

Indicator		Performance Measures				Baseline			Targets	
No.	Type	Indicator	Formula	Weight	Data Provider	2010 Actual	2011 Actual	2012 Actual	2013	2014
<b>MFO1: Loan Guaranty Services</b>										
1	Quantity1	Total value of loans guaranteed (Php M)	Value of outstanding guaranty for the year	7.00%	HGC	62,747.43	78,338.93	82,402.99	86,523.14	90,849.30
2	Quantity2	Total number of loans guaranteed	Number of loans covered by outstanding guaranty for the year	7.00%	HGC	77,248	86,047	82,665	86,798	91,138
3	Timeliness1	Percentage of guaranty enrollment applications completed within 15 working days upon receipt of complete documentation	Number of guaranty enrollment applications completed within 15 working days upon receipt of complete documentation over Number of guaranty enrollment applications filed with complete documentation	7.00%	HGC	100.00%	100.00%	100.00%	100.00%	100.00%
4	Timeliness2	Percentage of approved guaranty calls paid within 30 calendar days upon receipt of complete documentation	Number of approved guaranty calls paid within 30 calendar days upon receipt of complete documentation over number of approved guaranty calls	7.00%	HGC	100.00%	100.00%	100.00%	100.00%	100.00%
5	Timeliness3	Percentage of bond interest serviced and bonds redeemed as scheduled (%)	Total interest paid and bond redeemed over total maturing obligation for bond interests and redemption	5.00%	HGC	100.00%	100.00%	100.00%	100.00%	100.00%
6	Financial1	Total guaranty claims paid (Php M)*	Value of guaranty claims paid	5.00%	HGC	2.53	0.00	0.40	≤ 20.00	< 25.00
7	Financial2	Total premium payments received (Php M)	Value of Guaranty premiums received	7.00%	HGC	525.85	632.99	649.92	692.19	726.79
<b>MFO2: AKPF Support Services</b>										
8	Timeliness1	Percentage of AKPF guaranty enrollment applications completed within 15 working days upon receipt of complete documentation	Number of AKPF guaranty enrollment applications completed within 15 working days upon receipt of complete documentation over number Number of AKPF guaranty enrollment applications filed with complete documentation	7.00%	HGC	100.00%	100.00%	100.00%	100.00%	100.00%
9	Timeliness2	Percentage of approved AKPF guaranty calls paid within 30 calendar days upon receipt of complete documentation	Number of approved AKPF guaranty calls paid within 30 calendar days upon receipt of complete documentation over number of approved AKPF guaranty calls	7.00%	HGC	100.00%	100.00%	100.00%	100.00%	100.00%
10	Financial1	Total AKPF guaranty claims paid (Php M)*	Value of AKPF guaranty claims paid	6.00%	HGC	1.91	0.00	0.00	≤ 8.54	≤ 8.88
<b>MFO3: Acquired Asset Management</b>										
11	Quantity1	Sales Value of assets sold	Sales value of acquired assets sold for the year	6.00%	HGC	224.66	133.81	1,508.59	641.27	4,219.24
12	Quality1	Collection Efficiency	Value of actual collection over target collection for the year	6.00%	HGC	87.84%	87.81%	91.82%	85.00%	85.00%
13	Timeliness1	Percentage of sales document executed within 30 days from receipt of payment	Number of sales document executed within 30 days from receipt of payment over number of sales document for processing	7.00%	HGC	100.00%	100.00%	100.00%	100.00%	100.00%
14	Financial1	Total collection of receivables (Php M)	Value of total collections	6.00%	HGC	233.89	255.08	276.90	276.86	260.95

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<b>General Administrative Services</b>										
15	Quality1	Re-certification of compliance to ISO 9001:2008 standards	ISO certification re-issued every year after surveillance audit	5.00%	HGC	not targeted	not targeted	not yet certified	ISO Certified (covers 3 core guaranty processes)	Re-certified
16	Quality2	Automation of system processes	Number of ISSP activities/phases completed as scheduled over number of activities in a year in approved ISSP	5.00%	HGC	none targeted	OS (MS Dynamic AX) procured and installed	Completion of designs for 2007-2011 ISSP modules	Completion of variation orders in the 2007-2011 ISSP, 5 of 5 modules	2014-2018 ISSP formulated
<b>Total of Weights</b>				<b>100.00%</b>						
Organizational Outcome Indicator: Mobilized and sustained private funds for housing through a viable system of guarantees										
Sector Outcome Indicator: Access to shelter security improved										

**Notes:**

- \* The target set for marked indicators is the maximum allowable number (limit), such that
- i.e. 1: actual performance below the limit = 100%
- 2: actual performance above the limit implies deduction in points to be computed as follows:  
 $\text{points} = \text{weight} \times (1 - (\text{actual performance} - \text{limit}) / \text{limit})$