

2021 PERFORMANCE SCORECARD (ANNEX B)

JOHN HAY MANAGEMENT CORPORATION

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
CUSTOMERS / STAKEHOLDERS & SOCIAL IMPACT	SO 1	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	6	5	4	5
	SM 2	Number of Jobs Generated in the JHSEZ	Total Number of Jobs Generated by Locators for the Year / 12 months	10%	(Actual / Target) x Weight	N/A	N/A	Establish Baseline	4,720
	SM 3	Gross Sales of Business Enterprises within the JHSEZ	Actual amount	10%	(Actual / Target) x Weight	₱1.084 Billion	₱1.096 Billion	₱1.152 Billion	₱626 Million
	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 in Good Air Quality (0-54µg/NCM) / Total number of tests	10%	All or Nothing	100% (8 out of 8 tests resulted in Good Air Quality)	100% of tests resulted in Good Air Quality (8 out of 8 tests resulted in Good Air Quality)	100% of tests resulted in Good Air Quality	100% of tests resulted in Good Air Quality

¹ Pertains to projects which are designed to generate infrastructure and economic benefits to the JHSEZ.

Component					Baseline Data		Target		
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	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 / Total number of respondents	10%	(Actual / Target) x Weight 0% = If less than 80%	94.74%	92.38%	92%	85%
		Sub-total		50%					
FINANCIAL	SO 4	Increase JHMC Revenues to Attain Financial Viability							
	SM 6	Increase Internally Generated Revenue of JHMC	Actual amount of revenue collections	10%	(Actual / Target) x Weight 0% = If less than 50% of the target amount	N/A	₱19.23 Million	N/A	₱8.718 Million
	SM 7	Zone Revenue Collection Efficiency (Includes Business Center for CUSA Collection)	Actual collection / Total Zone Revenue due for collection (both to exclude advance payments and penalties collected)	10%	(Actual / Target) x Weight 0% = If less than 50%	103.78%	109.54%	100%	65%
		Sub-total		20%					
INTER	SO 5	Improve Efficiency and Effectiveness of Process							

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021
SM 8	Issuance of ISO 14001 Environmental Management System	Actual accomplishment	5%	All or Nothing	Certification under ISO 14001:2015 Standards	Passed Surveillance Audit	Pass 2nd Year Surveillance Audit	Re-Certification under ISO 14001:2015 Standards
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 90%	97.39% (261 out of 268)	92.75%	100%	100%
SO 6	Establish and Maintain the Quality Management System							
SM 10	ISO Certification for all Processes	Actual accomplishment	5%	All or Nothing	Certification under ISO 9001:2015 Standards	Passed Surveillance Audit	Pass 2nd Year Surveillance Audit	Re-Certification under ISO 9001:2015 Standards
SO 7	Improve Technology and Infrastructure							
SM 11	Number of Processes Automated	Absolute number	5%	All or Nothing	2 - (Roll out / Implementation of Board-approved ICT Disaster Recovery Plan, and	Unverifiable	1 (Roll out / Implementation of the Environment and Forest Management and Forest Management	1 [Roll out / Implementation of the Environment and Forest Management Information System (EFMIS)]

² The applicable processing time will be based on JHMC's compliance with Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. Applicable processing time, start and stop time per permit/certification is provided in **Appendix 1**.

Component						Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System		2018	2019	2020	2021
						Full roll out / Implementation of a Help Desk Information System)		Information System (EFMIS))	
		Sub-total		25%					
LEARNING AND GROWTH	SO 8	Improve Knowledge and Skills, Professionalism and Career Development							
	SM 12	Improvement on the Competency Baseline of the Organization	Actual accomplishment	5%	All or Nothing	Five (5) or 10% of the fifty (50) employees with competency gaps identified in 2017 meets required competencies	73% of gaps for competencies on Quality and Environmental Management System identified in the 2018 assessment were addressed	Improve Competency Baseline of the Organization	Improve Competency Baseline of the Organization ³
		Sub-total		5%					
		TOTAL		100%					

³ Improvement in the competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^B \left[\frac{\sum_{a=1}^A (\text{Actual Competency Level})}{A} \right]}{B} \text{ where: } a = \text{Competency required, } A = \text{Total number of competencies required of position, } b = \text{Personnel profiled, } B = \text{Total number of personnel profiled}$$

REGULATORY PERMITS COVERED UNDER STRATEGIC MEASURE NO. 9

PER JHMC CITIZEN'S CHARTER 2020 1 ST EDITION	APPLICABLE PROCESSING TIME	TURNAROUND TIME COMPUTATION		
		START	STOP	END
1. Certificate of Environmental compliance (CEC)	9 working days and 20 minutes	Date and Time of receipt of complete requirements	From the receipt of payment and will resume upon the conduct of environment and sanitation inspection and audit (conducted within 7 working days from receipt of payment)	Date and Time of issuance of certificate
CEC For Food Related Establishment <i>-New and Renewal</i>				
CEC – For Non-Food Related Establishment <i>-New and Renewal</i>				
2. Annual Mechanical Engineer (ME) Permit	20 working days	Date and Time of receipt of complete requirements	From the issuance of the notice of advice of payment to date of actual payment	Date and Time of permit issuance
3. Electrical Engineer (EE) Permit	20 working days	Date and Time of receipt of complete requirements	From the issuance of the notice of advice of payment to date of actual payment	Date and Time of permit issuance
4. Permit to Operate (PTO) -New	1 working day, 3 hours, and 10 minutes	Date and Time of receipt of complete requirements	From the issuance of the notice of advice of payment to date of actual payment	Date and Time of permit issuance or upon notification to applicant of the availability of the signed PTO, whichever is earlier
-Renewal	40 minutes			
5. Permit to Bring Out (PBO) Forest Products Services Rendered to All Who Desire to Benefit From Available Firewood for Family and Other Social/Cultural Occasions	5 Hours and 58 Minutes	Date and Time of receipt of complete requirements	N/A	Date and Time of issuance of PBO-Forest Products

PER JHMC CITIZEN'S CHARTER 2020 1 ST EDITION	APPLICABLE PROCESSING TIME	TURNAROUND TIME COMPUTATION		
		START	STOP	END
6. Permit to Bring Out Forest Products (Lumber/Logs) Disposed of Through Deed of Donation)	7 Hours and 53 Minutes	Date and Time of receipt of complete requirements	N/A	Date and Time of issuance of PBO-Forest Products
7. Fireworks Display Permit Within the John Hay Special Economic Zone (JHSEZ)	5 Hours and 8 Minutes	Date and Time of receipt of complete requirements	N/A	Date and Time of permit issuance
8. Issuance of Certificate of Coverage (COC)	5 Working Days 4 Hours and 3 Minutes	Date and Time of receipt of complete requirements	N/A	Date and Time of issuance of certificate
9. Issuance of Building Permit for New Application or Repair/Alteration	12 Working Days and 10 Minutes	Date and Time of receipt of complete requirements through SEZSIS	N/A	Date and Time of permit issuance
10. Issuance of Certificate of Occupancy	12 Working Days and 10 Minutes	Date and Time of receipt of complete requirements through SEZSIS	N/A	Date and Time of issuance of certificate
11. Application for a Temporary Permit to Operate (TPTO) for Locators	15 Minutes	Date and Time of receipt of complete requirements through SEZSIS	N/A	Date and Time of permit issuance
12. Application for a Temporary Permit to Operate (TPTO) for Exhibitors and Bazaars	25 Minutes	Date and Time of receipt of complete requirements	N/A	Date and Time of permit issuance
13. Application for Gatepass, Local Purchase Form and Permit to Bring-In for Locators	15 Minutes	Date and Time of receipt of complete requirements through SEZSIS	N/A	Date and Time of Official Receipt issuance
14. Application for Gatepass, Local Purchase Form and Permit to Bring-In for Exhibitors, Bazaars and Walk-in	15 Minutes	Date and Time of receipt of complete requirements	N/A	Date and Time of Official Receipt and permit issuance

PER JHMC CITIZEN'S CHARTER 2020 1 ST EDITION	APPLICABLE PROCESSING TIME	TURNAROUND TIME COMPUTATION		
		START	STOP	END
15. Application for Permit to Bring-Out for Locators – Local Articles for Permanent Pull-out	15 Minutes	Date and Time of receipt of complete requirements through SEZ RIS	N/A	Date and Time of Official Receipt issuance
16. Application for Permit to Bring-out for Locators – Temporary Transfer	15 Minutes	Date and Time of receipt of complete requirements through SEZ RIS	N/A	Date and Time of Official Receipt issuance
17. Application for Permit to Bring-Out for Residents Within John Hay Special Economic Zone (JHSEZ)	15 Minutes	Date and Time of receipt of complete requirements	N/A	Date and Time of Official Receipt issuance