

MANILA INTERNATIONAL AIRPORT AUTHORITY

2015 Interim PES Form 3

				Weight	Data Provider	2012	2013	2014	CY 2015 Targets	CY 2015 ACCOMPLISHMENT	RATING
Social Impact	SO 1 To Enhance Customer Satisfaction										
	SM 1	Airline share		4%		N/A	N/A	236,441	238,098	249,288	4%
	SM 2	Passenger volume		3%		N/A	N/A	34,094,159	34,306,527	36,583,459	3%
	SM 3	Cargo volume		3%		N/A	N/A	520,403	503,256	586,891	3%
		Sub-total		10%		N/A	N/A				
	SO 2 To Enhance Passenger Comfort and Convenience										
	SM 4	Customer Passenger Satisfaction Survey in relation to Airport Services, Processes and Facilities	Average rating of passengers on a 5-point scale	4%		N/A	N/A	N/A	To commission 3rd party surveyor (100%)	Commissioned 3rd Party Surveyor with Memorandum of Agreement (MOA) and Notice to Award (NOA) signed by the GM on end of Dec. 2015	4%
	SM 5	Airline Satisfaction Survey in relation to Airport Services, Processes and Facilities	Average rating of airlines on a 5-point scale	4%		N/A	N/A	N/A			4%
	SM 6	Airport Concessionaires Satisfaction Survey in relation to Airport Services and Facilities	Average rating of airlines on a 5-point scale	4%		N/A	N/A	N/A			4%
	SM 7	Implementation of Passenger Service Charge (IPSC) Integration Program									
		a. Systems/ Airline	% Completion	4%		N/A	N/A	100%	*100% Transition Stage	100% Transition Stage	4%
		b. Revenue		3%							3%
		c. Passengers		3%							3%
		Sub-total		22%		N/A	N/A				3%
											22%

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	SO 2 To Enhance Passenger Comfort and Convenience											
	SM 4	Customer Passenger Satisfaction Survey in relation to Airport Services, Processes and Facilities	Average rating of passengers on a 5-point scale	4%		N/A	N/A	N/A	To commission 3rd party surveyor (100%)	Commissioned 3rd Party Surveyor with Memorandum of Agreement (MOA) and Notice to Award (NOA) signed by the GM on end of Dec. 2015	4%	
	SM 5	Airline Satisfaction Survey in relation to Airport Services, Processes and Facilities	Average rating of airlines on a 5-point scale	4%		N/A	N/A	N/A			4%	
	SM 6	Airport Concessionaires Satisfaction Survey in relation to Airport Services and Facilities	Average rating of airlines on a 5-point scale	4%		N/A	N/A	N/A			4%	
	SM 7	Implementation of Passenger Service Charge (IPSC) Integration Program							100% Transition Stage	100% Transition Stage		
		a. Systems/ Airline	% Completion	4%		N/A	N/A	100%			4%	
		b. Revenue		3%	3%							
	c. Passengers	3%		3%								
		Sub-total		22%		N/A	N/A				22%	

				Weight	Data Provider	2012	2013	2014	CY 2015 Targets	CY 2015 ACCOMPLISHMENT	RATING
			response time / Total no. of incidents								
SM 15	Response Time for Non-Aircraft Emergencies	No. of incidents more not than 10 minutes response time / Total no. of incidents	2.5%			N/A	N/A	100%	100% (10 min.)	100% (10 min.)	2.5%
SM 16	Response Time for Sick Call / Medical Emergencies	No. of incidents not more than 12 minutes response time / Total no. of incidents	2.5%			N/A	N/A	100%	100% Sick Call - 12 min	100% Sick Call - 12 min	2.5%
SM 17	CCTV Coverage @ Critical Areas (Installation of CCTV Cameras)	(Actual Coverage Area / Target Coverage Area) * 100%	5%			N/A	N/A	N/A	Start of 240 CD implementation	Dec. 31 - Compliance on defect Jan. 6 - 2nd Pre-bid Jan. 13 - Opening of bids	0%
SM 18	Comprehensive Action Plan compromising Measure to address Current Security and Safety Issues: 1. Submission of the Comprehensive Action Plan	Actual Accomplishment	5%				N/A	N/A	Submitted Compliance to GCG	Submitted action plan to GCG	5%

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		2. Immediate Implementation of Short-term measures which include; Installation of Last Check Booth before initial security checkpoint and awareness program on security regulations and procedures through provision of TV monitors, tarpaulins , etc.				N/A					
		Sub-total		30%							25%
	SO 6	Enhance Employee Productivity and Effectiveness									
	SM 19	Implementation of Rationalization Plan of MIAA	(No. of filled-up position / No. required to be filled-up) * 100%	0%		N/A	N/A	MIAA is awaiting for GCG approval regarding the CTI.	Approval of RATPLAN	Pending approval of GCG	0%
	SM 20	Implementation of Strategic Performance Management System (SPMS)	Full Implementation	5%		N/A	N/A	N/A	100% Implementation of SPMS	100% submission of 1st semester 2015 SPMS	5%
	SM 21	Competency Framework	Approval by the GCG of Competency Framework	10%		N/A	N/A	N/A	Board approved competency framework	A draft Competency Framework will be submitted to GCG on the 2nd week of January 2016	8%

			Weight	Data Provider	2012	2013	2014	CY 2015 Targets	CY 2015 ACCOMPLISHMENT	RATING
		<i>Sub-total</i>	15%							13%
		TOTAL	100%							93%

CERTIFIED CORRECT:

FR: 

 CECILIO A. BOBILA
 AGM for Airport Dev't. & Corporate Affairs
 in concurrent capacity as OIC, CORPLAN

APR 27 2016

 Date



 IRENE P. MONTALBO
 Manager
 Finance Department

APR 27 2016

 Date

APPROVED BY:



 MGEN JOSE ANGEL A HONRADO AFP (Ret)
 General Manager/Chief Executive Officer

APR 28 2016

 Date



 JOSEPH EMILIO A. ABAYA
 Chairperson
 Board of Directors

 Date