



**TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY**  
**Performance Scorecard for 2019**  
***Office of the ACOO for Assets Management QUARTERLY RATINGS***

PERSPECTIVE	STRATEGIC OBJECTIVE	MEASURES	MEASURE NAME	DESCRIPTION (Operational Definition)	FORMULA	WEIGHT	DATA PROVIDER	DATA SOURCE	BASELINE 2018	TARGET 2019	QUARTERLY RATINGS				TOTAL
											1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
FINANCIAL	Achieved Financial Viability & 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)	30.00	OPED / BUDD	Monthly Financial Reports & Collection Reports	92M	84.00	57.32 20.47	33.48 11.96	49.93 17.83	54.47 19.45	30.00
		M2	Budget Utilization Rate	Measure of the extent to which the budget of the department is being used	(Funds used / actual budget) x 100%	5.00	FISD	Budget Utilization Report	75	80.00	8.00 0.50	13.00 0.81	21.00 1.31	24.00 1.50	4.13
CUSTOMER SATISFACTION	Institutionalize a TIEZA branding anchored on Transparency, Efficiency, Quality Service & Being Environment Friendly and Filipino-themed Projects	M3	Percentage of Satisfied Customers	Number of Respondents who rated at least Satisfactory / Total Number of Survey Respondents	All or Nothing	5.00	Third Party Consultant	Clients	80	80.00	0.00 0.00	0.00 0.00	0.00 0.00	90.00 5.00	5.00
		M4	Accomplished Customer Forms / Satisfaction Survey	Monitoring the Quality of Service in Each Operating Assets and Frontliners through Actual Client Commentaries	(Satisfied Clients / Total Number of Accomplished Forms) x 100%	5.00	OPED / BUDD	Clients	0	50.00	96.65 5.00	96.20 5.00	97.47 5.00	97.17 5.00	5.00
		M5	"Smiley Survey"	Monitoring the Quality of Service in Each Operating Assets & Frontliners through "Smiley" Images	(No. of Happy Emoticons / Total No. of Emoticons) x 100%	5.00	OPED	Clients	88.29	90.00	91.40 5.00	90.83 5.00	93.44 5.00	88.91 4.94	5.00
		M6	Establishment of true network of assets through continued appraisal of assets	Assets network worth through appraisal of assets	No. of Approved Assets for Appraisal with Notice of Award	10.00	BUDD	Inventory / List of Assets with Appraisal	N/A	8.00	0.00 0.00	0.00 0.00	0.00 0.00	8.00 10.00	10.00



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											1st Qtr	2nd Qtr	3rd Qtr	4th Qtr		
		M7	Formulation of Business Plan	Business Plan Formulated for Two (2) TIEZA Assets	Number of Business Plans approved by the ACOO-AMS	25.00	BUDD	Business Plans	4	2.00	0.00 <u>0.00</u>	1.00 <u>12.50</u>	0.00 <u>0.00</u>	1.00 <u>12.50</u>	25.00	
		M8	Revised Operations Manual	Improving the Quality of Service in Each Operating Assets through the Revision of the Operations Manual (OM)	Actual Accomplishment	5.00	Operations Manual	N/A	N/A	1.00	0.00 <u>0.00</u>	0.00 <u>0.00</u>	0.00 <u>0.00</u>	1.00 <u>5.00</u>	5.00	
LEARNING AND GROWTH	Build & Strengthen Organizational Capabilities	M9	Personnel with competency based enhancement needs sent to competency based training (HT Program)	Competency based training attended by personnel with competency enhancement needs	(No. of Personnel with competency needs sent to competency-based training / No. of Targeted employees) x 100%	10.00	HRSD	List of Participants	85	90.00	0.00 <u>0.00</u>	0.00 <u>0.00</u>	0.00 <u>0.00</u>	90.00 <u>10.00</u>	10.00	
					TOTAL WEIGHT	100.00						TOTAL RATINGS				99.13

Submitted by:

  
**Jetro Nicolas F. Lozada**  
Assistant Chief Operating Officer

Approved by:

**Pocholo J. D. Paragas**  
Chief Operating Officer