

**NATIONAL FOOD AUTHORITY
2021 Performance Scorecard**

	Component				Target	
	Objectives / Measures	Formula	Weight	Rating Scale		
SOCIAL IMPACT	SO 1	Ensure Food Security through Maintenance of Buffer Stock Sourced from Local Farmers				
	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	at least 15 days based on monthly average (subject to adjustment based on the result of study on optimal level)
	SM 2	Stocks Maintained in Safe & Consumable Condition	Total Stocks in Safe and Consumable Condition / Total Stocks Stored	20%	99.50% - 100.00% = 20% <99.50% - 98.50% = 15% <98.50% - 98.00% = 10% <98.00% = 0	100.00%
STAKEHOLDERS	SO 2	Availability of Rice during emergencies and calamities				
	SM 3	Timely Release of Stocks in Times of Emergencies and Calamities	Average turnaround time	20%	48 hours and below = 20% 49 to 60 hours = 15% 61 - 72 hours = 10% above 72 hours = 0	48-hour response time (based on time of receipt of payment / advice of payment, and Authority to Issue)
	SO 3	Sustain Client Satisfaction				
	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%	90% of respondents gave a rating at least satisfactory
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%	90% of respondents gave a rating at least satisfactory	

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FINANCIAL	SO 4	Improve Cost Efficiency				
	SM 5a	Decrease in Variable Cost of Palay * All costs excluding buying price	Variable Cost* / Total Cost of Palay	10%	$\leq 7\% = 10\%$; $>7\% \text{ to } 10\% = [1 - (\text{Actual} - \text{Target})/\text{Target}] * \text{Weight};$ $> 10\% = 0\%$	$\leq 7\%$ (refer to Appendix A)
	SM 5b	Decrease in Variable Cost of Rice	Variable Cost / Total Cost of Rice	10%	$\leq 8\% = 10\%$; $>8\% \text{ to } 11\% = [1 - (\text{Actual} - \text{Target})/\text{Target}] * \text{Weight};$ $> 11\% = 0\%$	$\leq 8\%$ (refer to Appendix A)
LEARNING & GROWTH	SO 5	Competency Framework				
	SM 6	Attain ISO 9001:2015 Certification	Actual accomplishment	5%	All or nothing	ISO 9001 : 2015 Certification of 1 Regional Office and 1 Branch Office under that Region
	SM 7	Identify Competency Baseline covering 100% of Positions per Organizational Level and Establish a Training and Development Plan to Address Gaps in Identified Competencies	Actual accomplishment	5%	All or nothing	Identification of the gaps in the identified competencies of all positions and Submission of an Accomplished Training and Development Plan
Total Weight			100%			

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