

**NATIONAL FOOD AUTHORITY  
QUARTERLY MONITORING REPORT ON THE 2021 PERFORMANCE SCORECARD**

	Component				BASELINE	TARGET	4th Quarter Actual	
	Objectives / Measures	Formula	Weight	Rating Scale	2020	2021		
<b>SOCIAL IMPACT</b>	<b>SO 1</b>	<b>Ensure Food Security through Maintenance of Buffer Stock Sourced from Local Farmers</b>						
	SM 1	Buffer Stocks Maintained	Total NFA Inventory in Rice Form / Daily Consumption Requirement	20%	15 days and above = 20% 10 - 14.99 days = 15% 5 to 9.99 days = 10% below 5 days = 0	9.87 days	at least 15 days based on monthly average (subject to adjustment based on the result of study on optimal level)	6.99 days
	SM 2	Stocks Maintained in Good & Consumable Condition	Total Stocks in Good and Consumable Condition / Total Stocks Stored	15%	99.50% - 100.00% = 15% <99.50% - 99.00% = 10% <99.00% - 98.00% = 5% <98.00% = 0	99.993%	100.00%	99.997%
	<b>SO 2</b>	<b>Availability of Rice during emergencies and calamities</b>						
<b>STAKEHOLDERS</b>	SM 3	Percentage of request for Stock in Times of Emergencies and Calamities Processed Within Prescribed Turnaround Time	Number of Requests for Stock in Times of Emergencies and Calamities Processed Within Prescribed Turnaround Time / Total Number Requests for Stocks in Times of Emergencies and Calamities received (Total No. of Request Complied within TAT / Total No. of Request)	20%	(Actual / Target ) x Weight	26 hours	100%	1,062- Total No. of Request Complied / 1,173- Total No. of Request = 90.5%
	<b>SO 3</b>	<b>Sustain Client Satisfaction</b>						
	SM 4a	Percentage of Satisfied Customers (Palay Farmers)	Number of respondents who gave a rating of at least satisfactory / Total number of respondents	5%	(Actual / Target ) x Weight  If less than 80% = 0%	99% of Repondents gave a rating of at least satisfactory	90% of Repondents gave a rating of at least satisfactory	1. Conducted virtual briefing for the top 20 procurement and distribution branches 2. Disseminated survey questionnaires. 3. Consolidation of accomplished questionnaires. 4. Procurement of 3rd party service provider (evaluated/awarded)
SM 4b	Percentage of Satisfied Customers (Government Institutions)	Number of respondents who gave a rating of at least satisfactory / Total number of respondents	5%	(Actual / Target ) x Weight  If less than 80% = 0%	97% of Repondents gave a rating of at least satisfactory	90% of Repondents gave a rating of at least satisfactory		

**NATIONAL FOOD AUTHORITY**  
**QUARTERLY MONITORING REPORT ON THE 2021 PERFORMANCE SCORECARD**

	Component				BASELINE	TARGET	4th Quarter Actual	
	Objectives / Measures	Formula	Weight	Rating Scale	2020	2021		
<b>FINANCIAL</b>	<b>SO 4 Improve Cost Efficiency</b>							
	SM 5	Minimize Net Operating Loss	Total Revenues- Current Operating Expenses	10%	[1 - ((Actual - Target)/Target)] * Weight;	N/A	P(32.824) Billion	P(9,515,408,540.44)
	SM 6	Budget Utilization Rate	Total Disbursement / Total GAA Allocation NG Subsidy of Php 7B	10%	All or Nothing	N/A	Not Lower Than 90% But Not Exceeding 100%	100%
<b>LEARNING &amp; GROWTH</b>	<b>SO 5 Establish Quality Management System (QMS)</b>							
	SM 7	Attain ISO 9001:2015 Certification	Actual accomplishment	5%	All or nothing	Measure Excluded	ISO 9001 : 2015 Certification of 1 Regional Office and 1 Branch Office under that Region	ISO Certification 9001:2015 of NFA Central Luzon Regional Office, Nueva Ecija and Tarlac Branch Offices
	<b>SO 6 Enhance Competencies of Employees and Information and Communications Technology (ICT) Infrastructure</b>							
	SM 8	Percentage Completion of the ISSP	Actual accomplishment	5%	(Actual / Target ) x Weight	N/A	100% Attainment of 2021 Deliverables (based on DICT Approved ISSP 2021-2023)	Received DICT endorsement to DBM last November 15, 2021. Sent letter to DICT dated December 3, 2021 regarding changes in the implementing schedule of Information and Communications Technology (ICT) programs and projects.
	SM 9	Establish Competency Baseline of the Organization	Actual accomplishment	5%	All or nothing	The NFA Competency Framework Technical Working group was able to complete the deliverables of the NFA Competency Framework. The NFA submitted to GCG the draft / advance copy of the NFA Competency Framework, awaiting the NFA Council Approval	Establish Competency Baseline	2021 Competency Assessment Report and its Annexes 100% completed
				<b>100%</b>				