

Component		Baseline Data (if applicable)					Target	
Objective/Measure	Formula	Weight	Rating System <sup>a/</sup>	Data Provider	2012	2013	2014	2015
SM 13	Percentage of Requests Responded on Exports	5%	Actual/Target x Weight		n/a	85%	85%	85%
	<b>Sub-total</b>	<b>25%</b>						
<b>SO 8</b>	<b>Increase the Competencies of the Business and Support Units</b>							
SM 14	Achieve group performance targets	5%	Actual/Target x Weight		76%	92.87%	90%	95%
<b>SO 9</b>	<b>Automate Key Business Processes</b>							
SM 15	ICT-based systems automated	3%	Actual/Target x Weight			Enhanced Accounting & Treasury Monitoring System; Bid Documents Issuance and Procurement Suppliers Tracking System	IT Ticketing System	Procurement Monitoring System Suppliers Database Property Management Systems

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Objective/Measure	Formula	Weight	Rating System <sup>a/</sup>	Data Provider	2012	2013	2014	2015
<b>SO 10</b>	<b>Acquire and Sustain ISO Certification of QMS</b>							
SM 16	ISO 9001:2008 QMS acquired and sustained	5%	Actual/Target x Weight		n/a	n/a	Prepared QMS Manual and Manual of Procedures	ISO Certification
	<b>Sub-total</b>	<b>13%</b>						
	<b>TOTAL</b>	<b>100%</b>						

a/ But not to exceed the weight assigned per indicator

Handwritten signatures and initials:

- Top signature: *Coy*
- Middle signature: *Mer*
- Bottom signature: *Jeff*
- Other initials: *SP*, *SP*