Republic of the Philippines PHILIPPINE POSTAL CORPORATION Liwasang Bonifacio, 1000 Manila City Metro Manila

QUALITY MANAGEMENT SYSTEMS STANDARDS ACTION PLAN

Corporate Performance Monitoring Program

2015 - 2019

Goal: Continually improve and enhance the effectiveness and efficiency of corporate performance

| | Objectives | | | | Expected | Outcome | 2015 Estimated Cost (In PHP thousand) | | | Fatimated | Estimated | | |
|--------------------------------|--|--------------------|--|----------------------------------|----------------------------------|----------------------------------|--|----------------------------------|----|-----------|-----------|------------------------|----------------------|
| Plans, Projects and Activities | | OPR | 2014 (Baseline data) | 2015 | 2016 | 2017 | 2018 | 2019 | PS | MOOE | CAPEX | – Estimated Revenue | Estimated Savings |
| 1. PHLPost QMSS Plan | To establish the strategic framework | CorPlan | 1Q QMSS Plan | | | | | | | 708.75 | | | |
| | and direction in the implementation of | SRD | | Apr, Jul and Oct | Jan, Apr, Jul and Oct | Jan, Apr, Jul and Oct | Jan, Apr, Jul and Oct | Jan, Apr, Jul and Oct | | | | | |
| | QMSS | BLD | | Monitoring and | Monitoring and | Monitoring and | Monitoring and | Monitoring and | | | | | |
| | | QMSS Management | | reporting of the QMMS | reporting of the QMMS | reporting of the QMMS | reporting of the QMMS | reporting of the QMMS | | | | | |
| | | Representative | | Plan implementa tion | Plan implementa tion | Plan implementa tion | Plan implementa tion | Plan implementa tion | | | | | |
| | | | 4Q | 4Q | 4Q | 4Q | 4Q | 4Q | | | | | |
| | | | Review and amend- | Review and amend- | Review and amend- | Review and amend- | Review and amend- | Review and amend- | | | | | |
| | | | ment, if applicable of the | ment, if applicable of the | ment, if applicable of the | ment, if applicable of the | ment, if applicable of the | ment, if applicable of the | | | | | |
| | | | QMSS Plan by 4Q (Included in | QMSS Plan | QMSS Plan | QMSS Plan | QMSS Plan | QMSS Plan | | | | | |
| | | | the Corporate Performance Monitoring | | | | | | | | | | |
| | | | Program for 2015 – 2020) | | | | | | | | | | |

| | | OPR | | | Expected | Outcome | 2015 Estimated Cost (In PHP million) | | | Ectimated | Estimated | | |
|---------------------------------------|--|---------------------------------|---|---|--|--|--|------|----|-----------|-----------|------------------------|---------|
| Plans, Projects and Activities | Objectives | | 2014 (Baseline data) | 2015 | 2016 | 2017 | 2018 | 2019 | PS | MOOE | CAPEX | – Estimated Revenue | Savings |
| 2. Manualization of core processes | e To document and standardize the organizations' core processes | Concerned offices CorPlan | 4Q 7 core processes manualized 1) Airmail mail exchange 2) Express mail exchange 3) Financial accounting 4) Internation al mail accounting 5) Post Office operations 6) Service Regulations 7) Surface mail exchange | 4Q 6 core processes manualized 1) Corporate planning 2) Human resources manage- ment and develop- ment 3) Security 4) ICT systems 5) Marketing manage- ment 6) Property and Supply manage- ment | | 4Q Review and amend, if applicable, 7 core process manuals 1) Airmail exchange 2) Express mail exchange 3) Financial accounting 4) Internation al mail accounting 5) Post Office operations 6) Service Regulations 7) Surface | 4Q Review and amend, if applicable, 6 core process manuals 1) Corporate planning 2) Human resources manage- ment and develop- ment 3) Security 4) ICT systems 5) Marketing manage- ment 6) Property and Supply manage- | | | | | | |
| 3. QMSS awareness | To engage the organization in the QMSS processes | CorPlan HRMD BAC | | 4Q QMSS awareness and/or needs assessment | | mail exchange | ment 2Q QMSS awareness and/or needs assessment | | | | | | |
| | | | | | 1Q – 3Q Procure- ment of QMSS awareness training | 1Q – 4Q QMSS awareness training | | | | | | | |
| 4. QMSS organization | To create solid foundation in the implementation of QMSS | CorPlan SRD BLD | | | 4Q Designation of QMSS Manage- ment Represen- tative | | | | | | | | |

| | | | Expected Outcome | | | | | | | | Cost) | Estimated | Estimated |
|---|---|--|----------------------------|--|--|--|---|------|----|--------|-----------|------------------------|----------------------|
| Plans, Projects and Activities | Objectives | OPR | 2014 (Baseline data) | 2015 | 2016 | 2017 | 2018 | 2019 | PS | ΜΟΟΕ | CAPEX | – Estimated Revenue | Estimatea Savings |
| 5. Quality Service Certification | | | | | | | | | | 501.70 | | | |
| 5.1. PHLPost Process Map | To visually describe the activities of PHLPost business | QMSS Management Representative QoS Certification Service provider BLD SRD LPMD | | 4Q Procure- ment of Quality Service certification services | 1Q - 2Q Procure- ment of Quality Service certification services 3Q - 4Q Product/ service realization process map | 1Q –4Q Process map for: 1) Measu- rement, analysis and impro- | <i>1Q – 2Q</i> Manage- ment activities process map | | | | | | |
| | | CorPlan | | | | vement 2) Re- source mana- gement | | | | | | | |
| 5.2. Construction of Quality Manuals | To institute business processes quality standards | QMSS Management Representative QoS Certification Service provider BLD SRD LPMD CorPlan | | | | 1Q - 4Q Quality manual for: 1) Product / service realize- tion 2) Measu- rement, analysis and impro- vement | | | | | | | |

| | Objectives | | | | Expected | | 15 Estimated C (In PHP million | | – Estimated | Estimated | | | |
|--------------------------------|--|--|----------------------------|------|----------|---|--|---|-------------|-----------|-------|---------|---------|
| Plans, Projects and Activities | | OPR | 2014 (Baseline data) | 2015 | 2016 | 2017 | 2018 | 2019 | PS | MOOE | CAPEX | Revenue | Savings |
| 5.3. Internal quality audit | To evaluate the organization's QMSS preparedness | QMSS Management Representative QoS Certification Service provider IADept | | | | 3Q – 4Q Product/ser vice realization internal quality audit | 1Q - 4Q Internal quality audit for: 1) Measu- rement, analysis and impro- vement 2) Re- source mana- | 1Q – 2Q Manage- ment activities internal quality audit | | | | | |
| 5.4. Quality certification | To certify organization's core processes | QMSS Management Representative QoS Certification Service provider BLD SRD LPMD CorPlan | | | | | gement 1Q – 4Q Product/ser vice realization quality certification | 1Q – 4Q Measureme nt, analysis and improve- ment quality certification | | | | | |
| | I | Corrian | TOTAL | | 1 | | | | | 1,210.45 | | | |