# MASAGANANG SAKAHAN, INC.

**Performance Scorecard 2016**

| | | Component | | | | Baseline | Target | Accomplishment | Rating |
|---|---|---|---|---|---|---|---|---|---|
| | | Objective/Measure | Formula | Weight | Rating System | 2015 | 2016 | 2016 | |
| SOCIAL IMPACT | SO 1 | Strengthen the Competitiveness and Technical Knowledge of the LandBank Assisted Farmer-Cooperatives | | | | | | | |
| | SM 1 | Total No. of Cooperatives with Improved Quality of Palay that Benefited from the Payment in Kind (PIK) Program | No. of Cooperatives | 10% | (Actual/Target) X Weight | 25 | 30 | 22 | 7.3% |
| | | Sub-total | | 10% | | | | | 7.3% |
| FINANCIAL | SO 2 | Strengthen Financial Viability | | | | | | | |
| | SM 2 | Increase in EBIDTA Margin | Absolute Percentage | 10% | (Actual/Target) X Weight | 13% | 14% | 14.2% | 10.0% |
| | | Sub-total | | 10% | | | | | 10.0% |
| STAKEHOLDER | SO 3 | Promote Customer Satisfaction in the Delivery of Services | | | | | | | |
| | SM 3 | Customer Satisfaction Survey | Average (Mean) Respondent Rating (5 = Excellent, 1 = Poor) | 15% | All or Nothing | Ave. of 4.52 | Average of 4 | Average of 4.06 | 15.0% |
| | SM 4 | Primary Market* Developed | No. of Retailers/End-User Accounts | 10% | (Actual/Target) X Weight | 35 | 39 | 39 | 10.0% |
| | SM 5 | Volume of Rice Sold | Volume of Rice (Bags) | 10% | (Actual/Target) X Weight | 10,673 bags | 9,000 bags | 10,459.5 bags | 10.0% |
| | | Sub-total | | 35% | | | | | 35.0% |
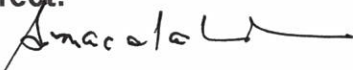
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| **INTERNAL PROCESSES** | **SO 4** | **Enhance Existing Toll Milling Process Comparable with the Grading Quality of the Industry** | | | | | | |
| | **SM 6** Average Milling Recovery Rate | Absolute Percentage | 15% | (Actual/Target) X Weight | 63.43% | 63% | 64% | 15.0% |
| | **SO 5** | **Streamline Market Linkaging Process** | | | | | | |
| | **SM 7** On-time Delivery (Lead Time) | Average No. of Days from End of Milling to End of Delivery | 10% | (1-((Actual-Target)/Target) X Weight | 2.55 days | 4 days | 2.83 days | 10.0% |
| | **SO 6** | **Strengthen Business and Development Support Mechanisms** | | | | | | |
| | **SM 8** Utilization Rate of Santa Rosa Grain Center | Warehouse utilization per year (cavans) | 10% | (Actual/Target) X Weight | 134,778 cavans | 120,000 cavans | 126,274 cavans | 10.0% |
| | | *Sub-total* | **35%** | | | | | **35.0%** |
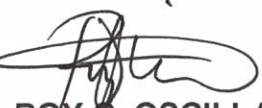
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| | **SO 7** | **Develop Strategic Skills & Competence of Officers and Staff** | | | | | | |
| LEARNING AND GROWTH | **SM 9** | Average Competency in the Organization | Based on training needs analysis and number of personnel | 10% | All or Nothing | Developed Competency Framework | 100% Completed BASIC TRAINING  100% Completed Intermediate Training | 100% Completed BASIC TRAINING  100% Completed Intermediate Training | 10.0% |
| | | *Sub-total* | | *10%* | | | | 10.0% |
| | | *Grand Total* | | *100%* | | | | 97.3% |

**Certified Correct:**

_Macalalad_ (signature)

**BLESILDA R. MACALALAD**                    2/15/17
**Manager, Corporate Services**              **Date**
**Department**

**Approved By:**

(signature)                                  (signature)

**ROY C. OSCILLADA**        2/15/17          **CRISPINO T. AGUELO**        2/15/17
**President and CEO**       **Date**         **Chairperson, Board of Directors**    **Date**