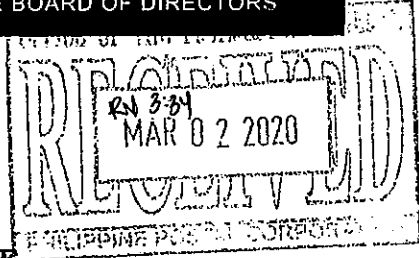


**OFFICE OF THE BOARD OF DIRECTORS**



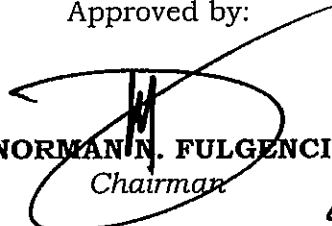
**Board Resolution No. 2020 - 17**

**“APPROVING THE PERFORMANCE MONITORING REPORT OF THE PHILIPPINE POSTAL CORPORATION (PHLPost) FOR CALENDAR YEAR 2019 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 Report of the Philippine Postal Corporation (PHLPost) for Calendar Year 2019 that will be submitted to the Government Commission on GOCCS (GCG) and its subsequent uploading in the corporate website.


Adopted during the 2<sup>nd</sup> Special Meeting of the Board of Directors of the Philippine Postal Corporation held on 27 February 2020 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**  
  
**LIZAMAN B. MELGAREJO JR**  
LINE ASSISTANT, DEPARTMENTAL SECRETARY

2020-07-02-0129

PHILIPPINE POSTAL CORPORATION (PHLPost)

		Objective	Formula	Weight	Rating System	2019 Annual Target	Actual	Rating	Remarks
SOCIAL IMPACT	SO 1	<del>Linked People with Access to Communication Services, Delivery of Goods and Merchandise, and Provision of Postal Payments</del>							
		Postal Traffic (in Million pieces)							
	SM 1	1.1. Volume of Postal Transactions Handled	Actual Figure	8.00%	Actual / Target x Weight	61.86	100.27	8.00%	
		1.2. Volume of Postal Items Delivered	Actual Figure	5.00%	Actual / Target x Weight	8.86	7.80	4.40%	
		<b>Subtotal</b>		<b>13%</b>				<b>12.40%</b>	
STAKEHOLDERS	SO 2	<del>Continue Postal Services in the Community Through Sustainable Partnership with Public and Private Entities</del>							
	SM 2	Expansion of Postal Outlets	Number of Postal Outlets: PHLPost-operated, LGU-operated and private-operated	5.00%	Actual / Target x Weight	Additional 13 (from 2018 baseline)	7	2.69%	
	SM 3	Maintain NGAs/NGOs Partners for Payout Services	Actual Number of Payout Partners	5.00%	Actual / Target x Weight	5	6	5.00%	
	SO 3	<del>Enhance Postal Service Experience to Customers and Partners Through Proactive Customer Service Management</del>							
	SM 4	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	10.00%	Actual / Target x Weight 0% = If less than 80%	90%	84.00%	9.33%	88% - Retail 80% - Corporate
		<b>Subtotal</b>		<b>20.00%</b>				<b>17.03%</b>	
FINANCIAL	SO 4	<del>Ensure Financial Growth and Efficiency by Market Sustainability and Cost Management</del>							
	SM 5	Revenues	Total Revenues	6.00%	Actual / Target x Weight	3,535	4,726.95	6.00%	
	SM 6	Earnings Before Interest, Taxes, Depreciation and Amortization (EBITDA)	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	6.00%	Actual / Target x Weight	30	80.13	6.00%	
			<b>Subtotal</b>		<b>12.00%</b>				<b>12.00%</b>

PHILIPPINE POSTAL CORPORATION (PHLPost)

		Objective	Component	Formula	Weight	Rating System	2019 Annual Target	Actual	Rating	Remarks	
INTERNAL PROCESS	SO 5	Sustain the efficiency and reliability in the delivery of postal items and provision of payment services by quality processes and procedures									
		Express Post Delivery Performance									
	SM 7	7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	Percentage of Postal Items Delivered within the Standard Turnaround Time		6.00%	Actual / Target x Weight	90% of items delivered within 1 day after posting	87% of items delivered within 1 day after posting	5.80%		
		7.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila			6.00%	Actual / Target x Weight	90% of items delivered within 3 days after posting	85% of items delivered within 3 days after posting	5.67%		
INTERNAL PROCESS	SM 7	7.3. International Express Post Delivery Performance, Committed Areas Handled by Express Mail Exchange Department	Percentage of Postal Items Delivered within the Standard Turnaround Time		6.00%	Actual / Target x Weight	95% of items delivered within 1 day after Customs clearance	96% of items delivered within 1 day after Customs clearance	6.00%		
				7.4. International Express Post Delivery Performance, Committed Areas Outside of Those Handled by Express Mail Exchange Department		6.00%	Actual / Target x Weight	95% of items delivered within 3 days after Customs clearance	87% of items delivered within 3 days after Customs clearance	5.49%	
	SM 8	International Parcel Post Delivery Performance			4.00%	Actual / Target x Weight	85% of items delivered within 7 days after Customs clearance	84% of items delivered within 7 days after Customs clearance	3.95%		
	SM 9	Letter Post Delivery Performance									
			9.1. Domestic Ordinary Letter Post Delivery Performance	Percentage of Postal Items Delivered within the Standard Turnaround Time		4.00%	Actual / Target x Weight	85% of items delivered within 7 days after posting	82% of items delivered within 7 days after posting	3.86%	
			9.2. Domestic Registered Letter Post Delivery Performance			4.00%	Actual / Target x Weight	85% of items delivered within 7 days after posting	84% of items delivered within 7 days after posting	3.95%	
	9.3. International Letter Post Delivery Performance		4.00%		Actual / Target x Weight	85% of items delivered within 7 days after Customs clearance	86% of items delivered within 7 days after Customs clearance	4.00%			

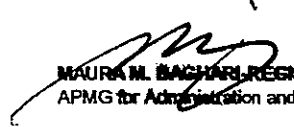
PHILIPPINE POSTAL CORPORATION (PHLPost)

	Objective	Component	Formula	Weight	Rating System	2019 Annual Target	Actual	Rating	Remarks
	<b>SO.6 Uphold Postal Service Integrity by Strengthening Security in Postal Processes</b>								
	SM 10	ISO Certification	ISO Certification of Frontline Services	5.00%	All or Nothing	ISO 9001:2015 Certification of Manila Central Post Office	Implementation of Quality Management System (QMS)	0.00%	
	<b>SO.7 Improve Efficiencies in the Postal Service Through Innovation and ICT</b>								
	SM 11	Percentage of Postal Outlets with Internet Connectivity Enabling Track and Trace	Number of Post Offices with Internet Connectivity / Total Number of Post Offices with Internet Connectivity as of end of previous year	5.00%	Actual / Target x Weight	60% of Postal Outlets with Internet Connectivity	63%	5.00%	814 Postal Outlets
	<b>Subtotal</b>			<b>50.00%</b>				<b>43.73%</b>	
	<b>SO.8 Manage Organizational Competencies by Developing Effectual and Competent Human Resources</b>								
LEARNING AND GROWTH	SM 12	Percentage of Employees Meeting Required Competencies	Personnel meeting Required Competencies / Total Number of personnel	3.00%	Actual / Target x Weight	50% of frontline Personnel Meeting Required Technical competencies	1891	3.00%	
			Actual Accomplishment	2.00%	Actual / Target x Weight	Establish baseline data on Non-Technical Competencies of frontline Personnel (Postmasters, Tellers and Letter Carriers)	3112	2.00%	
	<b>Subtotal</b>			<b>5.0%</b>				<b>5.0%</b>	
<b>TOTAL</b>				<b>100%</b>				<b>90.15%</b>	

Certified Correct:

  
 DONABEL A. ASUNCION  
 Manager, Corporate Planning Department

Date: \_\_\_\_\_

  
 MAURA M. BAGHARI-REYES  
 APMG for Administration and Finance

Date: \_\_\_\_\_

Approved by:

  
 JOEL L. OTARRA  
 Postmaster General & CEO

Date: \_\_\_\_\_

  
 NORMAN N. FULGENCIO  
 Chairman, Board of Directors

Date: \_\_\_\_\_