



Office of the President of the Philippines
GOVERNANCE COMMISSION
FOR GOVERNMENT OWNED OR CONTROLLED CORPORATIONS
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10 November 2017

MR. NORMAN N. FULGENCIO

Chairman

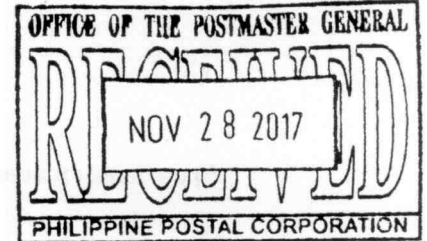
MR. JOEL L. OTARRA

Postmaster General

PHILIPPINE POSTAL CORPORATION (PHLPOST)

3/F Post Office Building

Liwasang Bonifacio, Manila



RE : TRANSMITTAL OF CY 2017 PERFORMANCE SCORECARD

Dear Chairman Fulgencio and Postmaster General Otarra,

This is to formally transmit the Charter Statement and Strategy Map (**Annex A**) and 2017 Performance Scorecard (**Annex B**) of PHLPOST.

The PHLPOST proposed Charter Statement, Strategy Map and Performance Scorecard submitted on 01 March 2017 were MODIFIED based on the discussions made during the technical working group (TWG) meeting held on 27 March 2017 and evaluation of revised documents submitted on 05 September 2017. The CY 2017 Charter Statement, Strategy Map and Performance Scorecard shall take effect IMMEDIATELY. PHLPOST is hereby directed to submit the applicable Quarterly Monitoring Reports and upload the same in its website.

FOR YOUR INFORMATION AND GUIDANCE.

Very truly yours,

SAMUEL G. DAGPIN JR.

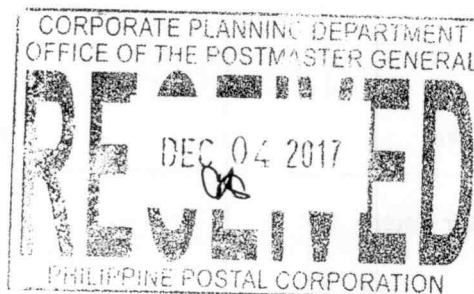
Chairman

MICHAEL P. CLORIBEL

Commissioner

MARITES CRUZ-DORAL

Commissioner



29 Dec 2017, 1:40 PM
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16 Jan 2018 - SMAN

2017-11-28-0048

CY 2017 CHARTER STATEMENT AND STRATEGY MAP (ANNEX A)



MISSION

The Philippine Postal Corporation (PHLPost) provides efficient, competitive and on-time delivery of communications, goods and payment services in any Filipino community.

CORE VALUES

PHLPost's work ethics is founded by:

Integrity

Demonstrated through adherence to honesty in work for a decent life;

Loyalty

Shown in the faithfulness to the company kindled by love for work;

Competence

That encourages confidence in the capability to be productive through teamwork and guided by wisdom; and,

Commitment

Driven by passion to do good for family and country for a life well-lived.

SOCIAL
IMPACT

STAKEHOLDERS

FINANCIAL

INTERNAL
PROCESS

LEARNING
& GROWTH

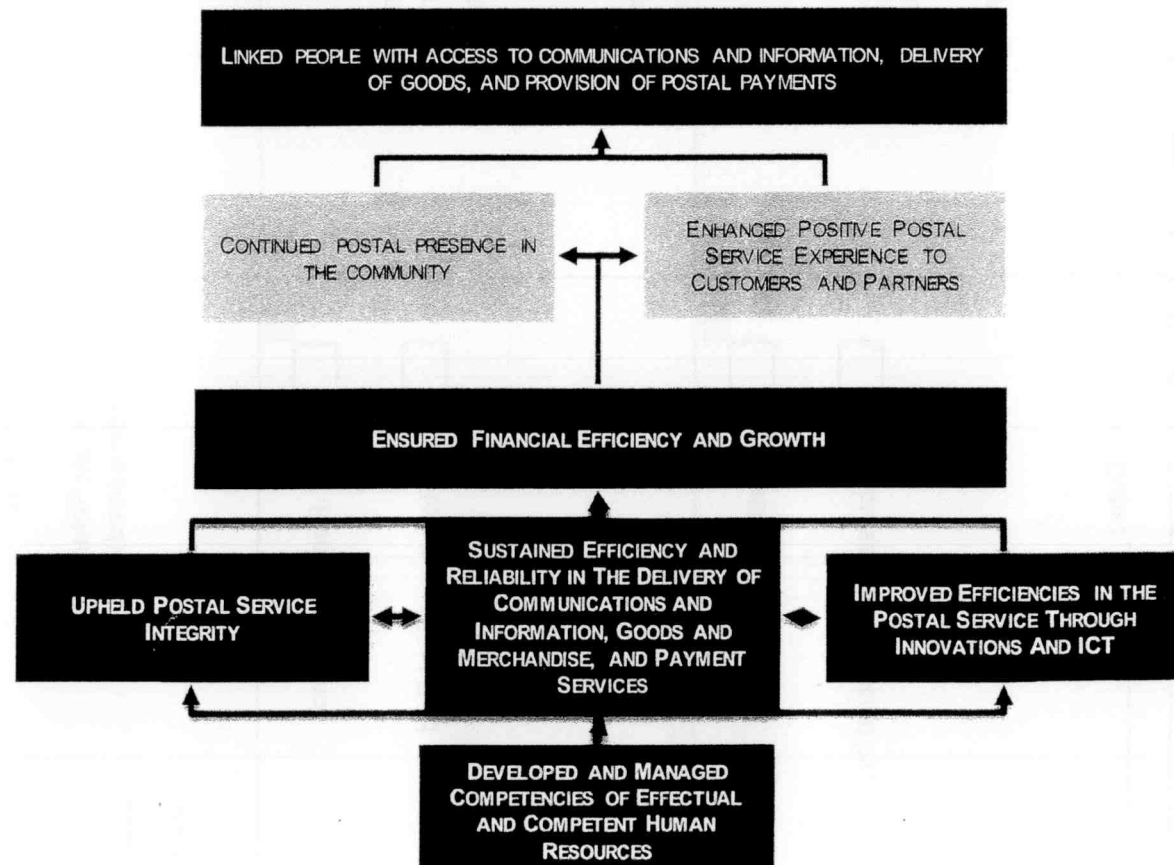
VISION

By 2020, PHLPost is the preferred universal delivery service provider of communications, goods and payment in services every Filipino community

EFFICIENT SERVICES

FINANCIAL SUSTAINABILITY

CUSTOMER CENTRICITY



CY 2017 PERFORMANCE SCORECARD (ANNEX B)

PHILIPPINE POSTAL CORPORATION (PHLPOST)

	Component				Baseline Data			Target
	Objective/Measure	Formula	Weight	Rating Scale	2014	2015	2016	2017
SOCIAL IMPACT	SO 1	Linked People with Access to Communication and Information, Delivery of Goods and Merchandise, and Provision of Postal Payments						
	SM 1	Annual Mail Volume (in Million Pieces)						
		1.1 Volume of Mail Posted	Actual Figure	8%	Actual/Target x Weight	85.19	74.83	77.97
		1.2 Volume of Mail Delivered	Actual Figure	8%	Actual/Target x Weight	140.67	160.17	173.10
	Sub-total		16%					
CUSTOMERS & STAKEHOLDERS	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%	Actual/Target x Weight	3	3	5
	SO 3	Enhanced Positive Postal Service Experience to Customers and Partners						
	SM 3	Customers' Satisfaction	Rating scheme used by third-party provider	12%	Actual/Target x Weight Corporate - 5% Individual - 7%	-	Conduct of third-party customer satisfaction survey	Satisfactory Rating for Individual and Corporate Customers
	Sub-total		17%					
FINANCIAL	SO 4	Ensured Financial Efficiency and Growth						
	SM 4	Revenues ¹	Total Revenues	6%	Actual/Target x Weight	3,531 Million	3,328 Million	3,516 Million
							3,691 Million	

¹ Comprised of Mail Services Income, Postal Payment Services, Logistics Services, Retail Services, and Other Income.

Component					Baseline Data			Target	
Objective/Measure		Formula	Weight	Rating Scale	2014	2015	2016	2017	
SM 5	Earnings before interest, taxes, depreciation and amortization (EBITDA)	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	6%	Actual/Target x Weight	P459 Million	P117 Million	P149 Million	P147.64 Million	
	Sub-total		12%						
INTERNAL PROCESS	SO 5	Upheld Postal Service Integrity							
	SM 6	ISO Certification	Actual Accomplishment	5%	All or Nothing	-	-	-	ISO-Aligned Documentation of its QMS for at Least One (1) Core Process
	Sub-total		5%						
	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	(Number of samples delivered within standard delivery days) ÷ (Total number of samples)	5%	Actual/Target x Weight	-	92.65% of items delivered within 7 days after posting Customs clearance	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%	Actual/Target x Weight	-	95% of items delivered within 7 days after posting Customs clearance	88% of items delivered within 7 days after posting Customs clearance	85% of items delivered within 7 days after posting Customs clearance
	SM 8	Parcel Post Delivery Performance							

Component					Baseline Data			Target
Objective/Measure	Formula	Weight	Rating Scale	2014	2015	2016	2017	
8.1. Domestic Parcel post delivery performance	(Number of samples delivered within standard delivery days) ÷ (Total number of samples)	5%	Actual/Target x Weight	-	90.11% of items delivered within 7 days after posting	86% of items delivered within 7 days after posting	88% of items delivered within 7 days after posting	
8.2. International Parcel post delivery performance		5%	Actual/Target x Weight	-	94.54% of items delivered within 7 days after Customs clearance	87% of items delivered within 7 days after Customs clearance	90% of items delivered within 7 days after Customs clearance	
Express Post Delivery Performance								
SM 9	9.1. Domestic Express post delivery performance, committed areas within Metro Manila	(Number of samples delivered within standard delivery days) ÷ (Total number of samples)	5%	Actual/Target x Weight	-	80% of items delivered within 1.5 days after posting	91% of items delivered within 1 days after posting	90% of items delivered within 1 days after posting
	9.2. Domestic Express post delivery performance, committed areas outside Metro Manila		5%	Actual/Target x Weight	-	89% 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.		5%	Actual/Target x Weight	-	94% of items delivered within 1 days after Customs clearance	100% of items delivered within 1 days after Customs clearance	97% of items delivered within 1 days after Customs clearance
	9.4. International Express post delivery performance, committed areas not serviced by Express Mail Exchange Dept.		5%	Actual/Target x Weight	-	98% of items delivered within 3 days after Customs clearance	95% of items delivered within 3 days after Customs clearance	96% of items delivered within 3 days after Customs clearance
SO 7	Improved Efficiencies in the Postal Service through Innovations and ICT							

Component					Baseline Data			Target
Objective/Measure		Formula	Weight	Rating Scale	2014	2015	2016	2017
	SM 10	Percentage of Revenue-Generating Postal Outlets with Internet Connectivity (Number of postal outlets with internet connectivity ÷ total number of earning POs)	5%	Actual/Target x Weight	-	N/A	N/A	80%
	Sub-total		50%					
LEARNING & GROWTH	SO 8	Developed and Managed Competencies of Effectual and Competent Human Resources						
	SM 11	Percentage of Employees with Required Competencies Met Actual Accomplishment	5%	All or Nothing	-	N/A	N/A	Manual on Competency Model
	Sub-total		5%					
	TOTAL		100%					