

		COMPONENT				2021									
		Objective/Measure	Formula	Weight	Rating/ Score	2021 Proposed Target	1 st Quarter		2 nd Quarter		3 rd Quarter		4 th Quarter		
							Target	Actual	Target	Actual	Target	Actual	Target	Actual	
INTERNAL PROCESS	SO 5	Improve Products, Services and Operational Efficiency													
	SM 5	Attain ISO 9001:2015 Recertification	Actual Accomplishment	5%	All or Nothing	Retention of ISO 9001:2015 Certification (pass Surveillance Audit)	-	5 th Revision of the Quality Manual and the Quality Procedure for Internal Quality Audit (IQA) were approved by the Board on Feb. 3, 2021. Conduct of IQA commenced on Feb. 8, 2021. As of March 31, 2021, IQA of CF-Tagaytay and 7 Corporate Departments/Committees were completed.	-	Conduct of IQA is on-going. As of June 30, 2021, IQA is 49% complete	-	Conduct of IQA is on-going. As of September 30, 2021, IQA is 80% completed. The second surveillance audit to be conducted by the Socotec Certification Philippines, Inc. (SCPI) is tentatively set on November 23, 2021	-	-	
	SM 6	Percentage of Applications Processed Within Prescribed Period (as indicated in the Citizens Charter as approved by ARTA)	Number of Transactions Processed Within the Prescribed Period / Number of Transactions of the Year	10%	Actual/ Target x Weight	100%	-	BD = - GLDD = 100% OGLD = 100% AVERAGE = 100%	-	BD = - GLDD = 100% OGLD = 100% AVERAGE = 100%	-	BD = - GLDD = 100% OGLD = 100% AVERAGE = 100%	-	-	
	Sub-Total				15%										
LEARNING & GROWTH	SO 6	Enhance Employee Competency and Motivation													
	SM 7	Percentage of Employees Meeting Required Competencies	Competency Baseline 2021 – Competency Baseline 2020	5%	All or Nothing	Improvement in the Competency Baseline of the Organization	-	Completed conversion of existing JDs to Competency-based JDs (CBJDs) with KRAs and KPIs of 50% of positions; and, Conduct of CBJD Writeshops amongst departments, branches & Satellite Operation Groups (SOGs).	-	Completed Validation and finalization of Competency based JDs with KRAs and KPIs of 35% positions; Completed Conversion of existing JDs to Competency based JDs with KRAs and KPIs of remaining 50% of positions; and, Completed Conduct of Capability Building Workshops	-	Completed Validation and finalization of Competency based JDs with KRAs and KPIs of 35% positions; Completed Integration of competencies in one (1) RPMD and one (1) HRPPD process.	-	-	

COMPONENT					2021							
Objective/Measure	Formula	Weight	Rating/Score	2021 Proposed Target	1 st Quarter		2 nd Quarter		3 rd Quarter		4 th Quarter	
					Target	Actual	Target	Actual	Target	Actual	Target	Actual
								for Recruitment and Plantilla Management Division (RPM), Performance, Talent and Career Management Division (PTCMD), Learning and Development Division (LDD), and HR Programs & Policies Division (HRPPD) personnel				
	Sub-Total	5%										
	TOTAL	100%										

Certified Correct:


 JUANITO L. SANOSA, JR.
 CORPORATE SECRETARY & COMPLIANCE OFFICER

Date: _____


 SHARON S. QUINTANILLA
 AVP. ACCOUNTING DEPARTMENT

Date: _____

Approved by:


 ANDREA D. DOMINGO
 CHAIRMAN AND CHIEF EXECUTIVE OFFICER