



TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY
Office Performance Commitment and Review (OPCR)

I, **MA. TERESA C. ALVAREZ**, Manager of the **Operations Department** commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for period **July 1, 2020 - December 31, 2020**

ma.teresa.c.alvarez

MARIA TERESA C. ALVAREZ
 Manager, Operations Department

Approved by:

JETRO NICOLAS F. LOZADA
 Assistant Chief Operating Officer

Rating Scale : 5 - Outstanding	2 - Unsatisfactory
4 - Very Satisfactory	1 - Poor
3 - Satisfactory	

STRATEGIC OBJECTIVES/ FUNCTIONS	SUCCESS INDICATORS	Allotted Budget	Division Accounta ble	Actual Accomplishments	RATING				Remarks
					Q1	E2	T3	A4	
STRATEGIC OBJECTIVE Achieved Financial viability and sustainability of TIEZA Assets	Achieved a Net Income of P20M before depreciation for all revenue generating Assets by the end of December 31, 2020		RM/OPED	Achieved a Net Income of P50.16M by the end of Dec 31, 2020 or a total of P112.65M for CY 2020	5.000		5.000	5.000	
	Summary of Customer Feedback Forms submitted to the ACOO - AMS within 21-25 WDs of the succeeding year. Achieved a satisfaction rating of 85% at the end of December 31, 2020		RM/OPED	Attained a rating of 99.08% for Customer Feedback forms, submitted by January 13, 2021	5.000		5.000	5.000	
	Summary of Emoticons submitted to the ACOO - AMS within 21-25 WDs of the succeeding year. Attained 85% happy smiley the end of December 31, 2020		RM/OPED	Garnered 95.89% Happy Emoticons, submitted by January 13, 2021	5.000		5.000	5.000	



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One Revenue Stream implemented at any Operating entity by the end of December 31, 2020		RMs/OIC	Implemented by December 31, 2020			5.000	5.000
Submitted final revised Operations Manual to the ACOO-AMS by the end of December 31, 2020		OPED	Submitted earlier than December 31, 2020, accepted upon first submission	5.000		5.000	5.000
Submitted Maintenance Plan of Five Operating Assest to the ACOO - AMS by the end of December 31, 2020		RMs/OIC	Submitted Six Maintenance Plan, by December 16, 2020	4.000		5.000	4.500
60% of personnel with competency based enhancement needs sent to competency based training			43% of OPED personnel attended the competency based training	1.000			1.000
							0.000

AVERAGE RATING

CATEGORY	RATING			
	Q1	E2	T3	A4
Strategic Objective				
Achieved financial viability and sustainability of TIEZA assets				
1) Achieved a Net Income of P20M before depreciation for all revenue generating assets by the end of June 30, 2020	5.000		5.000	5.000
2) Summary of Customer Feedback Forms submitted to the ACOO-AMS within 21-25 WD's of the succeeding year. Achieved a satisfaction rating of 85% at the end of December 31, 2020	5.000		5.000	5.000
3) Summary of Emoticons submitted to the ACOO-AMS within 21-25 WDs of the succeeding year Attained 85% happy smiley at the end of December 31, 2020	5.000		5.000	5.000
4) One Revenue Stream implemented at any Operating entity by the end of December 31, 2020			5.000	5.000
5) Sumitted final revised Operations Manual to the ACOO-AMS by the end of December 31, 2020	5.000		5.000	5.000
6) Sumitted Maintenance Plan of Five Operating Assets to the ACOO-AMS by the end of December 31, 2020	4.000		5.000	4.500
7) 60% of personnel with competency based enhancement needs sent to competency based training	1.000			1.000



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					30.500
	Total Overall Rating				4.357
	Final Average Rating				V.S.
	Adjectival Rating				
Assessed by:				Final Rating by:	
<p>_____</p> <p>Manager, Corporate Planning Department</p>	<p>_____</p> <p>Chairperson, Performance Management Team</p>	<p>_____</p> <p>MART T. LAPID Chief Operating Officer</p>			