

TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
SOCIO-ECONOMIC IMPACT / CUSTOMER	SO 1	Contribute to Country's Competitiveness thru the Development of Sustainable Tourism Zones and Support Infrastructure							
	SM 1	Provision of Support to <u>COVID-19 Response and Social Amelioration Measures of the Government</u>	<u>Actual Accomplishment</u>	30%	All or Nothing	N/A	N/A	N/A	<u>₱12 Billion</u>
	SM 2a	Management and Supervision of Sustainable Tourism Infrastructure Projects	Actual Accomplishment	10%	All or Nothing	N/A	Identified an Area (Hilantaagan Island) for Master Planning, duly approved by the Board	Board-approved Procurement Process for the Identified Property; And, Start of Procurement Process: Posting of Terms of Reference for the Master Planning of the Identified Property	100% Completion of the 2020 Deliverables in the Contract for the Masterplanning of the Clark Property as Possible TEZ
	SM 2b	Management and Supervision of Sustainable Tourism Infrastructure Projects	Actual Accomplishment	10%	<u>Percentage of Completion</u>	N/A	N/A	N/A	<u>65% Completion of Boracay Drainage Program Phase II</u>
	SO 2	Preserve Historical, Cultural, Religious and Heritage Sites and Develop Ecotourism Sites in Depressed Provinces with Strong Tourism Potential							
SM 3	Conservation of World Heritage Sites based on NCCA MOA	Actual Accomplishment	10%	All or Nothing	Final Report for the Disaster Risk and Conservation Assessment for the following sites:	<i>Removed Measure</i>	Issuance of Notice to Proceed for the Restoration and Rehabilitation of the Banaue Rice Terraces	100% Completion of the 2020 Deliverables in the Contract for Restoration and Rehabilitation of the	

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					1. Church of La Immaculada; 2. Church of San Agustin; 3. Church of La Asuncion de Nuestra Señora; 4. Church of Sto. Tomas de Villanueva; and, 5. Historic City of Vigan was not yet completed			Banaue Rice Terraces Project	
	SO 3	Ensure Customer Satisfaction							
	SM 4	Percentage of Satisfied Customers	Number of respondents who rated at least satisfactory / Total number of survey respondents	5%	(Actual / Target) x Weight 0% = If less than 80%	Baseline data was not established	Removed Measure	80%	90%
		Sub-total		65%					
	SO 4	Achieve Financial Viability and Sustainability, and Maximize Absorptive Capacity							
FINANCE	SM 5	<u>Attain Travel Tax Collection Based on Projected Performance during the COVID-19 Pandemic</u>	<u>Total Collection over Target Travel Tax Collection</u>	10%	<u>80%-100% Collection = 10%</u> <u>60%-79% Collection = 7%</u> <u>Below 60% = 0%</u>	N/A	N/A	N/A	<u>₱1.245 Billion</u>
		Sub-total		10%					

Recalibrated 2020 Performance Scorecard (Annex A)

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
INTERNAL PROCESS	SO 5	Implement Integrated Information System							
	SM 6	Develop and Implement a New Integrated Automated Information System	Actual Accomplishment	10%	(Actual / Target) x Weight	ManCom Approved Framework for the New Integrated Information System	2 out of 5 IT Projects initiated / developed a) MOA issued for Travel Tax Ticketing System b) Individual websites development for TIEZA assets completed	1. Issuance of Notice of Award for Enterprise Resource Plan (ERP) 2. Deployment and Implementation of: a. On-line Travel Tax Payment System (includes Travel Tax Ticketing System) b. TIEZA Assets Individual Website & Extranet; c. Document Management System; and d. Communications System	1. 100% Completion of the Development Stage for ERP – Human Resource Information System – Phase 1 2. <u>100% Implementation of an Online Application of Travel Exemption Certificate (TEC)</u> 3. 100% Implementation/ Roll-Out of the Document Management System 4. 100% Installation of Office 365 to all Identified Units 5. 100% Completion of all Identified Modules for Enhancement and Publication of Website
	SO 6	Implement Quality Management System							
	SM 7	Attain ISO Certification	Actual Accomplishment	5%	All or Nothing	a. ISO 9001:2008 maintained	ISO 9001:2015 Certified	ISO 9001:2015 Recertification	Surveillance Audit Passed

Recalibrated 2020 Performance Scorecard (Annex A)

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
					b. Readiness Assessment				
	Sub-total		15%						
LEARNING AND GROWTH	SO 7	Build and Strengthen Human and Organizational Capabilities							
	SM 8	Improvement on the Competency Level of the Organization	Actual Accomplishment	10%	All or Nothing	Board-approved Training Plan (Managers & Supervisors)	<i>Unverifiable Accomplishment</i>	Improvement in the Competency Baseline of the Organization	Board-approved Updated Competency Framework ¹ composed of the following: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables 4. Competency Matrix 5. Position Profiles
	Sub-total			10%					
TOTAL			100%						

¹ Deliverables should comply with the minimum requirement under the Frequently Asked Questions on Competency Frameworks/Models as uploaded in the GCG Website