

NATIONAL FOOD AUTHORITY
QUARTERLY MONITORING REPORT ON THE 2021 PERFORMANCE SCORECARD

	Component				BASELINE	TARGET	1st Quarter Actual	2nd Quarter Actual	3rd Quarter Actual	
	Objectives / Measures	Formula	Weight	Rating Scale	2020	2021				
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	at least 15 days based on monthly average (subject to adjustment based on the result of study on optimal level)	8.04 days	6.58 days	4.84 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	100.00%	100.00%	99.990%	99.984%	99.997%
STAKEHOLDERS	SO 2 Availability of Rice during emergencies and calamities									
	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	20%	(Actual / Target) x Weight If less than 80% = 0%	48-hour response time (based on time of receipt of payment / advice of payment, and Authority to Issue)	100%	27 hours Note: Compliance to approved Strategic Measure On-going	26 hours Note: Compliance to approved Strategic Measure On-going	27 hours Note: Compliance to approved Strategic Measure On-going
	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 Repondents gave a rating of at least satisfactory	90% of Repondents gave a rating of at least satisfactory	NFA will conduct the survey once(1x), instead of bi-annual due to pandemic. The survey is scheduled on the main cropping season which usually starts in September till the last quarter of the year.	1. Identified criteria in the Conduct of Customer Satisfaction Survey for palay farmers as to data gathering method, sampling procedure, data collection, data collection instrument and data collection quality control	1. Prepared and disseminated the Guidelines for the conduct of 2021 Customer Satisfaction Survey.
	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 Repondents gave a rating of at least satisfactory	90% of Repondents gave a rating of at least satisfactory	Conduct of survey for Business Organizations is scheduled starting the third quarter of the year	2) Prepared draft of the following: a) 2021 CSS Guidelines b) CSS Questionnaires c) Identified Top 20 Procuring Branches and Top 20 Distributing Branches;	2) Prepared Procurement documents for the hiring of the Third Party Service Provider 3) Conducted meeting for the scheduled virtual briefing of the concerned regions/branches for the 2021 CSS.
FINANCIAL	SO 4 Improve Cost Efficiency									
	SM 5	Minimize Net Operating Loss	Total Revenues- Current Operating Expenses	10%	$[1 - ((\text{Actual} - \text{Target}) / \text{Target})] * \text{Weight};$	N/A	P(32.824) Billion	P(2,540,727,832.52)	P(4,517,660,547.76)	P(6,547,941,175.00)
	SM 6	Budget Utilization Rate	Total Disbursement / Total GAA Allocation	10%	All or Nothing	N/A	Not Lower Than 90% But Not Exceeding 100%	6.61% (462,991 / 7B)	28.31% (1,981,817 / 7B)	47.84% (3,349,063 / 7B)

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LEARNING & GROWTH	SO 5 Establish Quality Management System (QMS)									
	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	Since we have implemented the NFA's new Organizational Structure and Staffing Pattern (OSSP) effective January 1, 2021, the Central Luzon Regional Office management conducted a review and evaluation of available personnel for their ISO Certification Working Team. This is due to the following: 1. Retirement and transfer of employees who are Key Personnel of the ISO Certification Team. 2. Merging of Aurora and Nueva Ecija Provincial Offices into a branch. 3. Revision of Operational Procedures in accordance with the new NFA Mandate. Based on their evaluation, the current contract for ISO Consultancy Services shall be amended to include additional mandays covering the training needs of new members of our ISO Working Team. A meeting had been set with the consultant for the amendment of the existing contract.	ISO Project activities were affected by the on-going NFA restructuring (transfer of personnel to other units and / or positions due to promotions, etc.) and the COVID-19 pandemic	ISO QMS of NFA CLRO and two Branch Offices (NFA-Nueva Ecija and NFA-Tarlac) is fully implemented since September 1, 2021. Stage 1 audit is schedule tentatively on November 26, 2021 and the stage 2 on December 10-11, 2021
	SO 6 Enhance Competencies of Employees and Information and Communications Technology (ICT) Infrastructure									
	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)	Submitted ITRA Clearance Request to DICT	1) Submitted the 2 nd Draft of NFA ISSP 2021-2023 to DICT 2) Secured ITRA Clearance from DICT 3) Submitted 2nd ITRA Clearance requesting DICT to allow procurement of NFA ICT requirements for 2021 4) DICT assigned processor conducted a consultative meeting recommending to push through with finalization of NFA ISSP instead of granting request for 2nd ITRA.	Submitted the final copy of NFA ISSP 2021-2023 for endorsement to Department of Budget and Management.
	SM 9	Establish Competency Baseline of the Organization	Actual accomplishment	5%	Weight	NFA-Council Approved Competency Framework	Establish Competency Baseline	Started preparation for the 2021 Competency Assessment with identification of positions to be assessed	The Competency Assessment Tool was prepared for all positions under the GCG-approved NFA Restructuring Plan. This assessment tool is for piloting and validation before the end of July to ensure reliability and validity.	The Competency Assessment Tool was piloted and validated to ensure its reliability and validity. The Senior and Middle Management are scheduled for administration of the Competency Assessment
				100%						