

TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

Office of the ACOO for Assets Management QUARTERLY RATINGS Performance Scorecard for 2019

/			(A A	1					
			SATISFACTION			FINANCIAL	PERSPECTIVE		
		Environment Frier and Filipino-them	Institutionalize a TII branding anchored Transparency, Qualit			Achieved Financial Viability & Sustainability of Asse	OBJECTIVE		
MS	M4	ndly ned	ezza M3		M2	M1		MEASLIRES	
"Smiley Survey"	Accomplished Customer Forms / Satisfaction Survey		Percentage of Satisfied Customers		Budget Utilization Rate	Net Income from All Assets			
Monitoring the Quality of Service in Ea Operating Assets & Frontliners throug "Smiley" Images			Number of Respondents who rated at least Satisfactory / Total Number of Survey Respondents	0	Measure of the extent to which the	nture	(Operational Definition)	DESCRIPTION	
ch (No. of Happy Emoticons / Total No. of Emoticons) × 100%			All or Nothing		(Funds used / actual budget) x 100%	Gross Reveues from All Assets less Operating Expenditures (before depreciation)		FORMULA	
5.00	5.00		5.00		5.00	30.00		VEIGHT	
OPED	OPED / BUDD		Third Party Consultant		FISD	OPED / BUDD		DATA PROVIDER	
Clients	Clients		Clients		Budget Utilization Report	Monthly Financial Reports & Collection Reports		DATA SOURCE	
88.29	0		80		75	92M		2018	
90.0	50.00		80.00		80.00	84.00	_	TARGET - 2019	
11 12			0.00		8.00 0.50			1st	Vuo Vuo
19200			0.00		0.81		-	2nd	QUARTERLY RATINGS
5.00	5.00		0.00		21.00 1.31	lea	3	ord 4	RATING
4.94	5.00		90.00 5.00		24.00 1.50		EA A7	7 2	S
5.00	5.00		5,00		4.13	30.00		OTAL	
	Monitoring the Quality of Service in Each (No. of Happy Operating Assets & Frontliners through Emoticons / Total No. "Smiley" Images 5.00 6.00	M4 Accomplished Customer Forms / Satisfaction Survey Operating Assets and Frontliners through Actual Client Commentaries Monitoring the Quality of Service in Each (No. of Happy Operating Assets & Frontliners through Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons) x 100% South Operating Assets & Frontliners through of Emoticons x 100% South Operating Assets & Frontliners through South Operating Assets & Frontliners t	bed M4 Accomplished Customer Forms / Satisfaction Survey Hrough Actual Client Commentaries Monitoring the Quality of Service in Each (Satisfied Clients / Forms / Satisfaction Survey Hrough Actual Client Commentaries Monitoring the Quality of Service in Each (Mo. of Happy Operating Assets & Frontliners through Monitoring the Quality of Service in Each (Mo. of Happy Operating Assets & Frontliners through of Emoticons / Total Number of Monitoring the Quality of Service in Each (Mo. of Happy Survey" Operating Assets & Frontliners through Service in Each (Mo. of Happy Survey Monitoring the Quality of Service in Each (Mo. of Happy Survey Monitoring Monitori	Institutionalize a THEZA M33 Percentage of Satisfied Number of Respondents who rated at branching anchored on branching anchored on transparency, Unality of Service & Being Environment Triendby and Englanchemed Projects M4 Accomplished Customer Commentage and Forms / Satisfactor Survey Respondents M5 Samiley Survey Monitoring the Quality of Service in Each (No. of Happy Operating Assets & Forntines through Customs of Emoticons) x 100% M65 Samiley Survey Monitoring the Quality of Service in Each (No. of Happy Operating Assets & Forntines through Emoticons / Total No. of Emoticons / Total	OW Institutionalities a TIEZA M3 Percentage of Satisfied branching anchored on branching anchored on Efficiency, Quality Service Series Environment Friendly and Elipino-channed Projects M4 Accomplished Customer brough Actual Client Survey Commission Survey Comsulant Commission Consulant Commission Consulant Commission Comsulant Commission Comm	M2 Budget Utilization Rate Measure of the eatent to which the badget of the department is being used Actual 5.00 FISD Budget Utilization 7.5 80.0d 8.00 3.00 3.01 3.10 2.10 4.00	Acchieved Fhancish Vulbiffer, 8: In John Market Found Ma	OBECTIVE INCORPORATION Interfaction Inter	STANTEGIC STAN



TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

Performance Scorecard for 2019

Office of the ACOO for Assets Management QUARTERLY RATINGS

GROWTH			PERSPECTIVE	
Build & Strengthen Organizational Caabilities			STRATEGIC OBJECTIVE	
M9	M8	M7	MEASURES	
Personnel with competency based enhancement needs sent to competency based training (HT Program)	Revised Operations Manual	Formulation of Business Plan	MEASURE NAME	
Personnel with competency Competency based training attended by (No. of Personnel with based enhancement needs personnel with competency competency needs sent to competency based training (HT Program) (PT Program)	Improving the Quality of Service in Each Actual Operating Assets through the REvision of Accomplishment the Operations Manual (OM)	Formulation of Business Plan Business Plan Formulated for Two (2) TIEZA Assets	DESCRIPTION (Operational Definition)	
(No. of Personnel with competency needs sent to competency-based training / No. of Targeted employees) x 100%	Actual Accomplishment	Number of Business Plans approved by the ACOO-AMS	FORMULA	
10.00	5.00	25.00	WEIGHT	
HRSD	Operations Manual	вирр	DATA PROVIDER	
List of Participants	N/A	Business Plans	DATA SOURCE	
85	N/A	4	BASELINE TARGET 2018 2019	
90.00	1.00	2.00	TARGET 2019	
0.00	0.00	0.00	1st Q	
0.00 0.00	0.00 0.00	1.00 12.50	2nd Qtr	
0.00 0.00	0.00	0.00	2nd 3rd 4tl Qtr Qtr Qtr Qt	
90.00 10.00	1.00 5.00	1.00 12.50	4th	
10.00	5.00	25.00	TOTAL	

TOTAL WEIGHT 100.00

TOTAL RATINGS 99.13

Approved by:

Pocholo J. D. Paragas

Chief Operating Officer

Assistant Chief Operating Officer

Submitted by: