

MITSUKOSHI MOTORS PHILS., INC.		
POLICY		
MEMO TITLE :	AC PERFORMANCE STANDARD	REF. NO.2016-02-003
DEPARTMENT :	OPERATIONS SUPPORT DEPARTMENT	
TO. :	ALL BRANCHES	
DATE :	FEBRUARY 10, 2016	

**OBJECTIVE:**

1. To introduce AC performance Standards to meet 100% collection on net new extension and minimum of 75% paying percentage.
2. To motivate all Account Counselors to excel and exceed their performance.
3. To achieve/ deliver our Vision: To be the number ONE motorcycle company of choice with an image, brand, heart, and passion that brings everyone's satisfaction.

**POLICIES & PROCEDURES:**

1. Starting March 1, 2016
2. New AC Performance standard to wit

CATEGORY	MIN. STANDARD PERFORMANC E	WEIGHT	SCORING GRADE		
			ABOVE STANDAR D	MEET	Below Target
Collection ( Cumulative Net New Extension) --On AC assigned area	Based on Target	50%	110%	100%	70%
SALES	Based on Target	30%	100%	90% to 99.99%	below 90%
				90%	70%
REPO INV	Single Digit or 10% Decrease	20%	100%	Not Target but Decrease Inv.	Maintain / Increase Inv.
				90%	70%
TOTAL		100%			

3. How to get target for Cumulative Net New Extension

Example: Getting Target

NO	MONTH	COLLECTION						
		Previous Month(PM) Actual Peso	Current Month Actual Peso	Variance From PM	Net New Extension (NNE)	Result of Var Fr PM to NNE	Cumulative Result of Var Fr PM to NNE	Status of Target
1	Jan	500,000	550,000	50,000	40,000	10,000	10,000	ABOVE
2	Feb	550,000	575,000	25,000	25,000	-	10,000	ABOVE
3	Mar	575,000	650,000	75,000	25,000	50,000	60,000	ABOVE
4	Apr	650,000	650,000	-	30,000	(30,000)	30,000	ABOVE
5	May	650,000	700,000	50,000	30,000	20,000	50,000	ABOVE
6	Jun	700,000	500,000	(200,000)	25,000	(225,000)	(175,000)	BELOW
7	July	500,000	800,000	300,000	25,000	275,000	100,000	ABOVE
8	Aug	800,000	700,000	(100,000)	30,000	(130,000)	(30,000)	BELOW
9	Sept	700,000	790,000	90,000	40,000	50,000	20,000	ABOVE
10	Oct	790,000	810,000	20,000	30,000	(10,000)	10,000	ABOVE
11	Nov	810,000	830,000	20,000	30,000	(10,000)	-	MEET
12	Dec	830,000	890,000	60,000	50,000	10,000	10,000	ABOVE
	TOTAL	8,055,000	8,445,000	390,000	380,000	10,000	95,000	-

#### 4. RESULT PERFORMANCE

NO	TOTAL GRADE	AMOUNT INCENTIVE PER UNIT (BN SALES)	FIRST OFFENSE	SECOND OFFENSE	THIRD OFFENSE	FOURTH OFFENSE
1	105.00% AND UP	1.25% OF TOTAL COLLECTION INCLUDING ADVANCE	--	--	--	--
2	100.00% to 104.99%	1% OF TOTAL COLLECTION INCLUDING ADVANCE	--	--	--	--
3	90.00% to 99.99%	---	--	--	--	--
4	BELOW 90.00%	--	NTE W/ W.W	NTE W/ F.W.W	WILL SERVE 30 DAYS NOTICE	TERMINAT ION

Thus if not meet the requirements will be under evaluation based on Code of Discipline.

NTE w/ W. W – NOTICE TO EXPLAIN WITH WRITTEN WARNING

NTE W/ F.W.W – NOTICE TO EXPLAIN WITH FINAL WRITTEN WARNING AND RE-TRAINING BY AREA  
MANAGER

NTE W/ 30 DAYS NOTICE – NOTICE TO EXPLAIN WITH 30 DAYS NOTICE TO PERFORM AND RE-TRAINING  
BY REGIONAL MANAGER

❖ **PRESCRIPTIVE PERIOD WILL BE SIX (6) MONTHS.**

❖ **ON THE FOURTH ACCUMULATIVE WARNINGS, WITHIN SIX (6) MONTHS, BM WILL RECEIVE  
THIRTY (30) DAYS NOTICE.**



❖ **ALL EXPLANATION MUST BE SUBMITTED WITH PERFORMANCE IMPROVEMENT PLAN COMMITMENT**

- ❖ Any discovered irregularities/deception such as Undeclared Repo Units and post dating of collection receipts will be charged on the given incentive for that period/month and will be dealt with accordingly based on our Company Code of Discipline

**4. Prerequisite for Incentive Release:**

- Minimum number of accounts per AC must be 100 accounts.
- 100% FMI either payment or repo sold not later than 15<sup>th</sup> of the next month
- AC must meet at least 75% paying percentage against adjusted number of accounts for 2015 to present accounts.

TOTAL NUMBER OF ACCOUNTS	FMI	2015 – PRESENT ACCOUNTS	ADVANCE (2015– PRESENT)	ADJUSTED (2015- PRESENT)	PAYING ((2015- PRESENT)	%	REMARKS
200	30 (27 PAID, 3 REPO SOLD)	120	30	90	57	63%	NOT PASS
200	30 (26 PAID, 4 REPO SOLD)	120	30	90	69	76%	PASS

**5. DISTRIBUTION**

POSITION	NEW % SHARE
ACCOUNT COUNSELOR	75%
*CREDIT SUPERVISOR(CS)	15%
CASHIER	10%
TOTAL	100%

- ❖ IF NO CREDIT SUPERVISOR, BM WILL HAVE THE SHARE.
- ❖ CS AND CASHIER WILL HAVE THE SHARE IF THE BRANCH TOTAL GRADING IS 90% AND
- ❖ Any discovered irregularities/ deception such as Undeclared Repo Units and post dating of collection receipts will be charged on the given incentive for that period/month and will be dealt with accordingly based on our Company Code of Discipline.

Please be guided accordingly,

  
**RICHMOND NGAN**

EXECUTIVE OFFICER