

2018 Performance Evaluation Scorecard (PES): Another year of growth and improved operating performance

MWSS-CO's performance is measured on standards and work objectives as agreed with the Governance Commission for GOCCs (GCG). The Performance Scorecard has two (2) main features:

- a.) Strategic Objectives (SO) which are based on relevant and acceptable performance standards applicable to all GOCCs and;
- b.) Strategic Measures (SM) that capture the dimensions of metric (what is being measured), target and baseline (current performance) inherent to a particular GOCC.

The Performance Scorecard committed by the MWSS-CO with the GCG is an official document and is used in tracking adherence to governance measures. It also provides a comprehensive view of progress and challenges on operational and financial viability during the rating period. Moreover, it is the basis for the Agency's personnel to become eligible to receive the Performance Based Bonus (PBB) for employees and Performance Based Incentives (PBI) for the Board of Trustees.

2018 PERFORMANCE SCORECARD						
	Objective/Measure	Formula	Target	Weight	SCORE	
SOCIAL IMPACT	SO 1	Ensure Sustainability of Water Supply				
	SM 1	Water Supply Capacity	Total water capacity of all systems (MLD)	N/A	0%	0%
	SM 2	Reforestation of the Angat, Ipo, La Mesa watershed areas	Number of trees nurtured and planted	1 Million trees planted	5%	5%
Sub-Total				5%	5%	
CUSTOMERS/STAKEHOLDERS	SO2	Ensure Customer Satisfaction in MWSS Service Delivery				
	SM 3	Percentage of Satisfied Customers	Number of respondents which gave atleast a Satisfactory rating/Total number of respondents	90%	5%	5%
Sub-Total				5%	5%	
INTERNAL PROCESS	SO3	Ensure Continued Water Security Legacy Framework				
	Construction of Major Infrastructure Projects					
	SM4	a) New Centennial Water Supply Source Project (NCWS-KDP)	Milestone	Signed Loan Agreement	20%	20%
	SM 5	b) Bulacan Bulk Water Supply Project (BBWSP)	Percentage of construction work based on project timeline accomplished	95.81% physical accomplishment construction work	20%	20%
	SM 6	c) Angat Water Transmission Improvement Project (AWTIP)	Percentage of construction work based on project timeline accomplished	70.48% physical accomplishment construction work	20%	20%
SM7	Bigte-Novaliches Aqueduct No. 7	Milestone	Approved Feasibility Study	10%	10%	
Sub-Total				70%	70%	
LEARNING & GROWTH	SO4	Nurture a More Efficient and Effective Workforce				
	SM 6	Percentage of Employees meeting required competencies	Milestone	Establish baseline	4%	0%
	SM7	Information Systems Strategic Plan (ISSP)		Design and development of a Property Management System	2%	0%
	SM8	ISO 9001:2015 Certification	Milestone	ISO 9001: 2015 Certification of at least one core process	4%	4%
Sub-Total				10%	4%	
FINANCE	SO 5	Ensure Sound Financial Management				
	SM 9	EBITDA	Earnings before interest, tax, depreciation and amortization	520.55 Million	10%	10%
Sub-Total				10%	10%	
OVERALL SCORE					94%	

Year	Score
2018	94%
2017	95%
2016	93%
2015	97%
2014	100%
2013	98%

Targets for Strategic Objective Nos. 1-4 as shown in the table above, were fully achieved and were the driver of results. What weighed down the score is SO No. 4 attributed to the very lean workforce as an aftermath of the Early Retirement Incentive Program implemented

during the year. Despite the slight drop in 2018 score from 95% in 2017 to 94%, the MWSS-CO has consistently attained a weighted average of above 90% on its Performance Scorecard and has complied with all the Good Governance Conditions as evaluated by the GCG for the past six (6) years since PES was implemented.