



MANILA
INTERNATIONAL
AIRPORT
AUTHORITY

MIA Road, NAIA Complex
Pasay City, Philippines 1300

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(632) 8877-1109

APR 19 2024

ATTY. MARIUS P. CORPUS
Chairman
Governance Commission for GOCCs
3/F Citibank Centre, Citibank Plaza,
Paseo de Roxas Cor. Villar St.,
Makati City

Dear Chairman Corpus:

This is with relation to the GCG Memorandum Circular No. 2023-01 dated 19 January 2023, mandating GOCCs to submit a quarterly monitoring report.

In view of this, we respectfully submit our accomplished 1st Quarter Monitoring Report for CY 2024, for your consideration.

We trust that you will find the documents in order.

Thank you.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Eric Ines', written over a horizontal line.

ERIC JOSE C. INES
General Manager

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MANILA INTERNATIONAL AIRPORT AUTHORITY

		COMPONENT				Annual Target	1st Quarter 2024		
		Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System		Target	Actual	
SOCIAL IMPACT	SO 1	Maximized International and Domestic Market Share and Dominance in Tourism and Commercial Trade							
	SM 1	Flight Volume	International + Domestic + General Aviation (Gen Av) Flights	10.0%	Actual / Target	308,601	75,653	76,639	
	SM 2	Passenger Volume	International + Domestic + Gen Av Passengers	10.0%		48,480,815	11,301,643	12,148,911	
	SM 3	Cargo Volume (in Metric Tons)	International + Domestic Cargo	10.0%		533,793	133,003	137,822	
		Sub-total		30.0%					
CUSTOMERS AND STAKEHOLDERS	SO 2	Enhanced Passenger Comfort and Convenience							
	SM 4	Improvement of Terminal Facilities and Equipment							
		A.	Supply and Delivery of 6,000 Luggage Carts	Actual Number of Projects with 100% Completion as of year end	4.0%	Actual / Target	100% Completion	25% Completion	25% Completed
		B.	Supply and Delivery of 2,700 units Four (4) Seater Airport Seating for NAIA Terminals 1, 2 and 3	Actual Number of Projects with 100% Completion as of year end		Actual / Target	100% Completion	25% Completion	25% Completed
		Sub-total		4.0%					
	SO 3	Enhance Customer Experience							
	SM 5	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	5.0%	Actual / Target 0% = If less than 80%	90%	- Preparation of Final Result CY 2023 CSM (external processes) - Conduct of CSM for internal and external process after every completed transaction (through physical and online questionnaires	Prepared draft Final Result CY 2023 CSM (External Processes) for review/approval of the MIAA CART Chairperson Ongoing conduct of 2024 CSM for internal and external processes after every completed transaction (through physical and online questionnaires)	
	Sub-total		5.0%						

		COMPONENT				Annual Target	1st Quarter 2024		
Strategic Objective (SO) / Strategic Measure (SM)		Formula	Weight	Rating System	Target		Actual		
FINANCIAL	SO 4	Sustainability and Financial Performance							
	SM 6	Gross Revenue (In Billion Pesos)	Business and Service Income + Shares, Donations and Grants + Gains + Other Non-Operating Income	10.0%	Actual / Target	15.063	3.759 B	3.947 B	
	SM 7	EBITDA (in Billion Pesos)	Net Income After Tax but before Subsidy and NG Share in MIAA Income + Interest Expense + Income Taxes + Depreciation + Amortization	10.0%	Actual / Target	7.053 B	1.685 B	2.582 B	
	SM 8	Budget Utilization Rate (BUR)							
		A.	Corporate Operating Budget (Total Uses Excluding Personnel Services)	Actual Disbursement / Planned Disbursement	5.0%	Actual / Target	90%	15%	6.34
		B.	DOTr-downloaded funds	Actual Disbursement / Planned Disbursement	5.0%	Actual / Target	90%	Pre-bidding and contract	Project documentation prepared by end-user
		Sub-total			30.0%				
	INTERNAL PROCESSES	SO5. Ensure Passenger Safety and Security							
SM 9		Percentage of Incidents Responded to within ICAO Prescribed Response Time:							
		A.	Aircraft – 3 mins.	Actual Accomplishment	2.0%	All or Nothing	100%	100%	100%
		B.	Security Related- 8 mins	Actual Accomplishment	2.0%	All or Nothing	100%	100%	100%
		C.	Medical – 8 mins.	Actual Accomplishment	2.0%	All or Nothing	100%	100%	100%
	Sub-total			6.0%					

COMPONENT							
Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System	Annual Target	1st Quarter 2024		
					Target	Actual	
SO6. Ensure Operational Efficiency in Accordance with Internationally Acceptable Standards							
INTERNAL PROCESSES	SM 10	ISO Certification:					
	a. ISO 9001:2015 (Quality Management System)	Actual Accomplishment	5.0%	All or Nothing	PASS Re-Certification Audits	Conduct of IQA	Conducted Internal Quality Environmental Audit at the NAIA Terminals, specifically Service Level Agreements of Partner Agencies.
	b. ISO 45001:2015 (Environmental Management System)	Actual Accomplishment	5.0%	All or Nothing	PASS Re-Certification Audits	Conduct of IQA	Conducted Internal Quality Environmental Audit at the NAIA Terminals, specifically Service Level Agreements of Partner Agencies.
	c. ISO 45001:2018 (Occupational Health and Safety)	Actual Accomplishment	5.0%	All or Nothing	ISO 45001:2018 Certified	Conduct of IQA	Awaiting schedule for the Internal Audit Refresher Course (with ISO 45001) for MIAA Internal Auditors
SM11	Enhanced Responsiveness to Emergencies Contract with a Third Party on the Use/ Provision of Equipment in Case of Emergency	All or nothing	5.0%	Actual / Target	Renewed contract with a Third Party on the Use/ Provision of Equipment in Case of Emergency	Renewed contract with a Third Party on the Use/ Provision of Equipment in Case of Emergency	Contract of Retainership dated Nov. 6, 2023 for the period 07 January 2024 to 06 January 2025.
	Sub-total		20.0%				

Strategic Objective (SO) / Strategic Measure (SM)		COMPONENT			Annual Target	1st Quarter 2024		
		Formula	Weight	Rating System		Target	Actual	
LEARNING AND GROWTH	SO7. Strengthen Workforce Competencies							
	SM12	Percentage of Employees Meeting the Required Competencies	Plantilla Employees meeting Required Competencies / Total Filled Plantilla as of Yearend	5.0%	Actual / Target x Weight	100% of MIAA's Employees Meeting the Required Competencies	100% of MIAA's Employees Meeting the Required Competencies	100% or 1,236 of 1,236* employees with competency gaps have been addressed
	Sub-total			5.0%	* Total number of organic personnel complement as of March 31, 2024			
TOTAL				100%				

Submitted by:



RAUL V. AUSTRIA

AGM for Airport Development and Corporate Affairs

Recommending Approval by:



MARIA LOURDES S.J. REYES

Senior Assistant General Manager

Approved by:



ERIC JOSE C. INES

General Manager

APR 19 2024