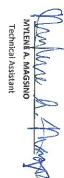
ASSETS MANAGEMENT SECTOR	PERFORMANCE SCORECARD 2020	TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY
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* as of NOvember 17, 2020	Learning & Growth		Internal Process			Customers/ Stakeholders		Financial	PERSPECTIVE	
per 17, 2020	SO6: Build and Strengthen Organizational Capabilities	SO5: Development of Customer-centric Products and Services		SO3: Institutionalize a THEA branding anchored on Transparency, Efficiency, Quality Service and Being Environment Friendly and Filipino-themed for Projects		SO2: Achieved Financial Viability and Sustainability of Assets		(SO)	Macardo cross to	
5	₹	M7	M6	M5	M <sub>4</sub>	M <sub>3</sub>	M2	MI	Measure	
\$	Personnel with competency based enhancement needs sent to competency based training	Revised Operations Manual	Formulation of Business Plan	Establishment of true networth of assets through continued appraisal of assets	"Smiley" Survey	Accomplished Customer Forms / Satisfaction Survey	Budget Utilization Rate	Net Income from All Assets	Measure Name	
	Competency based training attended by personne! with competency enhancement needs	Improving the quality of service in each operating assets through the revision of the Operations Manual (OM)	Business Plan Formulated for One (1) TIEZA Asset (Vacant Space at the Ground floor of the DOT CAR Office)	Assets networth through appraisal of assets	Monitoring the Quality of Service in Each Operating Assets & Frondliners through "Smiley" Images	Monitoring the Quality of Service in Each Operating Assets and Frontliners through Actual Client Commentaries	Measure of the extent to which the budget of the department is being used	Generation of Net Income from All Assets (Operating, Leased, Joint Venture & Properties under concession)	Operational Definition	
	No. of Personnel with technical competency needs sent to competency-based training / No. of Targeted employees) x 100%	Actual Accomplishment	Number of Business Plans approved by the COO	Actual / Target	No. of Happy Emoticons / Total No. of Emoticons) x 100%	Satisfied Clients/ over-all Total Numbers of Satisfied & Dissatisfied Customer x 100	(Funds used / actual budget) x 100%	Gross Revenues from All Assets less Operating Expenditures (before depreciation)	Formula	
100%	10%	15%	25%	10%	5%	10%	5%	20%	Weight	
	HRSD	OPED / All Operating Assets	вирр	BUDD / OPED	OPED /	OPED / BUDD	FISD	OPED / BUDD	Provider, if applicable	Data
	List of participants	Operations Manual	Draft Business Plans	Business Model	Clients	Clients	Budget Utilization Report	Monthly Financial Reports and Collection Reports	Data Source	
	85%	0:00	N	0	85%	5%	90%	84M	BASELINE 2019	
	50%	1	1	00	85%	5%	90%	50M	2020	
				Ī	85%	50%	-	20M	0,1	
				1	T	ī	1	MOT	8	TAI
				PR of 8 Assets for Appraisal approved by COO	ī	I	Ī	MOT	Q3	TARGETS
	50%	One (1) Operations Manual submitted to COO for approval	Initial Draft of Business Plan for one (1) TIEZA Asset approved	Bidding for Appraisal of 8 Assets	1	Ī	90%	10M	Q4	



JETRO NICOLAS-F LOZADA
Assistant Chief Operating Officer
Assets Management Sector