

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

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GUZMAN B. MELGAREJO, JR.
ASSISTANT CORPORATE SECRETARY

PHILIPPINE POSTAL CORPORATION

	Component Objectives/Measure	Weight	2018	2nd Quarter		
				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	12%	60.75 M	30.38 M	26.49 M
		1.2 Volume of Mail Delivered	4%	8.61 M	4.31 M	4.65 M
	Sub-total		16%			
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	NA	NA
	SO 3	Enhanced Postive Postal Service Experience to Customers & Partners				
	SM 3	Customers' Satisfaction				
		3.1. Individual	7%	Satisfactory Rating	NA	Enrolled for public bidding
		3.2. Corporate	5%	Satisfactory Rating	NA	
	Sub-total		17%			
FINANCIAL	SO 4	Ensured Financial Efficiency and Growth				
	SM 4	Revenues (Comprising of mail services income, postal payment services, logistics services, retial services & other income)	6%	PhP3,590 M	PhP1,795 M	PhP1,721.3 M
	SM 5	Earning before interest, taxes, depreciation and amortization (EBITDA)	6%	PhP202 M	PhP101 M	PhP170.6 M
	Sub-total		12%			
	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 Manual	NA	Acquisition of ISO 9001 Compliance Review

PHILIPPINE POSTAL CORPORATION

INTERNAL PROCESS	Component Objectives/Measure		Weight	2018	2nd Quarter	
					Target	Actual
	SO 6	Sustained Efficiency and Reliability in the Delivery of Communications and Information, Goods and Merchandise, and Payment Services				
	SM 7	Letter Post Delivery Performance				
		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	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	98% of items delivered within 7 days after Customs clearance
	SM 8	Parcel Post Delivery Performance				
		8.1 International Parcel Post Delivery Performance	5%	85% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance	100% 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)	7.50%	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	91% of items delivered within 3 days after posting
		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	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	98% 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	5%	85%	82.5%	70%
	Sub-total		50%			

PHILIPPINE POSTAL CORPORATION

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	Objectives/Measure	Weight		Target	Actual	
	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)	NA	Competency Assessment of 1,707 Frontline with Plantilla Positions completed
	Sub-total		5%			
TOTAL		100%				

Prepared by:


ZENAIDA V. MATAVERDE
Acting Chief, Systems and Methods Division

Recommending Approval:


MARIA LOURDES L. RIFAREAL
Manager, Corporate Planning Department