

PERFORMANCE SCORECARD
DBP DATA CENTER, INC.
2017

		Component						
		Formula	Weight	Rating System	Target 2017	Accomplishment 2017	Rating	
STAKEHOLDERS AND SOCIAL IMPACT	SO 1	TO Deliver IT Services						
	SM 1	Number of new projects	Absolute number of signed Memorandum of Agreement (MOA)/Notice of Award (NOA)	10%	All or Nothing	9 signed MOA / NOA	6 signed MOA / NOA	0%
	SM 2	Client satisfaction rating	Number of respondents who gave a rating of Excellent and Highly satisfactory / Total number of respondents	10%	(Actual/Target) x Weight	90% of all respondents graded DCI service as Excellent and Highly Satisfactory	90% of all respondents graded DCI service as Excellent and Highly Satisfactory	10%
FINANCIAL	SO 2	To generate revenues						
	SM 3	Value of services	Actual Gross Revenue	30%	Above P248M = 30% P227.19M to P248M = 20% P108.35M to P227.18M = 10% P73.62M to P108.34M = 5% Below P73.62M = 0%	P247.80 Million	P151.44 Million	10%
	SM 4	Earnings Before interest, tax, depreciation and amortization (EBITDA)	Actual EBITDA	15%	Above P31M = 15% P21M to P31M = 10% P10M to P20M = 5% Below P10M = 0%	P30.70 Million	P4.88 Million	0%


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					2017	2017		
INTERNAL PROCESS	SO 3	To adapt ISO requirements						
	SM 5	ISO Certification 9001:2015	Actual accomplishment	10%	All or Nothing	Readiness for ISO Certification 9001:2015	90%	0%
	SO 4	To provide managed services						
	SM 6	Percent milestone achievement level (project)	Actual accomplishment	10%	All or Nothing	100% implementation of the Board-approved project	0	0%
	SO 5	To Deliver New product /Services/Application Solution						
SM 7	No. of Solutions approved by the Board	Actual accomplishment	5%	All or Nothing	2 (Phase 2 od DMS Indexing Part and e-claims) use EPAMS	1 (e-claims)	0%	

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LEARNING AND GROWTH	SO 6	To deliver employee engagement program						
	SM 8	Competency program	Actual accomplishment	5%	All or Nothing	Improvement from Competency Baseline of 50% of the personnel under each level (1) Management and (2) Technical levels	Competency BASELINE	0%
	SM 9	Employee Climate Survey	Actual accomplishment	5%	All or Nothing	Establish baseline	0%	0%
		Total Weight		100%				20%

Certified Correct:

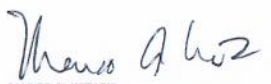


 GINA M. GONZALES
 Division Head, Finance Date

Approved by:



 EMMANUEL P. GALICIA, JR.
 President and CEO Date



 MARCO A. USTARIS
 Division Head, Human Resource Date

 LUIS C. BONGUYAN
 Chairperson, Board of Directors Date