



**TOURISM
INFRASTRUCTURE AND
ENTERPRISE
ZONE
AUTHORITY**

6th & 7th Floors, Tower 1
Double Dragon Plaza
Double Dragon Meridian Park
Macapagal Avenue corner
Edsa Extension Bay Area
Pasay City 1302



(+632) 8249-5900 to 79

Local 733/735

brdd.tieza@gmail.com

www.tieza.gov.ph



MEMO TO : FRANCIS RANDY J. HORTELANO
Department Manager
Corporate Planning Department

FROM : THE MANAGER
Business Development Department

SUBJECT : 4th Quarter 2019 BSC Rating with Supporting Documents

DATE : November 24, 2020

As discussed and approved during our meeting with Corplan and Administrative Services Department, we are hereby submitting to your office the 4th Quarter 2019 Department BSC Rating with Supporting Documents. Please see attached copy of Revised 2019 BSC and Memo with reference to our request for adjustment of our target from Approved Assets for Appraisal with Notice of Award to Approved Assets for Appraisal with Approved Purchase Request.



TOURISM INFRASTR

Business D

PERSPECTIVE	STRATEGIC OBJECTIVE	MEASURES	MEASURE NAME	DESCRIPTION (Operational Definition)
FINANCIAL		M1	Sales Achievement	Sales Achievement Rate of Man
		M2	Budget Utilization Rate	Measure of the extent to which budget of the department is bei
CUSTOMER SATISFACTION		M3	Customer Satisfaction Survey "Smiley Survey"	Monitoring the quality of service through actual clients comments
INTERNAL BUSINESS PROCESS		M4	Establishment of true network of assets through continued appraisal of assets	Assets network through appraisal assets
		M5	Formulation of Business Plan	Business Plan formulated for Tw TIEZA Assets approved by ACOO
		M6	Investment (JV & Operation & Management) Program	Production of Investment mater Investment Program




TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

Business L

PERSPECTIVE	STRATEGIC OBJECTIVE	MEASURES	MEASURE NAME	DESCRIPTION (Operational Definition)
LEARNING AND GROWTH		M7	% of Employees meeting required competency	Competency based training at personnel with competency enhancement needs

Submitted by:


Ma. Evelyn A. Francisco
Manager