



PERFORMANCE AGREEMENT

This Performance Agreement has been executed pursuant to the **PERFORMANCE EVALUATION SYSTEM FOR THE GOCC SECTOR (GCG MC No. 2013-02)** between the—

GOVERNANCE COMMISSION FOR GOCCs (GCG)

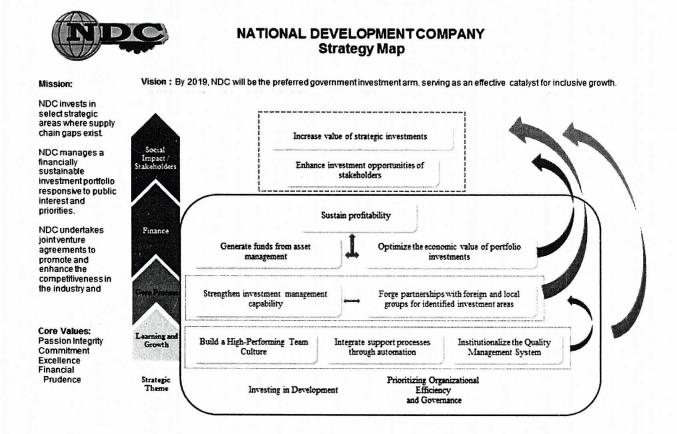
- and -

NATIONAL DEVELOPMENT COMPANY (NDC)

WITNESSETH: THAT -

The Parties agree to the following terms:

- 1. **Period**. This Agreement shall be effective for a period of two (2) calendar years beginning from the execution of this Agreement and ending on 31 December 2015.
- Charter Statement and Strategy Map. NDC's Charter Statement and Strategy Map for the Period specified in Section 1 hereof shall be as follows:



3. Measurement of Performance. – Based on the 2015 Performance Scorecard attached hereto as Annex A, NDC's Performance for 2015 shall be based on the following Measures/Strategic Measures and Annual Targets, to wit:

	Strategic Measure	Weight		eline	Target
			2013	2014	2015
	SO 1: Increase Value of Strategic Inves	tments	,		
IM PACT /	SM 1: Cumulative total value of projects preferrably in agriculture and power	15%	₱500 M	₱1,237 M	₱2,737 M
Σď	SO 2: Enhance Investment Opportunitie	es of Stake	holders		
SOCIAL IM STAKEHOL	SM 2: % of JV partners/proponents who rated NDC good or better as partner	5%	100%	100%	100%
S	SM 3: % of Investment funds in agriculture and power	15%	18%	65%	70%
	Subtotal of Weights				
	SO 3: Sustain Profitability				
	SM 4: Net Profit Margin	10%	57.18%	28.15%	24.81% (65.44% if net of impairment loss)
_	SO 4: Generate Funds from Asset Mana	agement			
FINANCIAL	SM 5: Sales proceeds for the year	5%	₱55.5 M	₱5.2 M	₱160 M
臣	SM 6:Lease Income	5%	₱114.5 M	₱131.0 M	₱176 M
	SO 5: Optimize the Economic Value of	Portfolio Ir	vestments		
	SM 7: Return on Investments	10%	22.67%	20.95%	32.34%
-		017-21-37-38	1 100-100 (100-100 4000)	20.0070	52.6 1 70
တ္က	SO 6: Strengthen Investment Managem	ent Capab	ility		
AL PROCESS	SM 8: % of funds released (internal or external source) for investment / financing activities within TAT of not more than 2 weeks after completion of documentation	10%	14	14	12 calendar days
RNAL	SO 7: Forge Partnerships with Foreign	and Local	Groups for I	dentified Inve	stment Areas
INTER	SM 9: Average TAT for JV or partnership agreements to be signed after Board approval	10%	90 calendar days	60 calendar days	50 calendar days
	SO 8: Build a High-Performing Team Cu	ulture			
GROWTH	SM 10: PGS Certification	5%	Initiation	Compliance	Passing the Pre- Audit Assessment for Proficiency
	SO 9: Integrate Support Process Throu	gh Automa	ation		
AND	SM 11: No. of functional automated systems	5%	2	2	1
S S	SO 10: Institutionalize the Quality Mana	gement S	ystem		
LEARNING	SM 12: ISO Certification for all process	5%	Re- certified	Re-certified	Re-certification for the 4 core processes; Certification for 2 processes
	TOTAL	100%			

It is understood that the GOCC must achieve a <u>weighted-average of at least 90%</u> to be eligible to grant any Performance-Based Bonus.

4. Strategic Initiatives. – NDC hereby commits to undertaking the following key programs and/or projects identified as having a significant impact on its Performance Scorecard (PES Form 2) attached hereto as **Annex B**, to wit:

- (a) Strategic Initiative 1 Core Processes Optimization;
- (b) Strategic Initiative 2 Asset Value Maximization Project;
- (c) Strategic Initiative 3 Remedial Management System;
- (d) Strategic Initiative 4 Corporate Governance Programs;
- (e) Strategic Initiative 5 Corporate Social Responsibility and Branding; and
- (f) Strategic Initiative 6 Integrated IT Systems.

The Commitment herein includes obtaining all necessary approvals, if applicable, such as those for Major Development Projects under GCG MC No. 2013-03. NDC shall include updates on the foregoing Strategic Initiatives in its submission of quarterly monitoring reports to the GCG.

- 5. Quarterly Submission of Performance Monitoring. NDC shall submit a quarterly monitoring report to GCG within thirty (30) calendar days from the close of each quarter using the monitoring report attached hereto as **Annex C**.
- **6. Good Governance Conditions**. In addition to the covered portions of the Performance Scorecard, the GOCC must fully comply with the Good Governance Conditions enumerated under GCG MC No. 2013-02, namely:
 - 6.1. Conditions Common to National Government Agencies and GOCCs:
 - (a) Transparency Seal;
 - (b) PhilGEPS Posting;
 - (c) Cash Advance Liquidation;
 - (d) Citizen's Charter or its equivalent; and
 - (e) Compliance with the submission and review requirements covering Statement of Assets, Liabilities and Networth (SALN);
 - 6.2. Conditions Specific to GOCCs Covered by R.A. No. 10149:
 - (a) Satisfaction of all statutory liabilities, including the payment of all taxes due to the Government, and declaration and payment of all dividends to the State as of the end of the applicable calendar year, whenever applicable. Liabilities that are still under dispute and there has been no final and executory judgment/decision as of the date of the release of the PBB by the GOCC shall be excluded for the purpose of this provision.
 - (b) Submission and execution of concrete and time bound action plans for addressing Notices of Disallowances and Audit Observation Memoranda from the Commission on Audit (COA), if any.
 - (c) Adoption of a "Manual of Corporate Governance" pursuant to Section 42 of the CODE OF CORPORATE GOVERNANCE FOR GOCCs (GCG MC No. 2012-07) that is approved by GCG and uploaded on the GOCC's website.
 - (d) Compliance with posting on the GOCC's website the information enumerated under Section 43 of GCG MC No. 2012-07.
 - (e) Adoption of a **No GIFT POLICY** approved by the GCG and uploaded on the GOCC's website pursuant to Section 29 of GCG MC No. 2012-07.

- (f) Compliance with the deadlines and submission of reports through the Integrated Corporate Reporting System (ICRS) pursuant to GCG MC No. 2014-02.
- (g) Compliance by all members of the Governing Board with the submission of all required forms for the Director Performance Review (DPR) pursuant to GCG MC. No. 2014-03 and implementing issuances pursuant thereto.
- (h) Submission of Corporate Operating Budgets (COBs):
 - i. For GOCCs receiving national government budgetary support, COBs shall be submitted to the Department of Budget and Management (DBM) for review and approval on or before the deadline indicated in DBM National Budget Memorandum No. 120 on "Budget Call for FY 2015;"
 - ii. For GOCCs without national government budgetary support, COBs shall be submitted to the Governance Commission using the same deadline as provided in DBM National Budget Memorandum No. 120.
- 7. NDC hereby undertakes to have its Performance Scorecard rated by its customers and solicit feedback on how the same may be improved. NDC shall determine the most effective method for accomplishing the said purpose. Such information shall be reported to GCG together with the quarterly monitoring report. The rating shall not affect the performance indicators/measures in NDC's Performance Scorecard, and shall be used solely as a reference by GCG and NDC during Performance Agreement Negotiations/Renegotiations.
- 8. NDC shall timely inform GCG of all audit observations and notices of disallowances within seven (7) working days from the time it receives it receives the same from the Commission on Audit (COA) prior to the regular publication of the final annual audit report. Accordingly, NDC shall copy furnish the Governance Commission copies of all written communications between NDC and COA on such matters, inform GCG of the schedule of its exit interview with COA seven (7) working days before the schedule or as soon as practicable, and other efficient means of inter-agency coordination.

Failure to timely disclose such matters to the Governance Commission prior to the same becoming public information or the submission of the application for the Performance-Based Bonus (PBB) or Performance-Based Incentive (PBI) may be considered as non-compliance with the Good Governance Condition of submitting Concrete and Time Bound Action Plans on findings of COA, rendering the Governing Board INELIGIBLE to apply for the PBI, without prejudice to a further determination on the impact of the same on the GOCCs PBB application.

 Nothing herein shall be construed as limiting the authority of GCG to initiate renegotiations and/or revoke Performance Agreements in accordance with existing laws, rules and regulations.

DONE, this 25th day of November 2014, in the City of Makati, Philippines.

GOVERNANCE COMMISSION FOR GOCCs

BY AUTHORITY OF THE COMMISSION:

NATIONAL DEVELOPMENT **COMPANY**

Chairman

€hairperson

Secretary, Department of Trade and Industry

A E. IGNACIO Commissioner

Board Member General Manager, NDC

RAINIER B. BUTALID Commissioner

CESAR V. PURISIMA Ex-Officio Board Member Secretary, Department of Finance

FLORENCIO B. ABAD

Ex-Officio Board Member Secretary, Department of Budget and Management

Republic of the Philippines PEPAR MENT OF ENERGY N REPLYING PLS CITE:

SOE-JLP-15000749

CARLOS/JERICHO L. PETILL Ex-Officio Board Member

Secretary, Department of Energy

RAMONIJ/P. PAJE

Ex-Officio Board Member

Secretary, Department of Environment and Natura Resources

AMANDO M. TETANGCO JR.

Ex-Officio Board Member

Governor, Bangko Sentral ng Pilipinas

Ex-Officio Board Member Managing Head, Board of Investments

JOSÉ A. NUÑEZ, JR. Ex-Officio Board Member

Chairman, Development Bank of the Philippines

VIRGILIO A. YUZON

Ex-Officio Board Member Representative, Private Sector

NATIONAL DEVELOPMENT COMPANY

	O			Rating	Data	Base	eline	Target
	Objective/Measure	Formula	Weight	System	Provider	2013	2014	2015
S	SO 1: Increase Value of Stra	tegic Investments						
STAKEHOLDERS	SM 1: Cumulative total value of projects preferrably in agriculture and power	Actual Cumulative Total Value of Projects	15%	Actual Increase / Target Increase x Weight		₱500 M	₱1,237 M	₱2,737 M
T.	SO 2: Enhance Investment C	Opportunities of Stakeholders			李明 对自己的		Yang Holes	医神经性性 医神经神经病 医皮肤的
IMPACT /	SM 2: % of JV partners/proponents who rated NDC good or better as partner	No. of JV partners who rated NDC good or better as a partner / total no. of JV partners	5%	Actual / Target x Weight		100%	100%	100%
SOCIAL	SM 3: % of Investment funds in agriculture and power	Amount of Investments in Agriculture and Power / Total Amount of Investments	15%	Actual / Target x Weight		18%	65%	70%
	SO 3: Sustain Profitability							
	SM 4: Net Profit Margin	Net Income / Total Revenues	10%	Actual / Target x Weight		57.18%	28.15%	24.81% (65.44% if net of impairment loss)
	SO 4: Generate Funds from	Asset Management						
FINANCIAL	SM 5: Sales proceeds for the year	Actual amount of sales proceeds	5%	Actual / Target x Weight		₱56 M	₱5 M	₱160 M
FINA	SM 6:Lease Income	Actual amount of lease income	5%	Actual / Target x Weight		₱115 M	₱131 M	₱176 M
	SO 5: Optimize the Economi	c Value of Portfolio Investmer	nts	ALCO TO LABOR.				
	SM 7: Return on Investments	Amount of returns / total investment infused net of allowance for impairment	10%	Actual / Target x Weight		22.67%	20.95%	32.34%

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Performance Scorecard 2015 (Annex A)

	Funds released within the TAT / Total number of	Weight	Rating System	Data Provider	2013	2014	2015
6: Strengthen Investment 8: % of funds released ternal or external source) investment / financing ivities within TAT of not	excluding companies for dissolution and pre- operating companies Management Capability Funds released within the TAT / Total number of						
8: % of funds released ternal or external source) investment / financing ivities within TAT of not	Funds released within the TAT / Total number of						
ernal or external source) investment / financing ivities within TAT of not	TAT / Total number of						
mpletion of documentation	requested fund releases.	10%	Actual / Target x Weight		14	14	12 calendar days
7: Forge Partnerships wit	h Foreign and Local Groups	for Identi	fied Investment A	reas		\$ 15 PE 10 1 7913	的过程设备的 是否的任务的标准的
I 9: Average TAT for JV or tnership agreements to signed after Board proval	Average no. days for JV or partnership agreements to besigned after Board approval	10%	Actual / Target x Weight		90 calendar days	60 calendar days	50 calendar days
8: Build a High-Performin	g Team Culture						
I 10: PGS Certification	Confermnent of Certificate	5%	Actual / Target x Weight		Initiation	Compliance	Passing the Pre-Audit Assessment for Proficiency
9: Integrate Support Proc	ess Through Automation	新原之类的				Trainer to	各的特別的學家主義和科技
l 11: No. of functional omated systems	Absolute Number	5%	All or nothing		2	2	1
10: Institutionalize the Qu	ality Management System						
I 12: ISO Certification for process	Certification	5%	All or nothing		Re-certified	Re-certified	Re-certification for the 4 core processes; Certification for 2 processes
I t soll p	rpletion of documentation 7: Forge Partnerships wit 9: Average TAT for JV or nership agreements to signed after Board roval 8: Build a High-Performin 10: PGS Certification 9: Integrate Support Proc 11: No. of functional smated systems 10: Institutionalize the Qu 12: ISO Certification for	7: Forge Partnerships with Foreign and Local Groups 9: Average TAT for JV or nership agreements to signed after Board roval 8: Build a High-Performing Team Culture 10: PGS Certification Confermnent of Certificate 9: Integrate Support Process Through Automation 11: No. of functional mated systems 10: Institutionalize the Quality Management System 12: ISO Certification for rocess Certification Certification Certification	7: Forge Partnerships with Foreign and Local Groups for Identify 9: Average TAT for JV or nership agreements to signed after Board roval 8: Build a High-Performing Team Culture 10: PGS Certification Confermnent of Certificate 11: No. of functional mated systems 12: ISO Certification for rocess Certification Certification Certification Certification Certification Certification 5%	7: Forge Partnerships with Foreign and Local Groups for Identified Investment A 9: Average TAT for JV or nership agreements to igned after Board roval 8: Build a High-Performing Team Culture 10: PGS Certification Confermnent of Certificate 11: No. of functional mated systems Certification Certification Certification Certification Certification Certification Certification Signed after Board approval Actual / Target x Weight All or nothing Actual / Target x Weight All or nothing All or nothing All or nothing	pletion of documentation 7: Forge Partnerships with Foreign and Local Groups for Identified Investment Areas 9: Average TAT for JV or partnership agreements to be signed after Board approval 8: Build a High-Performing Team Culture 10: PGS Certification 10: Integrate Support Process Through Automation 11: No. of functional mated systems 12: ISO Certification for rocess Certification Certification Certification Certification Certification Certification Swall or nothing All or nothing All or nothing	pletion of documentation 7: Forge Partnerships with Foreign and Local Groups for Identified Investment Areas 9: Average TAT for JV or nership agreements to be signed after Board approval 8: Build a High-Performing Team Culture 10: PGS Certification 10: Integrate Support Process Through Automation 11: No. of functional smated systems 12: ISO Certification for rocess Certification 7: Forge Partnerships with Foreign and Local Groups for Identified Investment Areas 9: Average no. days for JV or partnership agreements to be signed after Board approval 10: PGS Certification 10% Actual / Target x Weight 10h Actual / Target x Weight 11h Actual / Target x Weight 12h Actual / Target x Weight 13h Actual / Target x Weight 14h Actual / Target x Weight 15h Actual / Target	pletion of documentation 7: Forge Partnerships with Foreign and Local Groups for Identified Investment Areas 9: Average TAT for JV or nership agreements to besigned after Board approval 8: Build a High-Performing Team Culture 10: PGS Certification 10: Integrate Support Process Through Automation 11: No. of functional mated systems 12: ISO Certification for 7: Forge Partnerships with Foreign and Local Groups for Identified Investment Areas 90 calendar days 60 calendar days 60 calendar days Foreign and Local Groups for Identified Investment Areas 91

Note: Actual rating not to exceed with the allotted weight.

NATIONAL DEVELOPMENT COMPANY STRATEGIC INITIATIVES PROFILE

Strategic Initiative 1

1. Name of Project : Core-Processes Optimization

Program

2. Contact Person / Project Team : AGM Saturnino H Mejia

Head

3. Project Description

The program entails the conduct of road-shows to re-introduce the mandate of NDC to the various Regional Development Councils (RDCs) and Local Government Units (LGUs). The program also includes the close collaboration with various government agencies in identifying investment opportunities and fund management nationwide.

4. Project Milestones

Activities	Time Start	line End	Budget	Funding Source	Status
Coordinate with RDCs / LGUs	March 2014				Done
Present NDC's mandate and preside meetings with LGUs and some business groups nationwide	March 2014	10000000000000000000000000000000000000	P400,000	Internally generated cash	Done

- a. Cumulative total value of investments
- b. % of JV partners / proponents who rated NDC as good or better partner
- c. % of proponents who found accessibility of NDC funds as good or better
- d. Value of Mancom-endorsed projects for Board approval;
- e. Value of NDC investment in JV/Agreements
- f. % funds released for investment / financing activities;

1. Name of Project : Asset Value Maximization Project

 Contact Person / Project Team : AGM Lilia L. Arce Head

3. Project Description

The project entails the engagement of a consultancy service for the determination of the different NDC assets' best and highest value options

4. Project Milestones

Activities	Timeline Start End	Budget	Funding Source	Status
Bidding and Awarding of Consultancy Service	Year-round	P360,000	Internally	On-going
Review local ordinances relative to property development.	End of 2014		generated cash	On-going

- a. Cumulative total value of investments
- b. Value of Mancom-endorsed projects for Board approval;
- c. Lease Income
- d. Sales proceed for the year
- e. Return of capital provided

1. Name of Project : Remedial Management System

2. Contact Person / Project Team : Rommel R. Serrano Head

3. Project Description

The operational guidelines of remedial management serve as the basis for handling NDC's business portfolio of non-performing / delinquent accounts, either as work-out, litigation or liquidation

4. Project Milestones

Activities	Timeline Start End	Budget	Funding Source	Status
Identification of accounts for remedial management.	January 2014			Done
Exploratory talks with existing partners in the identified various accounts	2014	P 500,000	Internally generated cash	On-going
Coordinate with SEC for the status of various accounts	March 2014			Done
Evaluation of the various identified accounts	2014 -2016			On-going

- a. Return of Investments
- b. Return of capital provided
- c. Net Income
- d. EBITDA Margin

1. Name of Project

: Corporate Governance Programs

 Contact Person / Project Team Head : Atty. Rhoel Z. Mabazza

3. Project Description

This refers to various activities / programs to be undertaken by the agency so its members of the Board, Officer and Staff will acquire key insights for work effectiveness to improve company performance.

4. Project Milestones

Activities	Timeline Start End	Budget	Funding Source	Status
Conduct of training needs survey among the Officers and staff.	January 2014			Done
Identify the trainings for per position level	March 2014	P 500,000	Internally generated cash	Done
Conduct of echo seminar within the agency	3 rd quarter of 2014 - 1 st half of 2015			

- a. ISO Certification
- b. No. of Units achieving their annual breakthroughs
- Average TAT for JV or partnership agreements to be signed after Board approval
- d. % of funding for investment and financing activities released not more than 2 weeks after completion of documentation
- e. Collection Efficiency

1. Name of Project

: Corporate Social Responsibility

and Branding

2. Contact Person / Project Team Head

: GM Ma. Lourdes F. Rebueno

3. Project Description

This refers to various activities / programs to be undertaken by the agency so its members of the Board, Officer and Staff will acquire key insights for work effectiveness to improve company performance.

4. Project Milestones

Activities	Timeli Start	ne End	Budget	Funding Source	Status
Identify various CSR programs for the year	September	2014		Internally	To be
Implement various CSR Programs	November – June 2		P 300,000	generated cash	done

- a. % of JV partners / proponents who rated NDC as good or better partner
- b. % of proponents who found accessibility of NDC funds as good or better

Strategic Initiative 6: Integrated IT Systems

This refers to the is the various IT systems to be developed and implemented based on the IT roadmap

1. Name of Project : Document Management System

2. Contact Person / Project Team : Colette H. Cordial

Head

3. Project Description

Document Management Systems (DMS), is the use of a computer system and software to store, manage and track electronic documents and electronic images of paper based information captured through the use of a document scanner. The term document is defined as recorded information or an object which can be treated as a unit. DM systems allow documents to be modified and managed but typically lack the records retention and disposition functionality for managing records

4. Project Milestones

Activities	Timeline Start End	Budget	Funding Source	Status
Bidding and Awarding of Contract	Awarding of July – August 2014 Contract Development September			
Development of the System			Internally generated cash	Done N / A
Implementation	October 2014			

- a. No of functional automated systems
- b. ISO Certification

Strategic Initiatives Profile (Annex B)

1. Name of Project

: Human Resources Management

Information System

2. Contact Person / Project Team Head

: Josephine G. Lopez

3. Project Description

HRMIS primarily aims to maintain and manage a permanent and centralized database of relevant data and information of all employees to support personnel/human resources management.

4. Project Milestones

Activities	Time Start	line End	Budget	Funding Source	Status
Bidding for the supply and delivery of services .	July 2	2014			Done
Design the agency's structure, system and processes	August	2014	P 300,000	Internally generated cash	On- going
Development of the system	September October 2014				
Implementation	Decemb	er 2014			

NATIONAL DEVELOPMENT COMPANY

MONITORING REPORT OF PERFORMANCE TARGETS

										2015				
Strategic Measure	Formula	Formula Weight	nt Rating	Baseline Rating		1st Quarter 2nd Quarter		Revised	3rd Quarter		4th Quarter			
			System	2013	2014	Target	Actual	Target	Actual	Full Year Target	Target	Actual	Target	Actual
SO 1: Increase Value of Strate	gic Investments													
SM 1: Cumulative total value of projects preferrably in agriculture and power SO 2: Enhance Investment Op SM 2: % of JV partners/proponents who rated NDC good or better as partner	Actual Cumulative Total Value of Projects	15%	Actual Increase / Target Increase x Weight	₽ 500 M	₱1,237 M	₽ 1,237 M		₽ 1,237 M			₽ 1,237 M		₽ 2,737 M	
SO 2: Enhance Investment Op	portunities of Stakeho	olders												
SM 2: % of JV partners/proponents who rated NDC good or better as partner	No. of JV partners who rated NDC good or better as a partner / total no. of JV partners	5%	Actual / Target x Weight	100%	100%	-		_			_		100%	
SM 3: % of Investment funds in agriculture and power	Amount of Investments in Agriculture and Power / Total Amount of Investments	15%	Actual / Target x Weight	18%	65%	-					-		70%	
SO 3: Sustain Profitability														
SO 3: Sustain Profitability SM 4: Net Profit Margin	Net Income / Total Revenues	10%	Actual / Target x Weight	57.18%	28.15%	-16.30%		71.70%			-25.60%		11.10%	

SO 4: Generate Funds from As	sset Management						3.10					
SM 5: Sales proceeds for the year	Actual amount of sales proceeds	5%	Actual / Target x Weight	₱56 M	P 5 M						₱160 M	
SM 6:Lease Income	Actual amount of lease income	5%	Actual / Target x Weight	P 115 M	₱131 M	₱32.9 M		₱43 M		P 24 M	₽ 76 M	
SO 5: Optimize the Economic	Value of Portfolio Inve	stments										
SM 7: Return on Investments	Amount of returns / total investment infused net of allowance for impairment and excluding companies for dissolution and pre- operating companies	10%	Actual / Target x Weight	22.67%	20.95%	0.50%		20.10%		0.00%	14.00%	
SO 6: Strengthen Investment I	Management Capabilit	у .										
SM 8: % of funds released (internal or external source) for investment / financing activities within TAT of not more than 2 weeks after completion of documentation	Funds released within the TAT / Total number of requested fund releases.	10%	Actual / Target x Weight	14	14						12 cal days	
SO 7: Forge Partnerships with	Foreign and Local Gr	oups for Id	entified Inve	stment Areas								
SM 9: Average TAT for JV or partnership agreements to be signed after Board approval	Average no. days for JV or partnership agreements to be signed after Board approval	10%	Actual / Target x Weight	90 calendar days	60 calendar days			-4-2			50 cal days	
SO 8: Build a High-Performing	Team Culture											
SO 8: Build a High-Performing SM 10: PGS Certification SO 9: Integrate Support Proces	Concernment of Certificate	5%	Actual / Target x Weight	Initiation	Compliance					Passed 3rd party audit		
SO 9: Integrate Support Proces	ss Through Automatic	on										

NDC | 3 of 3 Monitoring Report (Annex C)

SM 11: No. of functional automated systems	Absolute Number	5%	All or nothing	2	2	_		_					1	
SO 10: Institutionalize the Quality Management System														
SM 12: ISO Certification for all process	Certification	5%	All or nothing	Re-certified	Re-certified			Re- certification / Certification of 2 Support Processes						