTERNAL PROCESS	SO 5	Improve Efficiency and Effectiveness of Processes							
	SM 8	Issuance of ISO 14001 Environmental Management System	Actual accomplishment	5%	All or nothing	A. Research and thorough study on ISO Compliance, Processes, procedures and standards (in-house) B. Establishment of JHMC-QMS	A. Established the Solid Waste Management and Hazardous Waste Management Manuals B. On-going assessment of the Environmental Impacts of JHMC processes and activities for submission to EMB-CAR	Board-Approved Environmental Management System (EMS)	Certification under ISO 14001:2015 Standards

1

Component						Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018	
						C. Regulatory and Permitting Review of projects within JHSEZ D. Updating of a Comprehensive Information for Direct Environmental Impacts of projects in JHSEZ			
	SM 9	Percentage of Regulatory Permits for Business Enterprises Issued within Applicable Processing Time ²	Number of requests processed within applicable processing time / Total number of requests received	10%	(Actual / Target) x Weight 0% = If less than 95%	-	-	100%	100%
		Sub-total		15%					
LEARNING AND GROWTH	SO 6	Establish and Maintain the Quality Management System							
	SM 10	Improve Processes to Quality Management System	Actual accomplishment	5%	All or nothing	Certification under ISO 9001:2008 standards	Maintain ISO Certification	Maintain ISO Certification	Certification under ISO 9001:2015 Standards

² The applicable processing time are 15 working days for CEC, 5 working days for ME and EE and 15 minutes for PTO renewal. Processing time begins from the receipt of complete requirements and end on the issuance of corresponding permit.

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018
SO 7	Improve Technology and Infrastructure Support							
SM 11	Number of Processes Automated	Absolute number	5%	All or nothing	2 (HRIS and NMS)	SEZAD Information System (Phase 2)	Development of a Board Approved ICT Road Map	2 (Roll out / Implementation of Board-approved ICT Disaster Recovery Plan, and Full roll out / Implementation of a Help Desk Information System)
SO 8	Improve Knowledge and Skills, Professionalism and Career Development							
SM 12	Percentage of Employees Meeting Required Competencies	Actual accomplishment	5%	All or nothing	Attained GCG-approval for JHMC Reorganization	Established Competency Model	Assess and Establish Competency Baseline of the Organization	Improve Competency Baseline
	Sub-total		15%					
	TOTAL		100%					