

CIVIL AVIATION AUTHORITY OF THE PHILIPPINES
2025 Performance Scorecard

	Component					Annual Target	Quarterly Target	Actual Accomplishment	Office Primarily Responsible
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	1 st Quarter				
S O C I A L I M P A C T	SO 1	Ensure Standard Aviation Safety							
		International Civil Aviation Organization (ICAO) Standards Maintained							
	SM 1	Effective Implementation Score - Universal Safety Oversight Audit Programme (USOAP)	Actual Accomplishment	0%	Actual/ Target x Weight	Higher than the Global Average (currently at 69.95%)	Higher than the Global Average	Current EI: 68.99%	USOAP/ SQMO
	SM 2	Implement an effective State Safety Program (SSP)	Percentage Accomplishment	5%	87% and above = 5% 86% and above = 4% 85% and above = 3% 84% and above = 2% Below 84% = 0%	Level 3: 87% Implementation of GAP Analysis	1 st Qtr: Level 3: 83.3% 2 nd Qtr: Level 3: 85% 3 rd Qtr: Level 3: 86% 4 th Qtr: Level 3: 87%	Level 3: 83.3%	SSP/SQMO
	SM 3	Absence of Significant Safety Concerns (SSCs) under the USOAP Continuous Monitoring Approach (CMA)	Actual Accomplishment	10%	All or Nothing	0 SSCs	Maintain 0 SSCs	0 SSCs	USOAP/ SQMO
	Sub-total			15%					

C U S T O M E R S/ S T A K E H O L D E R S	SO 2	Provide Reliable Service to Stakeholders							
		Operation and Management of Airports							
	SM 4	a. Passenger Volume of CAAP-operated Airports	Actual Accomplishment	5%	All or Nothing	Improvement from the 2024 Volume	1 st Qtr: 5,425,398 million 2 nd Qtr: 6,070,214 million 3 rd Qtr: 5,856,305 million 4 th Qtr: 6,570,030 million	6,036,401million Baseline 2024: 5,167,046 million	ADMS
		b. Number of airports privatized (PPP/ concessionaire-operated)	Actual Accomplishment	5%	Actual/ Target x Weight	2	1 st Qtr: Transition of operations of Laguindingan Airport and Bohol-Panglao International Airport to Concessionaire 2 nd Qtr: Handover of Laguindingan Airport and Bohol-Panglao International Airport to Concessionaire	Laguindingan Airport (CGY) and Bohol-Panglao International Airport (TAG) • Project Steering Group Meetings held from Concession Agreement Signing date (CGY-28 Oct 2024 and TAG 18 Dec 2024) to Existing Asset Handover Date (CGY-26 Apr 2025 and TAG 16 Jun 2025) Complied with the transition requirements in compliance with the signed Concession Agreements of CGY and TAG.	TWG USP/ CPO
	SM 5	Percentage of Satisfied Customers	Number of respondents who gave at least a Satisfactory rating/ total number of respondents (external customers)	5%	Actual /Target x Weight 0% = If less than 80%	90% Percentage of Satisfied Customers	90%	90.38%	CART
	Sub-total			15%					

INTERNAL PROCESSES		a. Flight Standards Inspectorate Service	Actual Accomplishment	3%	All or Nothing	ISO 9001:2015 Certification	1 st Qtr: ISO 9001:2015 Certified by Certification International Philippines Inc., dated 05 February 2025	Obtained ISO 9001:2015 Certified from Certification International Philippines Inc., dated 05 February 2025.	SQMO
		b. Administrative and Finance Service	Actual Accomplishment	3%	All or Nothing	ISO 9001:2015 Certification	1 st Qtr: Mobilization and Preparation: Orientation on ISO 9001:2015 All AFS Personnel Understanding the Context of the AFS (high level business process map) Capacity Building on Process Management and Documentation Coaching Sessions on Process Management and Documentation Capacity Building on the Development of AFS Quality Standards and	1. Completed the scheduled 10 Batches for ISO 9001:2015 Orientation. However, 80% of the AFS were oriented. 2. Defined the processes of the CAAP-AFS, with a total of 214 processes. 3. Conducted series of capacity building and coaching session/ writeshop that focus on AFS Process management and documentation.	SQMO

							<div>Quality Objectives</div> <div>2nd Qtr: Coaching Sessions on Process Management and Documentation</div> <div>Capacity Building on the Development of the AFS Customer Satisfaction Mechanism (ARTA, ISO 9001:2015 requirements)</div> <div>Capacity Building on CAAP QMS Standards</div> <div>Declaration of the AFS Procedures Manual v1.0</div> <div>Start of Implementation of the AFS Customer Satisfaction Mechanism</div> <div>Strategic Planning and Management</div>		
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							<div>3rd Qtr: Strategic Performance Planning & Management:</div> <div>Capacity Building on CSC SPMS</div> <div>Development of 2026 OPCR/IPCR aligned with the Strategic Objectives</div> <div>Capacity Building on the ISO 9001:2015 Principles and Requirements</div> <div>Capacity Building on the QMS Process</div> <div>Conduct of the Process Quality Review</div> <div>Preparation and Implementation of the AFS Quality Management System</div> <div>4th Qtr: Conduct of AFS Management Review</div>		
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							Conduct of Pre Assessment by External Assessors (gauge the readiness level of AFS) Preparation and Implementation of the AFS Quality Management System Conduct of External Audit for ISO 9001:2015 Certification ✓ Stage 1 Documents Assessment ✓ Stage 2 Certification Audit		
	SM 10	Percentage of License and Registration Applications Processed Within the Prescribed Period							
		a. Pilot Licenses	No. of issuances made within the prescribed time (as approved by ARTA) / No. of applications		Actual /Target 0% = If less than 80%				LCD
		New		2%		100%	100%	100% (946/946 applications)	
		Renewed		2%		100%	100%	100% (415/415 applications)	
		b. Mechanic Licenses							
		New		2%		100%	100%	100% (570/570 applications)	
		Renewed		2%		100%	100%	100% (720/720 applications)	

		c. Aircraft Registration							AWD
		New		1%		100%	100%	66.67% (22/33 applications)	
		Renewed		3%		100%	100%	95.45% (210/220 applications)	
	SM 11	Number of Information Systems Strategic Plan (ISSP) Deliverables Completed	Percentage Completion	6%	Actual /Target x Weight	8	1 st Qtr: 5 Projects 2 nd Qtr: 1 Project 3 rd Qtr: 5 Projects 4 th Qtr: 7 Projects	Completed 3 projects as follows: 1. Installation of fire suppression at Data Center 2. Document Management System SLA 3. electronic Aeronautical Information Publication (in house development)	ITD
	Sub-total			24%					
	SO 5	Maintain Safe and Efficient Management of Airspace							
	SM 12	a. Air Navigation Services (ANS)	Actual Accomplishment	4%	Actual /Target x Weight	77	1 st Qtr: 13 2 nd Qtr: 26 3 rd Qtr: 21 4 th Qtr: 17	Accomplished 17 surveillance activities.	SQMO/ AANSOO
		b. Aerodromes and Ground Aids (AGA)	Actual Accomplishment	4%	Actual /Target x Weight	10	1 st Qtr: 1 2 nd Qtr: 5 3 rd Qtr: 2 4 th Qtr: 2	Accomplished 1 aerodrome surveillance activity (Bohol-Panglao International Airport).	SQMO/ AANSOO
	SM 13	Development and Implementation of Disaster Risk Reduction and Management Plan	Actual Accomplishment	7%	All or Nothing	Board-Approved Public Service Continuity Plan (PSCP)	1 st Qtr: Finalization of the PSCP draft 2 nd Qtr: Final review of the PSCP draft 3 rd Qtr: Presentation of the PSCP to Business Continuity Management Group (BCMG) members 4 th Qtr: Board- Approved	Drafted the Public Service Continuity Plan (PSCP).	BCMG

							Public Service Continuity Plan		
	Sub-total			15%					
L E A R N I N G A N D G R O W T H	SO 6	Enhanced Personnel Effectivity and Productivity							
	SM 14	Percentage of Employees with Required Competencies Met	Actual Accomplishment	5%	All or Nothing	Establish Baseline	1 st Qtr: Secure budget to proceed for Public Bidding. 2 nd Qtr: Conduct Opening of Bids, Secure Notice to Proceed. Commence Project Implementation Planning and Scheduling and Submission of Inception Report and Work Plan. 3 rd Qtr: Design and facilitation of a CBHRS Orientation and Competency Framework Validation Workshop. Conduct ratification or validation exercises towards finalization of the Competency Framework	-Secured Certificate of Budget Allocation as carried over from FY 2024 to proceed for Public Bidding of the Competency Framework. -Conducted Pre-procurement on January 30, 2025. -Posting in CAAP Website on February 28, 2025. -Submission and Opening of Eligibility on March 12, 2025. -Presentation of Short Listing on March 19, 2025.	HRMD

							<p>Craft and Submit a Post-Activity Report.</p> <p>Submission of the CAAP Competency Framework components, with revisions from Functional Units integrated: Competency Model Competency Tables (or Dictionary) Competency Matrix (with Core, Leadership and Functional Competencies) Position Profiles.</p> <p>Service Provider to submit the Competency-based JDs for covered positions using the latest template issued by the CSC, DBM and GCG. The Service Provider will also present the templates of the assessment tools.</p> <p>4th Qtr: Conduct of</p>		
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							<p>organization-wide competency assessment.</p> <p>Conduct of Competency Assessment for position holders covered by the Project.</p> <p>Conduct series of corrective sessions for the competency assessment results.</p> <p>Presentation of Project Results to Management, Project TWG and Key Stakeholders for Board Approval.</p> <p>Submission of the set of reports in relation to the CAAP Competency Development Program.</p> <p>Conduct workshop for HRMD implementors and TWG to operationalize</p>		
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							the Competency Framework.		
	Sub-total			5%					
	TOTAL WEIGHT			100%					
	Bonus Measures								
	14001:2015 Certification	Actual Accomplishment	1%	All or Nothing	Pass the 2nd Surveillance audit for Iloilo International Airport	1 st Qtr: Update Environmental objectives to establish Key Performance Indicators (KPI) to assess airports progress. 2 nd Qtr: Conduct EMS 2nd Surveillance Audit on May 13 -14, 2025. 3 rd Qtr: EMS 2nd Surveillance Audit Results/ Certification will be expected 90 days after the audit activity. 4 th Qtr: 100% of Compliance Obligation will be accomplished.	-Preparation for the audit and the Audit Plan. -Obtained the Sewage Treatment Plant Discharge Permit and Analysis and the Result of Analysis. -Conducted Annual Smoke Emission Testing of Airports Ground Service Equipment on January 15, 2025. -Conducted EMS Awareness on March 19, 2025.	AC 6- Iloilo International Airport	
	GAD Budget Utilization	Actual Disbursement for GAD-related activities/ Total COB	1%	All or Nothing	5% of Total Budget	1 st Qtr: 4.30% 2 nd Qtr: 10.24% 3 rd Qtr: 33.90% 4 th Qtr: 51.56%	Actual GAD Budget Utilization for the 1 st Quarter is 2% out of P37.9M approved Budget FY 2025.	GAD	
	TOTAL FOR BONUS MEASURES			2%					