

Board Resolution No. 2018 - 107

“APPROVING THE PERFORMANCE MONITORING REPORTS FOR THE PERFORMANCE SCORECARD OF THE PHILIPPINE POSTAL CORPORATION (PHLPost) FOR THE 1ST AND 2ND QUARTERS OF CALENDAR YEAR 2018 THAT WILL BE SUBMITTED TO THE GOVERNMENT COMMISSION ON GOCCs (GCG) AND ITS SUBSEQUENT UPLOADING IN THE CORPORATE WEBSITE.”

RESOLVED, as it hereby resolves, to approve the Performance Monitoring Reports for the Performance Scorecard of the Philippine Postal Corporation (PHLPost) for the 1st and 2nd Quarters for Calendar Year 2018 that will be submitted to the Government Commission on GOCCs (GCG) and its subsequent uploading in the corporate website.

Adopted during the 9th Regular Meeting of the Board of Directors of the Philippine Postal Corporation held on 11 September 2018 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

CERTIFIED TRUE COPY

GUZMAN B. MELGAREJO, JR.
ASSISTANT CORPORATE SECRETARY

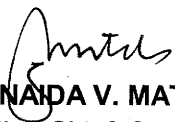
PHILIPPINE POSTAL CORPORATION

| | Component | 2018 | | | | | |
|----------------------------|-----------|---|---|--------|---|-------|-------|
| | | Objectives/Measure | Weight | Target | Actual | | |
| SOCIAL IMPAC | 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 | Actual Figure | 12% | 60.75 | 15.19 | 13.44 |
| | | 1.2 Volume of Mail Delivered | Actual Figure | 4% | 8.61 | 2.16 | 2.46 |
| | Sub-total | | | 16% | | | |
| | SO 2 | Continued Postal Presence in Every Filipino Community | | | | | |
| | SM 2 | Number of Maintained NGAs and/or NGOs partners for payout services | Actual Number | 5% | 5 | NA | NA |
| | SO 3 | Enhanced Postive Postal Service Experience to Customers & Partners | | | | | |
| | SM 3 | Percentage of Satisfied Customers | Number of respondents giving at least a Satisfactory rating / Total number of respondents | 12% | 90% (Using the Standard Methodology and Questionnaire developed by GCG) | NA | NA |
| | Sub-total | | | 17% | | | |
| CUSTOMERS AND STAKEHOLDERS | SO 4 | Ensured Financial Efficiency and Growth | | | | | |
| | SM 4 | Revenues (in millions) (Comprising of mail services income, postal payment services, logistics services, retial services & other income) | Total Revenues | 6% | 3500 | 875 | 831.5 |
| | SM 5 | Earning before interest, taxes, depreciation and amortization (EBITDA) (in millions) | EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from Non-Shareholders) | 6% | 30 | 7.5 | 129.9 |
| | Sub-total | | | 12% | | | |
| | SO 5 | Upheld Postal Service Integrity | | | | | |
| | SM 6 | ISO Certification | Actual Accomplishment | 5% | ISO-Aligned Documentation of its QMS for at Least One (1) Core Process - Post Office Manual | NA | NA |
| FINANCIAL | SO 6 | Sustained Efficiency and Reliability in the Delivery of Communications and Information, Goods and Merchandise, and Payment Services | | | | | |
| | | Letter Post Delivery Performance | | | | | |

| Component | | | Weight | 2018 | 1st Quarter | |
|--------------------|---|---|--------|--|--|--|
| Objectives/Measure | | | | | Target | Actual |
| SM 7 | 7.1 Domestic Letter Post Delivery Performance | (Number of Samples Delivered within Standard Delivery Days) / (Total Number of Samples) | 5% | 85% of items delivered within 7 days after posting | 85% of items delivered within 7 days after posting | 85% of items delivered within 7 days after posting |
| | 7.2 International Letter Post Delivery Performance | | 5% | 85% of items delivered within 7 days after Customs clearance | 85% of items delivered within 7 days after Customs clearance | 94% of items delivered within 7 days after Customs clearance |
| SM 8 | Parcel Post Delivery Performance | | | | | |
| | 8.1 International Parcel Post Delivery Performance | (Number of Samples Delivered within Standard Delivery Days) / (Total Number of Samples) | 5% | 85% of items delivered within 7 days after Customs clearance | 85% of items delivered within 7 days after Customs clearance | 95% of items delivered within 7 days after Customs clearance |
| SM 9 | Express Post Delivery Performance | | | | | |
| | 9.1 Domestic Express Post Delivery Performance (Committed Areas with Metro Manila) | (Number of Samples Delivered within Standard Delivery Days) / (Total Number of Samples) | 8% | 90% of items delivered within 1 day after posting | 90% of items delivered within 1 day after posting | 90% of items delivered within 1 day after posting |
| | 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 | 90% of items delivered within 3 days after posting |
| | 9.3 International Express Post Delivery Performance (Committed Areas serviced by Express Mail Exchange Dept.) | | 8% | 95% of items delivered within 1 day after Customs clearance | 95% of items delivered within 1 day after Customs clearance | 100% of items delivered within 1 day after Customs clearance |
| | 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 | 95% of items delivered within 3 days after Customs clearance | 95% of items delivered within 3 days after Customs clearance |
| SO 7 | Improved Efficiencies in the Postal Service through Innovations and ICT | | | | | |
| SM 10 | Number of Postal Outlets with Internet Connectivity | Number of Postal Outlets with Internet Connectivity / Total number of earning POs | 5% | 85% | 85% | 79% |
| Sub-total | | | 50% | | | |
| SO 8 | Developed and Managed Competencies of Effectual and Competent Human Resources | | | | | |

| LEARNING & GROWTH | Component | | | | 2018 | 1st Quarter | |
|-------------------|--------------------|--|-----------------------|--------|---|-------------|--------|
| | Objectives/Measure | | | Weight | | Target | Actual |
| | SM 11 | Percentage of Employees with Required Competencies Met | Actual Accomplishment | 5% | Baseline data on the Competency Level of Frontline Positions (Postmasters, Tellers and Letter Carriers) | NA | NA |
| | Sub-total | | | 5% | | | |
| | TOTAL | | | 100% | | | |

Prepared by:



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Acting Chief, Systems and Methods Division

Recommending Approval:



MARIA LOURDES L. RIFAREAL

Manager, Corporate Planning Department