




**TOURISM
INFRASTRUCTURE AND
ENTERPRISE
ZONE
AUTHORITY**

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MEMORANDUM

TO : **FRANCIS RANDY J. HORTELANO**
Manager
Corporate Planning Department

FROM : 
ROSANNA M. OLGADO
Manager
Administrative Services Department

SUBJECT : *As stated*

DATE : August 24, 2020

Attached herewith is the ADSD Balanced Scorecard (BSC) for Calendar Year 2020.

For your appropriate action.

TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY
Administrative Services Department
2020 Balanced Scorecard

PERSPECTIVE	STRATEGIC OBJECTIVE	MEASURE	MEASURE NAME	DESCRIPTION (Operational Definition)	FORMULA	WEIGHT	DATA PROVIDER	DATA SOURCE	BASELINE (2019)	TARGET (2020)	Quarterly Targets			
											1st	2nd	3rd	4th
Customers/ Stakeholders		M1	% Internal Customer Satisfaction	Rating matrix has been revised from a 3- point to a 5-point Likert scale, consistent with those of the IPCR.	Total number of client-employees that rated 5 (or Outstanding) over total number of respondents who availed the services x 100	10%	HRSD/GSD	Internal Customer Satisfaction Survey	N/A	80%	80%	0%	80%	80%
		M2	End-User Satisfaction Survey	A satisfaction survey where end-users are officers and employees of TIEZA who will evaluate the suppliers/service providers based on the items/services received.	Total number of highly satisfied end-users/ total number of respondents x 100	10%	GSD/ End-Users	End-User Satisfaction Survey	86%	80%	80%	80%	80%	80%
Financial		M3	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	82%	90%				90%
Internal Process		M4	Human Resource Integrated System (HRIS)	To ensure the timely and accurate encoding of PDS for the smooth operation of the HRIS.	Total number of PDS encoded/ total number of PDS to be encoded x 100	15%	HRD	Report	N/A	100%				100%
		M5	Integrated Inventory Management System (IIMS)	<p>Last year, we have targeted migration of Book up items (P15,000 and up) from the old system to the new system (IIMS). For this year, our target is the migration of semi- expendable properties/items (below P15,000) acquired earlier than 2018.</p> <p>Migration will be on a sectoral basis, considering the bulk of semi expendable items per employee of each sector. For 2020, target sectors are TEZ Management and Assets Management Sectors. Summary of accountabilities (SA) of individual employee from the said sectors will be the basis of migration of items.</p>	No. of migrated SA/Total No. of SA per sector	10%	GSD	Accomplishment Report						100%

Administrative Services Department 2020 Balanced Scorecard

100%


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Administrative Services Department
2020 Balanced Scorecard

Submitted by:



DR. ROSANNA M. OLGADO
Manager
Administrative Services Department

Approved by:



ATTY. JOY M. BULAITAN
Assistant Chief Operating Officer
Administration and Finance Sector

***required by GCG per 2020 Performance Scorecard*