





	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 <sup>1</sup> / Total number of customer concerns received	5%	89%	99%	99%			100%			90%	
	SO 5 Increase Presence of DFPC													
Internal Process	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		Submitted request for Consultant to BAC on June 28, 2016; Submitted request to CSC for Competency-Based Speaker		Contracted CSC-CSI to train and guide DFPC's Competency-Based Human Resource System-Technical Working Group to develop DFPC's CBHRS			Board-approved Competency Model - Establish Baseline	
	SM 10	Establish SPMS		5%	n/a	SPMS guidelines approved; Evaluation of pilot run last Oct-Dec2015 completed		Full implementation of SPMS; Released improved guidelines for IPCR/OPCR based on pilot run (Oct-Dec 2015); Established COO-approved OPCR commitments for Jan-Jun 2016, ready for evaluation on July 2016		CSC-NCR approved DFPC SPMS Guidelines; New Internal IPCR/OPCR assessment guidelines & rating computation based on DFPC 2016 Performance Scorecard released; OPCR Commitment for July-December 2016 established			CSC-Approved SPMS	
	SO 7 Effective Utilization of Information and Communication Technologies													
Learning and Growth	SM 11	Achieve and Maintain ISO 9001:2008 Certification Quality Management System (all sites, all processes)		5%	ISO Certification all sites all processes					ISO Certification maintained			Maintain ISO Certifications	
	Sub-Total			15%										
TOTAL			100%											

  
 BERNARDINE R. BELMONTE  
 Deputy General Manager for Operations

Certified Correct:  
  
 ELEONOR A. MACARAJA  
 OIC - Finance Division

Approved by:  
  
 VICENTE PELAGIO A. ANGA  
 Chief Operating Officer