



Republic of the Philippines  
**MANILA INTERNATIONAL AIRPORT AUTHORITY**  
MIAA Administration Building, MIA Road Pasay City, Metro Manila

SEP 07 2018

**HON. SAMUEL G. DAGPIN JR.**  
Chairman  
Governance Commission for GOCCs  
2/F Citibank Centre, Citibank Plaza,  
Paseo de Roxas Cor. Villar St.,  
Makati City

**Dear Chairman Dagpin :**

This is with reference to the letter you sent us dated 18 June 2018.

Pursuant to the Item 5 of the GCG Memorandum Circular No. 2017-02, our agency have accomplished our 2<sup>nd</sup> Quarter Monitoring Report and are hereby submitting it herewith.

We trust that you will find the documents in order.

Thank you.

Yours truly,

**EDDIE V. MONREAL**  
General Manager

WAMBA INTERNATIONAL AIRPORT AUTHORITY  
MONITORING REPORT OF PERFORMANCE TARGETS for CY 2018

Measure	Description	Formula	Weight	Rating System	Baseline		2018									
					2016	2017	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter			
					Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target		
<b>SO1. Enhance NAAIA's Role in Facilitating Tourism, Mobilization of Human Capital, and the Transfer of Raw Materials and Finished Goods</b>																
SM 1	Volume of Flights (International & Domestic)	Total actual number of passengers	10.0%	Actual / Target X Weight	258,421	258,366	65,822	63,539	131,643	131,580	-	-	-	-	271,223	-
SM 2	Volume of Passenger (International & Domestic)		10.0%		39,564,972	42,022,484	10,874,663	10,937,273	21,749,326	23,063,289	-	-	-	-	44,665,698	-
SM 3	Volume of Cargo (International & Domestic)		10.0%		630,166	662,256	176,595	176,276	353,191	348,543	-	-	-	-	695,965	-
<b>Subtotal</b>			<b>30%</b>													

**SO2. Enhance Passenger Comfort and Convenience**

**SM 4 Improvement of Terminal Building and Facilities**

A. ) No. of Approved Projects to be Implemented

No. of Approved Projects / Common CR at the Old Arrival Curb Side at T1	No. of Approved Projects / Implemented / No. of Approved Projects	Actual / Target x weight	n/a	n/a	Preparation of Documents Target: 10%	Deferred Project due to no available space	Preparation of Documents of Documents	Preparation of Documents of Documents	Preparation of Documents of Documents	Revised Full Year Target	2018	
											Actual	Target
A1	Construction of Family / Common CR at the Old Arrival Curb Side at T1	10%	n/a	n/a	Preparation of Documents Target: 10%	Preparation of Documents due to no available space	Preparation of Documents of Documents	Preparation of Documents of Documents	Preparation of Documents of Documents	-	-	-
A2	Renovation of Priority CR No. 102 and 202 at ICT				Preparation of Documents	Preparation of Documents	Preparation of Documents of requisition for materials	End user has prioritized the implementation of CR No. 102 & 202	To change project title from CR 100& 200 to Priority ICT CRs 102 & 202	-	-	-
A3	Renovation of Day Room / Exclusion Room at T3				Preparation of Documents	Preparation of Documents	Preparation of Documents of Documents	Preparation of Documents	Preparation of Documents	-	-	-
A4	Rehabilitation of Arrival Extension, Improvement of Greeters and Parking Areas at T1				Preparation of Documents Target: 10%	Preparation of Documents Actual: 10%	Preparation of Documents Target: 12%	Preparation of Documents Actual: 12%	Preparation of Documents	-	-	-
A5	35 Units of Diaper Changing Table at all Terminals				Preparation of Documents	Preparation of Documents	Preparation of Documents	Preparation of Documents	Preparation of Documents	-	-	-

Implemented 10 Approved Projects

Measure	Baseline	2017	2016	Rating System	Weight	Formula	2018								
							1st Quarter		2nd Quarter		Revised Full Year Target	3rd Quarter		4th Quarter	
							Target	Actual	Target	Actual		Target	Actual	Target	Actual
A6	Upgrading of Paging System at T3						Preparation of Documents	Preparation of Documents	Waiting for Quotation from Contractor - Monaco Japanese Corp	-	-	-	-	-	-
A7	Replacement of Chillers at T2						Approval of bidding documents	Approval of bidding documents & bidding process	Bidding & technical evaluation process resulted to failed bidding	-	-	-	-	-	-
A8	Repair of Remaining Deteriorated Waterproofing at NAIA T3 Roofdeck						Preparation of Documents	Preparation of Documents	Preparation of Documents	-	-	-	-	-	-
A9	Repair of Deteriorated Joint Sealant of Curtain Walls and Windows at V-roof Headhouse, NAIA T3						Preparation & approval of Project documents	Project Implementation	Project Implementation	-	Project Implementation	-	100% Implemented	-	-
A10	Improvement of VIP Room at NAIA T4						Preparation & approval of Project documents	Preparation & approval of Project documents	Preparation of Documents	-	-	-	-	-	-
B.) No. of Awarded Projects to be Completed															
B1	Replacement of Existing Conventional Lighting to LED at T3				7%		Actual / Target x weight	100% Project Completed	100% Project Completed	-	-	-	-	-	-
B2	Installation of 2 Vertical Turbine Pumps for Centralized Air Conditioning at T1						Implementation of the project	Implementation of the project	Project completed on April 30, 2018	-	-	-	-	-	-
B3	Replacement of Defective Variable Frequency Drive (VFD) of Carrier Chiller at T1						Implementation of the project	Implementation of the project	Project completed on May 25, 2018	-	-	-	-	-	-
B4	Replacement and Upgrading of Nine (9) Units Passenger Boarding Bridges Including Lay-out of New Power Feeder Line Cable at NAIA T-1						Implementation of the project	Implementation of the project	Implementation of the project (33% installation completed)	-	-	-	-	-	-
Completed 7 Awarded Projects															

Measure	Description	Formula	Weight	Rating System	2016		2017		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
					Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target
B5	Installation of Metal Ceiling (Including Electrical Works) at T1							100% implemented on of the project	100% implemented earlier than expected							100% Implemented
B6	Upgrading of Baggage Conveyor No. 4 and 5 in to 4 units Carousel at T2							Implementation of the project	Implementation of the project							
B7	Replacement of Primary Air Handling Unit at T3							Implementation of the project	Implementation of the project							

**SO3. Enhance Customer Experience**

SM 5	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	7%	( Actual / Target ) x Weight 0% = if less than 80%	Approval of Survey Design / Questionnaire (80%)	As per final Technical report submitted by PSRTI on Aug. 4, 2017 the average rating of PSS, ASS and CSS is 3	Preparation of the Terms of Reference	Drafted TOR for submission to BAC	Finalization approval of the revised Terms of Reference in compliance with the Standard Guidelines on the Conduct of Customer Satisfaction Survey of the GOCC's under GCG jurisdiction	Finalized TOR approved and submitted to BAC May 2018	Revised TOR approved and submitted to BAC May 2018	90% (using the Standard Methodology and Questionnaire developed by GCG)
<b>Subtotal</b>			<b>24%</b>									

**SO4. Improve Financial Performance**

SM 6	Gross Revenues	Actual Accomplishment (in billions)	15%	Actual / Target x Weight	Php 11.81 B	12.95 B	3.30	3.46	6.68	7.04	-	13.13 B
SM 7	EBITDA		15%		Php 6.80 B	7.19 B	2.07	1.75	3.08	3.93	-	8.28 B
<b>Subtotal</b>			<b>30%</b>									

Measure	Baseline				2018							
	Description	Formula	Weight	Rating System	2016		2017		2018			
					Target	Actual	Target	Actual	Target	Actual		
<b>S05. Ensure Operational Efficiency in Accordance with Internationally Acceptable Standards</b>												
SM 8	ISO Certification 9001:2015	Actual Accomplishment	5%	Internal Audit: 10% Quality Process Inspection: 10% Mgt. Review Report: 10% External Audit: 20% Actual / Target X Weight	ISO 9001:2008 Re-Certification	ISO 9001:2008 Re-Certification	Updated QMS for signature of QMS Council	Hiring of Certifying Body June 2018	Approved Work Order for Certifying Body - Marxh 2018	Revised Full Year Target	ISO 9001:2015 Certified	
SM 9	Improvement of Aiside Facilities	No. of New Equipments or Facilities Installed / Total no. of New Facilities or Equipment	3%	n/a	n/a	n/a	Start of implementation Target: 32.23% Actual: 47.55%	Continues implementation Target: 87.34% Actual: 95.28%	Continues implementation Actual: 95.28%	100% Completed earlier than expected	100% completed on July 2018	Repair and Overlay of RET at Runway 06/24 (Civil and Electrical works) Completed
<b>S06. Ensure Passenger Safety and Security</b>												
SM 10	Percentage of incidents Responded to within the Prescribed ICAO Standard Time: Aircraft - 3 min. Security related - 10 min. Medical - 8 min.	Actual Accomplishment	3%	All or Nothing A. Aircraft - 3 min. B. Security related - 10 min. C. Medical - 8 min.	100% Responded to within the Prescribed ICAO Standard Time: Aircraft - 3 min. Security related - 10 min. Medical - 8 min.	100% Responded to within the Prescribed ICAO Standard Time: Aircraft - 3 min. Security related - 10 min. Medical - 8 min.	100% Responded to within the Prescribed ICAO Standard Time: Aircraft - 3 min. Security related - 10 min. Medical - 8 min.	100% Responded to within the Prescribed ICAO Standard Time: Aircraft - 3 min. Security related - 10 min. Medical - 8 min.	100% Responded to within the Prescribed ICAO Standard Time: Aircraft - 3 min. Security related - 10 min. Medical - 8 min.	100% Responded to within the Prescribed ICAO Standard Time: Aircraft - 3 min. Security related - 10 min. Medical - 8 min.	100% Responded to within the Prescribed ICAO Standard Time: Aircraft - 3 min. Security related - 10 min. Medical - 8 min.	
		<b>Subtotal</b>	<b>11%</b>									

INTERNAL PROCESSES

Measure	Baseline		2016				2017								
	Description	Formula	Weight	Rating System		2016	2017	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
				Target	Actual			Target	Actual	Target	Actual	Target	Actual	Target	Actual
<b>S07. Strengthen Workforce Competencies</b>															
SM 11	Percentage of Employees Meeting the Required Competencies: a. Board - Approved Competency Model b. Established Baseline	Actual Accomplishment	5.0%	a. 2.5%	Memo on Competency-based LDNI was disseminated to all offices.	Competency Framework manual has been completed as of Dec. 2017	a. Inclusion of the MIAA Based System / Model (CBS) to the Board Agenda for presentation and approval	a. The MIAA CBS was presented to the Board in Feb. 2018 pending Board Resolution	a. Board - approved MIAA CBS with Board Resolution	a. MIAA CBS was approved by the Board on April 2, 2018 per Resolution No. 2018-017 Completed 100%	a. 100% completed	a. 100% completed	a. Board - Approved Competency Model Completed	a. Board - Approved Competency Model Completed	
				b. 2.5%			b. Preparation of the necessary documents for the Seminar - Workshop on Development Planning	b. Documents for the proposed conduct of the Learning Activity was prepared. (Approval & dissemination of the Office Order No. 125a s. 2018)	b. To conduct 2 batches of the Seminar-Workshop were conducted on July 12 & 13, 2018 and on July 24 & 25 2018	b. Establish Baseline 613/1226 (50%) of MIAA employees submitted their Individual Development Plan to the HRDD					
			Subtotal	5%											
			TOTAL	100%											

LEARNING AND GROWTH

Submitted by:

*Cecilio A. Bobila*  
**ATTY. CECILIO A. BOBILA**  
 AGM for Airport Development and Corporate Affairs

Approved by:

*Eddie V. Monreal*  
**EDDIE V. MONREAL**  
 General Manager

**SEP 11 2018**

Date

Date