

JOHN HAY MANAGEMENT CORPORATION
CY 2021 Performance Scorecard

Component					Target	January 01, 2021 to September 30, 2021 (as of 3rd Quarter)		
Objective/ Measure	Formula	Weight	Rating System	Actual Accomplishment		Weight (%)		
CUSTOMERS/STAKEHOLDERS & SOCIAL IMPACT	SO1 John Hay as a Premier Tourist and Investment Destination							
	SM 1	Number of New Locators or Developmental Projects Signed	Absolute number	10%	(Actual/Target) x Weight	5	3	6
	SM 2	Number of Jobs Generated in the JHSEZ	Total Number of Jobs Generated by Locators for the Year/ 12 months	10%	(Actual/Target) x Weight	4,720	5,393	10
	SM 3	Gross Sales of Business Enterprises within the JHSEZ	Actual amount	10%	(Actual/Target) x Weight	₱ 626 Million	₱273,272,547.55	4.37
	SO 2 Ensure Sustainable Multiple Use of Forest Watershed							
	SM4	Compliance to National Ambient Air Quality Standards on Particulate Matter 10 (PM10) within the JHSEZ	Number of tests which resulted in Good Air Quality (0-54µg/nm)/Total number of tests	10%	All or Nothing	100% tests resulted in Good Air Quality	The MOA for the Adopt An Ambient Air Quality Monitoring Station with EMB - CAR was approved by the JHMC BOD on 20 September 2021.	0
	SO 3 Enforce Efficient and Effective Regulation in the JHSEZ and JHRA							
	SM 5	Percentage of Satisfied Customers	Number of respondents who rated atleast Satisfactory/ Total number of respondents	10%	(Actual/Target) x Weight 0% = if less than 80%	85%	Done for the procurement for a Third-Party to conduct the Customer Satisfaction Survey of JHMC for 2021.	0
	Sub-total			50%				

		SO 4 Increase JHMC Revenues to Attain Financial Viability						
FINANCIAL	SM 6	Increase Internally Generated Revenue of JHMC	Actual amount of revenue collections	10%	(Actual / Target) x Weight 0%=if less than 50% of	₱ 8.718 M	₱6,126,399.13	7.03
	SM 7	Zone Revenue Collection Efficiency (includes Business Center for CUSA collection)	Actual Collection / Total Zone Revenue due for collection (both to exclude advance payments and penalties collected)	10%	(Actual / Target) x Weight 0%=if less	65%	27.98%	0
	Sub-total			20%				
		SO 5 Improve Efficiency and Effectiveness						
INTERNAL PROCESS	SM 8	Issuance of ISO 14001 Environmental Management System	Actual accomplishment	5%	All or Nothing	Re-Certification under ISO 14001:2015 Standards	Ongoing for the conduct of the Internal Environment Audit	0
	SM 9	Percentage of Regulatory Permits for Business Enterprises issued within Applicable Processing Time	Number of requests processed within applicable processing time/ Total number of requests received	10%	(Actual/Target) x Weight 0% = if less than 90%	100%	96.40% Total: <u>2,195</u> out of <u>2,277</u> Regulatory Permits for Business Enterprises were issued within applicable processing time	9.64
	Sub-total			15%				

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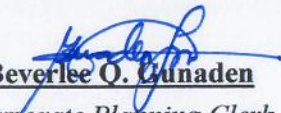
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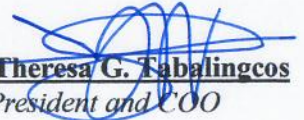
LEARNING AND GROWTH	SO 6 Establish and Maintain the Quality Management System							
	SM 10	ISO Certification for all Processes	Actual accomplishment	5%	All or Nothing	Re-Certification under ISO 9001:2015 Standards	Conducted Internal Quality Audit; Recertification audit is within 03-05 November 2021	0
	SO 7 Improve Technology and Infrastructure Support							
	SM 11	Number of processes automated	Absolute Number	5%	All or Nothing	Roll-out/ implementation of the Environment and Forest Management Information System (EFMIS)	Ongoing development of the project Design and Development of the EFMIS	0
SO 8 Improve Knowledge and Skills, Professionalism and Career Development								
SM 12	Percentage of Employees Meeting Required Competencies	Actual accomplishment	5%	All or Nothing	Improve Competency Baseline of the Organization	Continuous implementation of the HRDP for CY 2021	0	
		<i>Sub-total</i>		15%				
		TOTAL		100%			37.03	

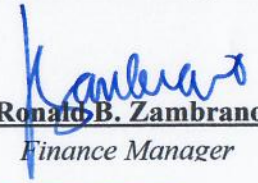
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