

HOME GUARANTY CORPORATION

		Objective/ Measure	Formula	Weight	Rating System	2018	2018	
						Annual	2nd Quarter	
							Target	Actual
SOCIAL IMPACT	SO 1	Mobilized and Sustained Private Funds for Housing Through a Viable System of Guarantees						
	SM 1	Increase Total Value of Loans Guaranteed	Value of Outstanding Guaranty for the Year	15%	(Actual/Target) * Weight	₱ 172.0 Billion	₱ 150.20 Billion	₱ 178.98 Billion
	SO 2	Ensure a Guaranty Portfolio in Favor of the Low-Income Groups						
	SM 2	Increase Percentage of Value of Outstanding Guaranty Allocated for Socialized and Low-Cost Housing (excluding HDMF accounts)	Value of Outstanding Guaranty Allocated for Socialized and Low-Cost Housing (excluding HDMF accounts)/ Total Value of Outstanding Guaranty	15%	(Actual/ Target) * Weight 0% = If lower than 70%	76%	76%	59.49%
			Subtotal	30%				
STAKEHOLDERS	SO 3	Expand the Coverage of Operations						
	SM 3	Increase the Number of Active Partner Banks, Developers and other Financial Institutions (FIs) Lending in the Regions	Actual Number of Active Partner Banks, Developers and Other FIs Lending in the Regions	5%	(Actual/Target) * Weight	70	66	64
	SO 4	Develop Public Image/Reputation as a Dependable/Strong, Efficient and Professional Corporation						
	SM 4	Improve Percentage of Satisfied Customers	Number of Repondents who gave a Rating of at least Satisfactory/ Total Number of Respondents	5%	(Actual/Target) * Weight 0% = If lower than 80%	90% of Respondents Gave Rating of at least Satisfactory	Draft and finalize Terms of Reference (TOR) for Customer Satisfaction Survey	None
	SO 5	Enhance Regulatory and Supervisory Functions over Building and Loan Associations (BLAs)						
	SM 5	Conduct Operations Audit in Building and Loan Associations (BLAs)	Number of Operations Audit Conducted	5%	(Actual/Target) * Weight	3 Operations Audit Conducted	NA	None
			Subtotal	15%				

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FINANCE	SO 6	Improve Financial Viability/ Sustainability of Guaranty Operations						
	SM 6	Improve Total Comprehensive Income	Total Revenues less Total Expenses	10%	(Actual/Target) * Weight	₱ 746.13 Million	₱ 373.065 Million	₱ 1,775.97 Million
	SO 7	Speed up Asset Disposition						
	SM 7	Implement the Inventory and Disposition Plan	Sales Value of Acquired Assets Sold for the Year	10%	(Actual/Target) * Weight	₱ 829.13 Million	₱ 149.88 Million	₱ 160.63 Million
	SO 8	Enhance Collection Efficiency to Improve Liquidity						
	SM 8	Increase Collection Efficiency	Value of Actual Collections During the Year/ Total Collectibles for the Year	10%	(Actual/Target) * Weight	95%	95%	97.57%
			Subtotal	30%				

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INTERNAL PROCESSES	SO 9	Enhance Operational Efficiency						
	SM 9*	Ensure Satisfactory Delivery of Service within the Prescribed Processing Period	Number of Requests Processed within the Prescribed Period/ Total No. of Requests of the ff.:	10%	(Actual/Target) * Weight	100% of Requests Processed within the Prescribed Period		
			(a) approved guaranty calls paid within 20 calendar days upon receipt of complete documentation;				100%	0/0
			(b) title consolidations filed within 7 working days upon receipt of request with complete requirements;				100%	0/0
			(c) sales document executed within 25 working days from receipt of reservation payment/ downpayment				100%	33/33
			Subtotal	10%				

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LEARNING & GROWTH	SO 10	Implement Government Quality Management System (GQMS)						
	SM 10	Institutionalize a Quality Management System	Actual Accomplishment	5%	All or nothing	ISO 9001:2015 Re-certification	ISO 9001:2015 Re-certified	ISO 9001:2015 Re-certified
	SO 11	Improve Information Security Management						
	SM 11	Acquire ISO Certification for the Information Security Management System (ISMS)	Actual accomplishment	5%	All or nothing	ISO 27001:2013 re-certification	ISO 27001:2013 re-certified	ISO 27001:2013 re-certified
	SO 12	Improve Competencies of the Organization						
	SM 12	Ensure Employees Meet Required Competencies	Actual Number of Personnel with Competency Gaps on Organizational Competencies (Quality Management and Industry Sector Dynamics) given Learning and Development Interventions / Total Number of Personnel with Competency Gaps on Quality Management and Industry Sector Dynamics	5%	(Actual/Target) * Weight	Address competency gap of all employees under Organization on Quality Management and Industry Sector Dynamics (Organizational Competency)	Provide Learning and Development Interventions to employees with competency gaps on Quality Management and Industry Sector	1. 67% of the employees with gaps on Quality Management attended an in-house training on Business Continuity Management System Development Course 2. 50% of the employees with gaps on Industry Sector Dynamics attended a technical/ specialized training organized by the Department of Information and Communication Technology (DICT) 3. Completed the conduct of kick-off meeting and discussion of project methodology for the development of HGC's Medium-Term Competency-Based Learning and development Plan; Completed the interview sessions with HGC personnel; On-going business process review
			Subtotal	15%				
			TOTAL	100%				