

NATIONAL HOME MORTGAGE FINANCE CORPORATION

	Component				Annual Target	2 nd Quarter		
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System		Target	Actual	
	Social Impact	SO 1	Contribute to the reduction of the Housing Backlog by Sustaining the Liquidity of the Housing Sector through the Strengthening of the Secondary Mortgage Market					
SM 1		Value of funds provided to originators to be recycled to housing thru securitization	Total value of housing receivables/takeout approved by Crecom	20%	(Actual/Target) x Weight	1.93B	66.71M	161.463M
Sub-total				20%				
Finance	SO 2	Maintain Profitability of NHMFC Operations while Enhancing the Inclusiveness of Programs						
	SM 2	EBITDA Margin	EBITDA / Total Revenue (excluding subsidy)	15%	(Actual/Target) x Weight	36%	39%	38% As of January 2018
	SO 3	Reduction of NPL (non-performing loan) ratio						
	SM 3	NPL Ratio	NPLs / Total loan portfolio	15%	[1-(Actual-Target/Target)] x Weight	65%	68%	67.51%
	Sub-total			30%				
Stakeholders	SO 4	Generate Feedback and Address Concerns of the Stakeholders						
	SM 4	Satisfaction rating from the originators	No. Of originators who gave a rating of at least Very Satisfactory / Total no. Of respondent originators	10%	(Actual/Target) x Weight	90%	90%	-
	SM 5	Percentage of complaints acted upon within 3 working days upon receipt of complaint	(Resolved complaints within 3 working days / Total no. of complaints) * 100	10%	(Actual/Target) x Weight	90%	90%	100%
	Sub-total			20%				

Internal Process	SO 5	Streamline Policies and Procedures for Core Processes						
	SM 6	Percentage of Application for the Provision of Housing Finance Processed within Turnaround Time	No. of applications for Housing Finance processed within turnaround time / Total no. Of applications	10%	(Actual/Target) x Weight	100% of Applications Processed within 11 Working Days	100% of Applications Processed within 11 Working Days	100% of Applications Processed within 11 Working Days
	Sub-total			10%				
Learning and Growth	SO 6	Quality Public Service of NHMFC Employees by Enhancing their Competencies						
	SM 7	Competency level of the organization	Improvement from baseline in targeted competencies	10%	(Actual/Target) x Weight	Improvement of targeted competencies for 80% of employees	-	-
	SO 7	Develop an ISO Quality Management System						
	SM 8	Certification for ISO 9001:2015	Actual Accomplishment	5%	All or nothing	Certification for ISO 9001:2015	Certification for ISO 9001:2015	ISO 9001:2015 Certified
	SO 8	An effective and efficient IT-supported systems and procedures						
	SM 9	ISSP 2018-2020	Actual Accomplishment	5%	All or nothing	Document Content Management System	-	-
	Sub-total			20%				
	TOTAL			100%				