


PHILIPPINE POSTAL CORPORATION

	Component	3rd Quarter					
		Objectives/Measure	Weight	2018	Target	Actual	
SOCIAL IMF	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	45.58	39.41
		1.2 Volume of Mail Delivered	Actual Figure	4%	8.61	6.46	7.01
	Sub-total			16%			
	SO 2	Continued Postal Presence in Every Filipino					
	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	Acquisition of 3rd party Market Research, which includes Customer Satisfaction Survey, under public bidding
	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	PhP2,625 M	PhP2,626 M
	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	PhP22.5 M	PhP399.7 M
	Sub-total			12%			
	SO 5	Upheld Postal Service Integrity					
FINANCIAL							

Component		Weight	2018	3rd Quarter		
Objectives/Measure	Target			Actual		
SM 6	ISO Certification	Actual Accomplishment	5%	ISO-Aligned Documentation of its QMS for at Least One (1) Core Process - Post Office Manual	NA	a) Quality Policy and Process Map for approval of the Board of Directors, b) Completed the QMS 106 - Workshop on Continuous Improvement Methodologies as part of the consultancy services for ISO Compliance Review, c) Drafted the Procedure Manual for the subprocesses of the proposed Process Map
SO 6	Sustained Efficiency and Reliability in the Delivery of Letter Post Delivery Performance					
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	98% 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	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)	(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

LEARNING & GROWTH	Component		Weight	2018	3rd Quarter		
	Objectives/Measure				Target	Actual	
		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	97% of items delivered within 3 days after Customs clearance
	SO 7	Improved Efficiencies in the Postal Service through					
	SM 10	Number of Postal Outlets with Internet Connectivity	Number of Postal Outlets with Internet Connectivity / Total number of earning POs	5%	85%	85%	78%
	Sub-total			50%			
	SO 8	Developed and Managed Competencies of Effectual and Competent Human Resources					
	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	NA	Competency Assessment (Technical) for 2529 Frontline Personnel with Plantilla Positions
	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