

**PHILIPPINE POSTAL CORPORATION
MONITORING REPORT OF PERFORMANCE TARGETS
1ST QUARTER 2016**

Component								
Objective/Measure	Weight	Formula	Annual		1 st Quarter			
			Target	Actual	Target	Actual	Rating	
SO 1	Linking people through access to communications and information, delivery of goods, and provision of postal payments by ICT infrastructure development							
SM 1	Access to e-Commerce of local/domestic micro, small and medium entrepreneurs	5%	Number of domestic trade products in the PHLPPost e-Commerce website	200 domestic trade products available at PHLPPost e-Commerce website		NA	NA	5%
SM 2	Letter post delivery performance							
SM 2.1.	Domestic Letter post delivery performance	4%	% of postal items delivered at standard delivery period = Number of postal items delivered within standard delivery days divide by Total postal items delivered	85% of postal items delivered within 7 days after posting		85% of postal items delivered within 7 days after posting	90.50% within 7 days after posting	4%
SM 2.2.	International Letter post delivery performance	4%	% of postal items delivered at standard delivery period = Number of postal items delivered within standard delivery days divide by Total postal items delivered	85% of postal items delivered within 7 days after Customs clearance		85% of postal items delivered within 7 days after Customs clearance	97% within 7 days after Customs clearance	4%
SM 3	Parcel post delivery performance							
SM 3.1.	Domestic Parcel post delivery performance	4%	% of postal items delivered at standard delivery period = Number of postal items delivered within standard delivery days divide by Total postal items delivered	85% of postal items delivered within 7 days after posting		85% of postal items delivered within 7 days after posting	95% within 7 days after posting	4%

Component									
Objective/Measure		Weight	Formula	Annual		1 st Quarter			
				Target	Actual	Target	Actual	Rating	
	SM 3.2.	International Parcel post delivery performance	4%	% of postal items delivered at standard delivery period = Number of postal items delivered within standard delivery days divide by Total postal items delivered	85% of postal items delivered within 7 days after Customs clearance		85% of postal items delivered within 7 days after Customs clearance	96% within 7 days after Customs clearance	4%
	SM 4	Maintain national government agencies/non-government organizations partnership in payout services	5%	Number of payout partners = NGAs plus NGOs partners	4 NGA/NGO payout partners		NA	NA	5%
	Sub-Total > SO 1		26%						26%
CUSTOMERS AND STAKEHOLDERS	SO 2	Continued postal presence in the community							
	SM 5	Expansion of postal outlets	5%	Number of postal outlets = (Number of existing PHLPost-operated opened and franchised postal outlets accredited) plus (Number of PHLPost-operated opened and accredited franchised postal outlets for the year)	171 (79 additional for the year)		NA	NA	5%
	Sub-Total > SO 2		5%						5%
	SO 3	Promote a customer centric postal service							
	SM 6	Customer satisfaction rating	5%	Customer satisfaction = Percentage of customers' satisfied with PHLPost services	Baseline data for Customer Satisfaction rating		NA	NA	5%
SM 7	Increase number of service agreements with government agencies	3%	Number of GAs service agreements = Number of existing plus new agreements for the year	19 service agreements		NA	NA	3%	
Sub-Total > SO 3		8%						8%	

Component								
Objective/Measure	Weight	Formula	Annual		1 st Quarter			
			Target	Actual	Target	Actual	Rating	
SO 4	Institutionalize sound fiscal management policies							
SM 8	Earnings before Interest, Taxes, Depreciation and Amortization (EBITDA), excluding Franking Privilege reimbursed from National Government	10%	EBITDA = (Gross revenue less 12% VAT) less (Personal Services: Maintenance, Operating and Other Expenses) plus Local/domestic and Foreign grants less (Interest, Taxes, Depreciation and Amortization)	PHP 326M		PHP 81M	PHP 154.75M	10%
SM 9	Postal Payment Services revenue	12%	Postal Payment Service revenue = Revenue from Postal Money Order fee, ePost MO fees, Postal Identification card fees, Collection services commission, payout services fees and share from Biometrics Data Service Facilities joint venture contract	PHP 700M		PHP 175M	PHP 89.61M	6.15%
Sub-Total > SO 4		22%						16.15%
SO 5	Maintain the integrity of the postal service							
SM 10	Quality certification of core processes	5%	Quality certification = Number of manuals for core processes	Acquisition of third-party quality certification services		NA	NA	5%
SM 11	Quality of Service certification by Universal Postal Union	5%	QoS certification = UPU award	Conduct of QoS audit		NA	NA	5%
Sub-Total > SO 5		10%						10%
SO 6	An efficient delivery of communications, goods and payment services							
SM 12	Express post delivery performance							

FINANCIALS

Component										
Objective/Measure		Weight	Formula	Annual		1 st Quarter				
				Target	Actual	Target	Actual	Rating		
INTERNAL PROCESSES	SM 12.1	Domestic Express post delivery performance, committed areas in Metro Manila	5%	% of postal items delivered at standard delivery period = Number of postal items delivered within standard delivery days divide by Total postal items delivered	90% of postal items delivered within 1 day after posting		90% of postal items delivered within 1 day after posting	90% within 1 day after posting	5%	
	SM 12.2	Domestic Express post delivery performance, committed areas outside in Metro Manila	5%	% of postal items delivered at standard delivery period = Number of postal items delivered within standard delivery days divide by Total postal items delivered	90% of postal items delivered within 3 days after posting		90% of postal items delivered within 3 days after posting	91% within 3 days after posting	5%	
	SM 12.3	International Express post delivery performance, committed areas in Metro Manila	5%	% of postal items delivered at standard delivery period = Number of postal items delivered within standard delivery days divide by Total postal items delivered	95% of postal items delivered within 1 day after Customs clearance		95% of postal items delivered within 1 day after Customs clearance	100% within 1 day after Customs clearance	5%	
	SM 12.4	International Express post delivery performance, committed areas outside Metro Manila	4%	% of postal items delivered at standard delivery period = Number of postal items delivered within standard delivery days divide by Total postal items delivered	95% of postal items delivered within 3 days after Customs clearance		95% of postal items delivered within 3 days after Customs clearance	95% within 3 days after Customs clearance	4%	
	Sub-Total > SO 6		19%						19%	
	SO 7	Bridge the digital divide in postal service								
	SM 13	Postal outlets with Point-of-sale system	2%	Postal outlets with POS = Number of postal outlets with POS installed	Acquisition of POS system		NA	NA	2%	

