

2019 PERFORMANCE SCORECARD (ANNEX B)

MANILA INTERNATIONAL AIRPORT AUTHORITY (MIAA)

	Component				Baseline Data			Targets	
	Objective/Measure	Formula	Weight	Rating System ^{a/}	2016	2017	2018	2019	
SOCIAL IMPACT	SO 1 Maximized International and Domestic Market Share and Dominance in Tourism and Commercial Trade								
	SM 1	Flight Volume	Actual Accomplishment	10%	Actual / Target x Weight	258,279	258,366	271,223	262,546
	SM 2	Passenger Volume		10%		39,534,991	42,022,484	44,665,698	46,902,015
	SM 3	Cargo Volume		10%		630,166	662,256	695,965	691,487
	Sub-total			30%					
SO 2 Enhance Passenger Comfort and Convenience									
CUSTOMERS & STAKEHOLDERS	Improvement of Terminal Building and Facilities								
	SM 4	a. Implemented Approved Projects	Number of Approved Projects Implemented/ Number of Approved Projects	10%	Actual / Target x Weight	N/A	100% Completion of: (a) Canopy Extension at T3 Departure Curbside (b) Purchase of 586 Units of 4-seater for NAIA Terminals	Implemented 10 Approved Projects	10 Projects Awarded
		b. Completed Awarded Projects	Number of Awarded Projects Completed/ Number of Awarded Projects	5%		N/A		Completed 7 Awarded Projects	5 Awarded Projects Completed

		Component				Baseline Data		Targets	
		Objective/Measure	Formula	Weight	Rating System ^{a/}	2016	2017	2018	2019
	SO 3	Enhance Customer Experience							
	SM 5	Percentage of Satisfied Customers	Number of respondents which gave <i>at least</i> a Satisfactory rating / Total number of respondents	7%	(Actual / Target) x Weight 0% = If less than 80%	N/A	N/A	90%*	90%*
	Sub-total			22%					
FINANCE	SO 4	Sustainability and Financial Performance							
	SM 6	Gross Revenues	Actual Accomplishment (in Billion pesos)	15%	Actual / Target x Weight	11.96**	13.13	13.13	16.465
	SM 7	EBITDA		15%	Actual / Target x Weight	14.19**	6.997	8.28	8.97
	Sub-total			30%					
INTERNAL PROCESS	SO 5	Ensure Passenger Safety and Security							
	SM 8	Percentage of Incidents Responded to within ICAO Standard Time for the following emergencies: A. Aircraft – 3 mins B. Security – 10 mins C. Medical – 8 mins	Actual Accomplishment	3%	All or Nothing A. Aircraft – 1% B. Security – 1% C. Medical – 1%	100%	Responded to within the Prescribed ICAO Standard Time: - Aircraft – 86% - Security-Related – 100% - Medical – 100%	100% Responded to Within ICAO- Prescribed Standard Time	100% Responded to Within ICAO- Prescribed Standard Time

* Using the Standard Methodology and Questionnaire developed by GCG.

** Based on the 2016 Restated figures in the MIAA 2017 Audited Financial Statements.

Component					Baseline Data			Targets
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SO 6	Ensure Operational Efficiency in Accordance with Internationally Acceptable Standards							
SM 9	ISO Certification	Actual Accomplishment	5%	All or Nothing	ISO 9001:2008 Re-certified	IQA Report Writing Workshop and Re-Certification to ISO 9001:2008	ISO 9001:2015 Certified	Pass Surveillance Audit
SM 10	Improvement of Airside Facilities	Actual Accomplishment	3%	Actual / Target x Weight a. 1.5% b. 1.5%	N/A	a. 100% of Pavement Markings Repainted b. 100% Completion of the installation of Stop Bar at Runway	Installation of RET at Runway 06/24 (Civil & Electrical) Project	a. 75% Completion of Phase 1: Repair and Upgrading of Taxiway Charlie b. 100% Completion of the Repair and Overlay of Runway 06/24
SM 11	Enhanced Responsiveness to Emergencies in the Runway	Actual Accomplishment	2%	Actual / Target x Weight a. 1% b. 1%	N/A	N/A	N/A	a. Enter into a Memorandum of Agreement (MOA) with a Third Party on the Use/ Provision of Equipment Required in Cases of Emergency; and b. Establishment of Business Continuity Plan (BCP) and Irregular Operations (IROPS) Policy
Sub-total			13%					

Component					Baseline Data		Targets		
Objective/Measure		Formula	Weight	Rating System ^{a/}	2016	2017	2018	2019	
LEARNING AND GROWTH	SO 7	Strengthen Workforce Competencies							
	SM 12	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	5%	Actual / Target x Weight	N/A	Competency Model for Board Approval	a. Board-Approved Competency Model b. Establish Baseline	Twenty percent (20%) of the 325 MIAA Employees That Have Been Assessed with Competency Gaps Will Meet the Required Competencies
	Sub-total			5%					
	TOTAL			100%					

a/ But not to exceed the weight assigned per indicator.