



**TOURISM
INFRASTRUCTURE AND
ENTERPRISE
ZONE
AUTHORITY**

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06 October 2020

MEMORANDUM

TO : FRANCIS RANDY HORTELANO
Manager, Corporate Planning Department

FROM : The Assistant Chief Operating Officer
Assets Management Sector

SUBJECT : Required Submissions

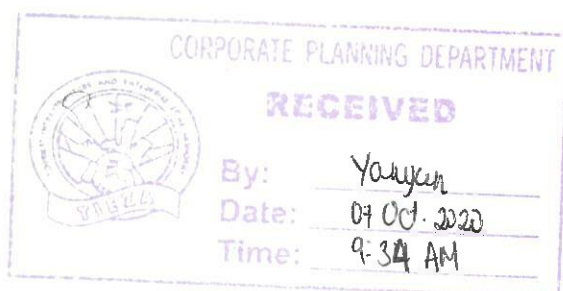
We submit herewith the following:

1. Quality Policy as approved by the Chief Operating Officer; and
2. AMS 2021 Balanced Scorecard.

For your information on the matter.


JETRO NICOLAS F. LOZADA

memo.corplan.qms & bsc 2021



QUALITY POLICY

We at TIEZA, in the pursuit of our mandate and to align our organizational objectives with national goals, are fully committed to:

1. Implement quality infrastructure and development projects to spur inclusive tourism growth;
2. Continually improve systems, processes and prudent management of travel tax, assets, tourism enterprise zones, infrastructure projects and other financial resources for the satisfaction of our stakeholders;
3. Enhance competencies, provide conducive work environment, and encourage employees engagement in quality management;
4. Comply with public policies and all statutory and regulatory requirements, and the requisites of the ISO 9001 Standards of Quality Management Systems; and
5. Review periodically the suitability of our quality policy to make it adaptive and resilient through the changing times.

We affirm to adopt this policy as we uphold our corporate values of excellence, integrity and innovation.

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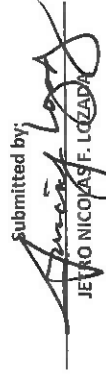
PERFORMANCE SCORECARD 2021

ASSETS MANAGEMENT SECTOR

PERSPECTIVE	STRATEGIC OBJECTIVE (SO)	Measure	Measure Name	Operational Definition	Formula	Weight	Data Provider, if applicable	Data Source	Baseline 2020	2021	TARGETS			
											Q1	Q2	Q3	Q4
Financial	SO2: Achieved Financial Viability and Sustainability of Assets	M1	Net Income from All Assets	Generation of Net Income from All Assets (Operating, Leased, Joint Venture & Properties under concession)	Gross Revenues from All Assets less Operating Expenditures (before depreciation)	25%	OPED / BUDD	Monthly Financial Reports and Collection Reports	50M	50M	5M	15M	15M	15M
		M2	Budget Utilization Rate	Measure of the extent to which the budget of the department is being used	(Funds used / actual budget) x 100%	5%	FISD	Budget Utilization Report	75%	75%	—	—	—	75%
Customers/ Stakeholders	SO3: Institutionalize a TIEZA branding anchored on Transparency, Efficiency, Quality Service and Being Environment Friendly and Filipino-themed for Projects	M3	Accomplished Customer Forms / Satisfaction Survey	Monitoring the Quality of Service in Each Operating Assets and Frontliners through Actual Client Commentaries	Satisfied Clients/ over-all Total Numbers of Satisfied & Dissatisfied Customer x 100	10%	OPED / BUDD	Clients	50%	50%	15%	15%	10%	10%
		M4	"Smiley" Survey	Monitoring the Quality of Service in Each Operating Assets & Frontliners through "Smiley" Images	No. of Happy Emotions / Total No. of Emotions) x 100%	5%	OPED / BUDD	Clients	85%	75%	25%	20%	15%	15%
		M6	Formulation of Business Plan	Business Case Formulated with PPPC for One (1) TIEZA Asset	Number of Initial Draft Business Plan approved	25%	BUDD	Draft Business Plans	N/A	1	—	—	—	1
		M7	Entity Operations Manual (2 Entities - CIGC & ZGCBP)	Improving the quality of service in golf course operation through the preparation of Operations Manual (OM) for Club Intramuros Golf Course & Zamboanga Golf Course	Actual Accomplishment	5%	CIGC & ZGC	Operations Manual/ CIGC/ZGCBP	N/A	2	—	—	—	2

		M8	Board-approved Asset Acquisition Program	Establish a Board-approved Asset Acquisition Program for TIEZA with criteria for evaluation, guidelines, processes, timelines and budget that will serve as framework for future acquisitions by TIEZA	Actual Accomplishment	15%	BUDD	Draft of Asset Acquisition Program, Complete Staff Work	N/A	1	-	-	-	1	
Learning & Growth	SO6: Build and Strengthen Organizational Capabilities	M8	Personnel with competency based enhancement needs sent to competency based training	Competency based training attended by personnel with competency enhancement needs	No. of Personnel with technical competency needs sent to competency-based training / No. of Targeted employees) x 100%	10%	HRSD	List of participants	85%	85%	-	-	-	85%	
						100%									


MYLENE A. MAGASIN
Technical Assistant

Submitted by:

JETSO NICOLAS F. LOZADA
Assistant Chief Operating Officer
Assets Management Sector