

CENTER FOR INTERNATIONAL TRADE EXPOSITIONS AND MISSIONS (CITEM)

MONITORING REPORT OF PERFORMANCE TARGETS FROM JANUARY - DECEMBER 2019 (PRELIMINARY)

As of 31 December 2019

Component					Baseline Data		2018 Targets	2019			Remarks	
Objective/Measure	Formula	Weight	Rating System	2016	2017	Targets		Accomplishments as of 30 September 2019	Accomplishments as of 31 December 2019 (Prelim)			
FINANCIAL	SO 1	Ensure Financial Sustainability										
	SM 1	Cost Recovery Ratio	Total Revenue from Promotional Events / Total Project Cost	20%	(Actual/Target) x Weight 0% = if less than 40%	28.81%	42.87%	45%	54%	49.82%	45.79%	Php99.354 M / Php216.957 M (Prelim)
	SM 2	Budget Utilization Rate	Total Obligations (net of PS) / Total DBM approved Corporate Operating Budget (net of PS)	10%	All or Nothing	-	-	-	Not lower than 90% but not exceeding 100%	86.73%	98.45%	Php289.180 / Php293.740 M (Prelim)
		<i>Sub-total</i>			30%							
STAKEHOLDER	SO 2	Improve Stakeholders Satisfaction										
	SM 3	Percentage of Returning SMEs (Exhibitors) in Signature Events	Returning exhibitors / Total exhibitors	10%	(Actual / Target) x Weight 0% = if less than 46%	47.76% (309 out of 647 exhibitors)	54.13%	50%	50%	59.52% (For Manila FAME April and IFEX Philippines)	63.25% (For Manila FAME April, IFEX Philippines and Manila FAME October)	<u>Signature Events:</u> Manila FAME (April); IFEX Philippines (May); Manila FAME (October)
	SM 4	Percentage of Satisfied Customers	Number of respondents who gave a rating of at least satisfactory/ Total number of respondents	10%	(Actual / Target) x Weight 0% = if less than 80%	95.12% of the participants are satisfied	Reported accomplishment cannot be validated	95% of respondents gave a rating of at least Satisfactory	95% of respondents gave a rating of at least Satisfactory	89.00% (For Manila FAME April and IFEX Philippines)	91.33% of respondents gave a rating of at least Satisfactory	<u>Signature Events:</u> Manila FAME (April); IFEX Philippines (May); Manila FAME (October)

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SO 5 Improve Organizational Efficiency											
LEARNING AND GROWTH	SM 8	Improve Processes to Quality Management System	Actual Accomplishment	5%	All or Nothing	ISO 9001:2008 Readiness Assessment Report	No ISO 9001:2015 Certification in 2017; ISO Certification was issued on February 2018	Pass Surveillance Audit for ISO 9001:2015 standards	Pass Surveillance Audit for ISO 9001:2015 standards	Work in Progress	Certification maintenance under the ISO 9001:2015 standards was recommended by SOCOTEC after conduct of the 2nd Surveillance Audit.
	SO 6 Enhance the Competencies of the CITEM workforce										
	SM 9	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	10%	All or Nothing	Competency Matrix and Position Profiles	Management 73%; Technical 59%	Address Competency Gap of Employees assessed in 2017 and Complete 100% Assessment of Employees	Improvement in the Competency Baseline of the Organization	Work in Progress	In December 2019, a post-assessment was conducted to measure the increase in the Organization Competency Baseline using the same framework and assessment tools. Overall, the Post-Assessment yielded an organization competency score of 1.41, resulting in an increase of 0.11 from the organization baseline (1.30).
		<i>Sub-total</i>		<i>15%</i>							
		TOTAL		100%							