



Republic of the Philippines
MANILA INTERNATIONAL AIRPORT AUTHORITY

MIAA Administration Building, MIA Road Pasay City, Metro Manila

NOV 28 2016.

CHAIRMAN SAMUEL G. DAGPIN JR.

Commissioner

Governance Commission for GOCCs

2/F Citibank Centre, Citibank Plaza,

Paseo de Roxas Cor. Villar St.,

Makati City

Dear Chairman Dagpin :

In compliance with the GCG Memorandum Circular No. 2013-02, we are submitting the MIAA Report of 3rd Quarter Actual Accomplishments for the PES Monitoring Report CY 2016.

We trust you will find the documents in order.

Thank you.

Yours,

EDDIE V. MONREAL

General Manager



MCAO-AFZB2W

**MANILA INTERNATIONAL AIRPORT AUTHORITY
MONITORING REPORT OF PERFORMANCE TARGETS**

Component		Baseline		2016										
		1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Revised Full Year Target	Target	Actual	Target	Actual				
Objective/Measure	Formula	Weight	2014	2015	Target	Actual	Target	Actual	Target	Actual	Target	Actual		
SO 1	To enhance NAA's role in facilitating tourism, mobilization of human capital, and the transfer of raw materials and finished goods.													
SM 1	Airline share/Flight Volume (International & Domestic)	Annual Volume	4%	236,441	249,288	60,429	64,557	122,523	131,107	-	179,760	194,658	239,641	N/A
SM 2	Passenger volume (International & Domestic)	Annual Volume	4%	34,094,159	36,583,459	8,654,935	9,988,420	18,207,360	20,508,070	-	25,965,495	29,725,994	34,483,032	N/A
SM 3	Cargo volume (International & Domestic)	Annual Volume	2%	519,738	586,891	112,862	143,277	231,302	293,064	-	370,331	467,214	497,254	N/A
	Sub-total		10%							-				
SO 2	To Enhance Passenger Comfort and Convenience													
SM 4	Customer Passenger Satisfaction Survey in relation to Airport Services, Processes and Facilities	Average rating of passengers on a 5-point scale	4%	N/A	To commission 3rd party surveyor (100%)	Planning and Organization (10%)	On-going Planning and Organization (10%)	Notice to Proceed & Survey Design Preparation (30%)	(Notice to Proceed & Survey Design Preparation (50%))	-	Survey Implementation and Data Processing (65%)	Survey Implementation and Data Processing (50%)	Data Analysis and Report Writing, Presentation and Submission of Final Report (100%)	N/A
SM 5	Airline Satisfaction Survey in relation to Airport Services, Processes and Facilities	Average rating of airlines on a 5-point scale	4%	N/A	To commission 3rd party surveyor (100%)	Planning and Organization (10%)	On-going Planning and Organization (10%)	Notice to Proceed & Survey Design Preparation (30%)	(Notice to Proceed & Survey Design Preparation (50%))	-	Survey Implementation and Data Processing (65%)	Survey Implementation and Data Processing (40%)	Ave. Rating of 3 (100%)	N/A
SM 6	Airport Concessionaires Satisfaction Survey in relation to Airport Services and Facilities	Average rating of airlines on a 5-point scale	4%	N/A	To commission 3rd party surveyor (100%)	Planning and Organization (10%)	On-going Planning and Organization (10%)	Notice to Proceed & Survey Design Preparation (30%)	(Notice to Proceed & Survey Design Preparation (50%))	-	Survey Implementation and Data Processing (65%)	Survey Implementation and Data Processing (40%)	Data Analysis and Report Writing, Presentation and Submission of Final Report (100%)	N/A

Component		Baseline		2016											
		2014	2015	1 st Quarter Target	1 st Quarter Actual	2 nd Quarter Target	2 nd Quarter Actual	Revised Full Year Target	3 rd Quarter Target	3 rd Quarter Actual	4 th Quarter Target	4 th Quarter Actual			
SO 4	To Ensure Operational Efficiency According to International Acceptable Standards														
SM 13	ISO Certification 9001:2008	100% Certification Issued	5%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100% Certification Re-issued	N/A
SM 14	Upgrading of Passenger Address System at Terminal-2	Actual Accomplishment	5%	N/A	N/A	58%	75%	93%	100% Upgraded		99%	100%	100%	(100%) Upgraded	N/A
SM 15	Supply, Installation & Commissioning of MIAA Telephone System (IP - PBX)	Actual Accomplishment	5%	N/A	N/A	62.43%	91.80%	70%	100% Completed	-	80%	100%	100%	(100%) Completed	N/A
SM 16	* Replacement and Upgrading of 10 Units Passenger Boarding Bridges with new power feeder line cable and conduit at T1	Actual Accomplishment	5%	N/A	N/A	25%	-	50%	-	75%	-	-	(100%) Upgraded	N/A	
* Project was temporarily put on hold considering the Previous GM's guidance to only approve maintenance projects until June 2016. Implementation of this project has been moved to 2017.															
Sub-total			20%												
SO 5	To ensure passenger safety and security														
SM 17	Comprehensive Action Plan compromising Measure to address Current Security and Safety Issues: 1. Submission of the Comprehensive Action Plan 2. Immediate Implementation of Short-term measures which include; Installation of Last Check Booth before initial security checkpoint and awareness program on security regulations and procedures through provision of TV monitors, tarpaulins , etc.	Actual Accomplishment	5%	N/A	Submitted action plan to GCG	100%	100%	100%	100%		100%	100%	100%	100% Accomplished	N/A

Internal Process

Monitoring Report (Annex C)

Component	Baseline		2016										
	2014	2015	1 st Quarter Target	1 st Quarter Actual	2 nd Quarter Target	2 nd Quarter Actual	Revised Full Year Target	3 rd Quarter Target	3 rd Quarter Actual	4 th Quarter Target	4 th Quarter Actual		
SO 6	Enhance Employee Productivity and Effectiveness												
S/M 19	Implementation of Rationalization Plan of MIAA	(No. of filled-up position / No. required to be filled-up) * 100%	2.5%	MIAA is awaiting for GCG regarding the CTI	Pending approval of GCG	Implementation of RATPLAN upon approval of GCG	GCG returned MIAA RATPLAN on Jan. 18, 2016 with revision based on GCG format	Implementation of RATPLAN upon approval of GCG	MIAA is in the process of procurement of services for Job leveling & Current State Assessment thru Public Bidding		Implementation of GCG approved RATPLAN	N/A	
S/M 20	Competency Framework	Approval by the GCG of Competency Framework	2.5%	N/A	A draft Competency Framework will be submitted to GCG on the 2nd week of January 2016	Finalization of CF	Submitted Competency Framework in March 2016	Finalization of CF and Board approval	For bench marking with other agencies	Implementation on	Memorandum on Competency-based Learning and Development Needs and Identification (LDNI) dated October 5, 2016 has been signed by the OIC, AGM for Finance and Admin. was disseminated to all MIAA offices.	Pilot testing of GCG approved MIAA competency framework	N/A
	Sub-total		5%										
	TOTAL		100%										

Learning and Growth

Submitted by:

Cecilio A. Bobila
ATTY. CECILIO A. BOBILA
 AGM – Airport Development & Corporate Affairs

Approved by:

Eddie V. Monreal
EDDIE V. MONREAL
 General Manager

Date 29 November 2016

Date DEC 01 2016