

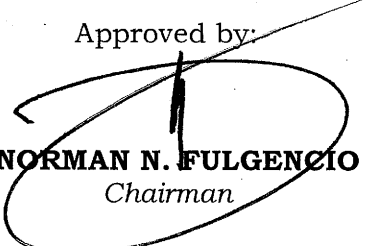
Board Resolution No. 2019 - 48

“APPROVING THE ANNUAL MONITORING REPORT OF THE PHILIPPINE POSTAL CORPORATION FOR CALENDAR YEAR 2018 AND AUTHORIZING THE SUBMISSION THEREOF TO THE GOVERNANCE COMMISSION FOR GOCCs.”

RESOLVED, as it hereby resolves to approve the Annual Monitoring Report of the Philippine Postal Corporation for Calendar Year 2018 and authorizing the submission thereof to the Governance Commission for GOCCs.

Adopted during the 4th Regular Meeting of the Board of Directors of the Philippine Postal Corporation held on 23 April 2019 at the City of Manila, Philippines.

Approved by:


NORMAN N. FULGENCIO
Chairman


JOEL L. OTARRA
Vice Chairman & Postmaster General


CRISTINA E. CARINGAL
Member


RIDGWAY M. TANJILI
Member


RAUL B. BENDIGO
Member


LIBERTY C. AVILA
Member


PELAGIO S. PAGUICAN
Member

Attested by:


ATTY. LINDEZA R. ROGERO-GAVINO
Corporate Secretary

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GUZMAN B. MELGAREJO JR.
ACTING ASSISTANT CORPORATE SECRETARY

PHILIPPINE POSTAL CORPORATION
2018 Annual Monitoring Report

	Component Objectives/Measure	Weight	2018		Rating	Rating without Measure for	Remarks	
			Target	Actual				
TOTAL RATING TO BE ELIGIBLE FOR PBB					80.71%	80.71%		
					90.00%	74.70%		
SOCIAL IMPACT	SO 1	Linked People with Access to Communication and Information, Delvey of Goods Merchandise, and Provision of Postal Payments						
	SM1	Annual Transactions Handled (In million)						
		1.1 Volume of Transactions Accepted	12%	60.75 M	51.97 M	10.27%	10.27%	
		1.2 Volume of Mail Delivered	4%	8.61 M	9.17 M	4.00%	4.00%	
	Sub-total	16%			14.27%	14.27%		
CUSTOMERS AND STAKEHOLDERS	SO 2	Continued Postal Presence in Every Filipino Community						
	SM 2	Number of Maintained NGAs and/or NGOs partners for payout services	5%	5	6	5.00%	5.00%	
	SO 3	Enhanced Postive Postal Service Experience to Customers & Partners						
	SM 3	Percentage of Satisfied Customers	12%	90% <i>(Using the Standard Methodology and Questionnaire developed by GCG)</i>	On-going Review of Draft Contract with Winning Bidder	0.00%	0.00%	Requested for exclusion
		Sub-total	17%			5.00%	5.00%	
FINANCIAL	SO 4	Ensured Financial Efficiency and Growth						
	SM 4	Revenues <i>(Comprising of mail services income, postal payment services, logistics services, retail services & other income)</i>	6%	PhP3.5 B	PhP3.7 B	6.00%	6.00%	
	SM 5	Earning before interest, taxes, depreciation and amortization (EBITDA)	6%	PhP30 M	PhP 121.6 M	6.00%	6.00%	
		Sub-total	12%			12.00%	12.00%	
INTERNAL PROCESS	SO 5	Upheld Postal Service Integrity						
	SM 6	ISO Certification	5%	ISO-Aligned Documentation of its QMS for at Least One (1) Core Process - Post Office Operations	ISO-Aligned Documentation of its QMS for at Least One (1) Core Process - Post Office Operations	5.00%	5.00%	
	SO 6	Sustained Efficiency and Reliability in the Delivery of Communications and Information, Goods and Merchandise, and Payment Services						
	SM 7	<i>Letter Post Delivery Performance</i>						
7.1 Domestic Letter Post Delivery Performance		5%	85% of items delivered within 7 days after posting	85% of items delivered within 7 days after posting	5.00%	5.00%		
7.2 International Letter Post Delivery Performance		5%	85% of items delivered within 7 days after Customs clearance	95% of items delivered within 7 days after Customs clearance	5.00%	5.00%		


	Component Objectives/Measure	Weight	2018		Rating	Rating without Measure for	Remarks	
			Target	Actual				
INTERNAL PROCESS	<i>Parcel Post Delivery Performance</i>							
	SM 8	8.1 International Parcel Post Delivery Performance	5%	85% of items delivered within 7 days after Customs clearance	95% of items delivered within 7 days after Customs clearance	5.00%	5.00%	
	<i>Express Post Delivery Performance</i>							
	SM 9	9.1 Domestic Express Post Delivery Performance (Committed Areas with Metro Manila)	7.50%	90% of items delivered within 1 day after posting	90% of items delivered within 1 day after posting	7.50%	7.50%	
		9.2 Domestic Express Post Delivery Performance (Committed Areas outside Metro Manila)	5%	90% of items delivered within 3 days after posting	90% of items delivered within 3 days after posting	5.00%	5.00%	
9.3 International Express Post Delivery Performance (Committed Areas serviced by Express Mail Exchange Dept.)		7.50%	95% of items delivered within 1 day after Customs clearance	100% of items delivered within 1 day after Customs clearance	7.50%	7.50%		
9.4 International Express Post Delivery Performance (Committed Areas not serviced by Express Mail Exchange Dept.)		5%	95% of items delivered within 3 days after Customs clearance	96% of items delivered within 3 days after Customs clearance	5.00%	5.00%		
SO 7	Improved Efficiencies in the Postal Service through Innovations and ICT							
SM 10	Number of Postal Outlets with Internet Connectivity	5%	85%	76%	4.44%	4.44%		
	Sub-total	50%			49.44%	49.44%		
SO 8	Developed and Managed Competencies of Effectual and Competent Human Resources							
SM 11	Percentage of Employees with Required Competencies Met	5%	Baseline data on the Competency Level of Frontline Positions (Postmasters, Tellers and Letter Carriers)	Competency Assessment (Technical) 3,240 for Frontline Personnel with Plantilla Positions	0.00%	0.00%	Requested for exclusion	
	Sub-total	5%			0.00%	0.00%		
	TOTAL	100%			80.71%	80.71%		

Prepared by:


RODEL V. DELA PASION
 Acting Chief, Systems and Methods Division

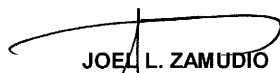
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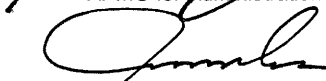

JOEL L. OTARRA
 Postmaster General & CEO


MAURA M. BAGHARI-REGIS
 APMG for Administration and Finance

Recommending Approval:


ZENaida V. MATAVERDE
 Acting Manager, Corporate Planning Department


JOEL L. ZAMUDIO
 OIC-APMG for Operations


LUIS D. CARLOS
 APMG for Marketing and Management Support Services