

NATIONAL HOME MORTGAGE FINANCE CORPORATION

	Component				Baseline Data						Proposed Target	
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System	2012	2013	2014	2015	2016	2017		
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	1.163B	940M	353.7M	708.6M	1.004B	1.81B	1.93B
	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	58%	37%	33%	33.21%	33.16%	35.23%	36%
	SO 3	Reduction of NPL (non-performing loan) ratio										
	SM 3	NPL Ratio	NPLs / Total loan portfolio	15%	[1-(Actual-Target/Target)] x Weight	77%	74%	71%	73%	75%	69.88%	65%
	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	--	--	--	--	--	88%	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	100% of complaints acted upon within 15 working days upon receipt of complaint (CSC Circular)					64%	90%
	Sub-total			20%								

Note: NHMFC's Performance Scorecard 2018 has been submitted to and approved by the NHMFC Board of Directors. The Board-approved NHMFC Performance Scorecard has been submitted to GCG for their approval.

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PES Form 2
Performance Scorecard 2018

	Component				Baseline Data						Proposed Target	
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System	2012	2013	2014	2015	2016	2017		
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 released within 30 calendar days from receipt of complete documents	Average of 21 working days	Average of 12 working days not exceeding 26 working days	100% of Applications Processed within 12 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	--	--	--	Competency Framework established and signed	Result of baseline assessment; Integration in HR policies	Improvement from baseline in targeted competencies of 40% of employees	Improvement from baseline in targeted competencies of 80% of employees
	SO 7	Develop an ISO Quality Management System										
	SM 8	Certification for ISO 9001:2015	Actual Accomplishment	5%	All or nothing	--	ISO Certification (Foreclosure and Custodianship)	ISO Recertification (Foreclosure and Custodianship)	Completed documenting the QMS for all processes QMS Manual signed	ISO 9001:2008 certified for all processes	Recertification for ISO 9001:2008; Readiness for ISO 9001:2015 Certification	Certification for ISO 9001:2015
	SO 8	An Effective and Efficient IT-Supported Systems and Procedures										
SM 9	ISSP 2018-2020	Actual Accomplishment	5%	All or nothing	--	Formulation of ISSP 2013-2016	--	60% of ISSP 2013-2016 completed	100% of ISSP 2013-2016 completed		Document Content Management System (new)	
Sub-total			20%									
TOTAL			100%									

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