



TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY
PERFORMANCE SCORECARD 2020
ASSETS MANAGEMENT SECTOR

PERSPECTIVE	STRATEGIC OBJECTIVE (SO)	Measure	Measure Name	Operational Definition	Formula	Weight	Data Provider, if applicable	Data Source	BASELINE 2019	2020	TARGETS			
											Q1	Q2	Q3	Q4
Financial	SO2: Achieved Financial Viability and 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)	20%	OPED / BUDD	Monthly Financial Reports and Collection Reports	84M	50M	20M	10M	10M	10M
		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%	FISD	Budget Utilization Report	90%	90%	—	—	—	90%
Customers/ Stakeholders	SO3: Institutionalize a TIEZA branding anchored on Transparency, Efficiency, Quality Service and Being Environment friendly and Filipino-themed for Projects	M3	Accomplished Customer Forms / Satisfaction Survey	Monitoring the Quality of Service in Each Operating Assets and Frontliners through Actual Client Commentaries	Satisfied Clients/ over-all Total Numbers of Satisfied & Dissatisfied Customer x 100	10%	OPED / BUDD	Clients	5%	5%	50%	—	—	—
		M4	"Smiley" Survey	Monitoring the Quality of Service in Each Operating Assets & Frontliners through "Smiley" Images	No. of Happy Emotions / Total No. of Emotions x 100%	5%	OPED / BUDD	Clients	85%	85%	85%	—	—	—
		M5	Establishment of true network of assets through continued appraisal of assets	Assets network through appraisal of assets	Actual / Target	10%	BUDD / OPED	Business Model	0	8	—	—	PR of 8 Assets for Appraisal approved by COO	Bidding for Appraisal of 8 Assets
		M6	Formulation of Business Plan	Business Plan Formulated for One (1) TIEZA Asset (Vacant Space at the Ground floor of the DOT CAR Office)	Number of Business Plans approved by the COO	25%	BUDD	Draft Business Plans	2	1	—	—	—	Initial Draft of Business Plan for one (1) TIEZA Asset approved
Internal Process	SO5: Development of Customer-centric Products and Services	M7	Revised Operations Manual	Improving the quality of service in each operating assets through the revision of the Operations Manual (OM)	Actual Accomplishment	15%	OPED / All Operating Assets	Operations Manual	0:00	1	—	—	—	One (1) Operations Manual submitted to COO for approval
		M7	Personnel with competency based enhancement needs sent to competency based training	Competency based training attended by personnel with competency enhancement needs	No. of Personnel with technical competency needs sent to competency-based training / No. of Targeted employees x 100%	10%	HRSO	List of participants	85%	50%	—	—	—	50%
Learning & Growth	SO6: Build and Strengthen Organizational Capabilities					100%								

* as of November 17, 2020

Mylene A. Magasin
MYLENE A. MAGASINO
Technical Assistant

Jetro Nicolas J. Lozada
JETRO NICOLAS J. LOZADA
Assistant Chief Operating Officer
Assets Management Sector