

NATIONAL HOME MORTGAGE FINANCE CORPORATION (NHMFC)

		Component			Baseline Data		Target		
		Objective/Measure	Formula	Weight	Rating System	2016	2017	2018	2019
SOCIAL IMPACT	SO 1	Contribute to the Reduction of the Housing Backlog by Sustaining the Liquidity of the Housing Sector through the Strengthening of the Secondary Mortgage Market							
	SM 1a	Value of Funds Provided to Originators	Total amount or value of Housing Receivables/Takeout purchased from Originators	20%	₱2.75 Billion and Above = 20% ₱1.95 Billion to ₱2.74 Billion = 15% ₱1.56 Billion to ₱1.94 Billion = 10% ₱1.39 Billion to ₱1.55 Billion = 5% ₱1.38 Billion and below = 0%	-	₱250 Million	₱2.3 Billion	₱2.75 Billion
	SM 1b	Number of Bond Issuance	Number of Issuance of Mortgage Backed Securities	10%	All or Nothing	-	-	-	One Bond Issuance
		<b>Sub-total</b>		<b>30%</b>					
FINANCE	SO 2	Maintain Profitability and Ensure Financial Sustainability of NHMFC Operations							
	SM 2	Net Income before NG Subsidy	Total Income (Net of NG Subsidy) - Total Expenses	10%	(Actual / Target) x Weight Less Than ₱145 Million = 0%	₱12.76 Million	₱76.23 Million	₱233.50 Million	₱441.32 Million
	SM 3	Non-Performing Loans Ratio	Non-Performing Loans / Total Loan Portfolio	10%	1 - [(Actual / Target)] x Weight If 70% and Higher = 0%	75%	67.44%	65%	60%
		<b>Sub-total</b>		<b>20%</b>					

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<b>STAKEHOLDERS</b>	<b>SO 3</b>	<b>Generate Feedback and Address Concerns of NHMFC's Stakeholders</b>							
	SM 4	Percentage of Satisfied Customers	Number of Stakeholders who gave a Rating of at least Satisfactory / Total Number of Respondent	10%	(Actual / Target) x Weight If Less Than 80% = 0%	99.13%	80%	90%	92%
	SM 5	Percentage of Complaints Acted Upon within the Prescribed Turnaround Time	(Resolved Complaints within 72 Hours / Total Number of Complaints) x 100	10%	(Actual / Target) x Weight If Less Than 80% = 0%	-	65.85%	90%	100%
		<b>Sub-total</b>			<b>20%</b>				
<b>INTERNAL PROCESS</b>	<b>SO 4</b>	<b>Streamline Policies and Procedures for Core Processes</b>							
	SM 6	Percentage of Application for the Provision of Housing Finance Processed Within Applicable Turnaround Time	Number of Applications for Housing Finance Processed within the applicable processing time / Total Number of Applications	5%	(Actual / Target) x Weight	Average of 12 Working Days	-	100% of Applications Processed within 11 Working Days	100% of Applications Processed within 11 Working Days
	SM 7	Number of Asset Pool for Securitization	Absolute Number	10%	All or Nothing	-	-	-	1 Asset Pool Created for Bond Issuance by 2020 Approved by the Board
	<b>Sub-total</b>			<b>15%</b>					



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LEARNING & GROWTH	SO 5	Provide Quality Public Service by Enhancing Employee Competencies and Ensuring Consistent Quality of Service Delivery							
	SM 8	Percentage of Employees Meeting Required Competencies	Number of Employees with Identified Competency Gap/s Addressed / Total Number of Employees with Identified Competency Gap/s	5%	(Actual / Target) x Weight	Baseline Assessment of Employees in line with HR Policies	Not All Identified Competencies Addressed	Improvement of Targeted Competencies for the 80% of Employees	Improvement of Targeted Competencies for the 95% of Employees <sup>1</sup> <i>(based on the Competency Assessment conducted in 2017)</i>
	SM 9	Attain Certification on Quality Management System	Actual Accomplishment	5%	All or Nothing	ISO 9001:2008 Certified for All Processes	ISO 9001:2008 Recertification	Certification for ISO 9001:2015	ISO 9001:2015 Recertification
	SO 6	Ensure Effective and Efficient IT-Supported Systems and Procedures							
	SM 10	Percentage of Completion of the ISSP	Actual Accomplishment	5%	All or Nothing	100% Completion of ISSP Post-Dated Check Monitoring System and Human Resources Information System	-	Development and Roll-out of the Document Content Management System (Deployment of 5 Priority Processes)	100% Attainment of 2019 Deliverables
		<b>Sub-total</b>							
		<b>TOTAL</b>							
				<b>15%</b>					
				<b>100%</b>					

<sup>1</sup> Attached as Appendix A is the List of Employees and Targeted Competencies for Improvement for 2019.

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