



	OBJECTIVE/ MEASURE	FORMULA	WEIGHT	BASELINE 2015	1st QUARTER		2nd QUARTER		3rd QUARTER		4th QUARTER		2016		
					Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	
Internal Process	SO 4 Efficient Customer Management														
	SM 7	Percentage of Customer Concerns Resolved within the Appropriate Time	Number of customer concerns resolved within appropriate time ¹ / Total number of customer concerns received	5%	89%		99%							Baseline + 1%	
	SO 5 Increase Presence of DFPC														
	SM 8	Construct and Develop Terminal 3 Landside Stores Levels 1-3 (for renegotiation)		10.0%	n/a									Complete the Leasing of the Terminal 3 15,000 sq. m. independent of the facilities of the airport Opening of Landside Stores of Terminal 3 by end of 2016	
			15%												
Learning and Growth	SO 6 Competent Human Resources														
	SM 9	Establish Competency Model		5%	n/a		Approved Budget for Contract (ABC) P1.6M							Board-approved Competency Model - Establish Baseline	
	SM 10	Establish SPMS		5%	n/a		SPMS guidelines approved; Evaluation of pilot run last Oct-Dec2015 completed							CSC-Approved SPMS	
	SO 7 Effective Utilization of Information and Communication Technologies														
	SM 11	Achieve and Maintain ISO 9001:2008 Certification Quality Management System(all sites,all processes)		5%	ISO Certification all sites all processes									Maintain ISO Certifications	
	Sub-Total		15%												
	TOTAL		100%												


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