



Office of the President of the Philippines
GOVERNANCE COMMISSION
FOR GOVERNMENT OWNED OR CONTROLLED CORPORATIONS
3/F, Citibank Center, 8741 Paseo De Roxas, Makati City, Philippines 1226



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29 January 2019

MR. NORMAN N. FULGENCIO

Chairman

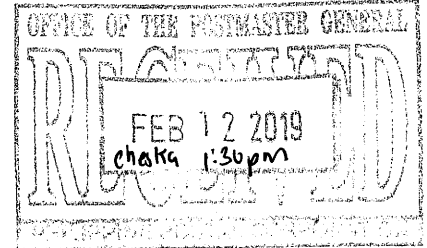
MR. JOEL L. OTARRA

Postmaster General & CEO

PHILIPPINE POSTAL CORPORATION (PHLPost)

3rd Floor Central Office Building

Liwasang Bonifacio, Manila



RE: TRANSMITTAL OF 2019 PERFORMANCE SCORECARD

Dear Chairman Fulgencio and Postmaster General Otarra,

This is to formally transmit the Charter Statement and Strategy Map (**Annex A**) and 2019 Performance Scorecard (**Annex B**) of PHLPost. The same is to be posted in PHLPost's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.¹

The PHLPost-proposed Charter Statement, Strategy Map and Performance Scorecard submitted on 28 September 2018² were **MODIFIED** based on the discussions made during the Technical Panel Meeting (TPM) held on 22 October 2018 and evaluation of documents submitted by PHLPost via e-mail on 11 January 2019.

We take this opportunity to **REMIND** PHLPost that Item 5 of GCG Memorandum Circular No. 2017-02³ mandates GOCCs to submit Quarterly Monitoring Reports and upload the same in the GOCC's website within thirty (30) calendar days from the close of each quarter.

FOR YOUR COMPLIANCE.

Very truly yours,

SAMUEL G. DAGPIN JR.

Chairman

MICHAEL P. CLORIBEL
Commissioner

MARITES C. DORAL
Commissioner

¹ CODE OF CORPORATE GOVERNANCE FOR GOCCs, dated 28 November 2012.

² Officially received by the Governance Commission on 01 October 2018.

³ INTERIM PES FOR THE GOCC SECTOR, dated 30 June 2017.

b

PHILIPPINE POSTAL CORPORATION (PHLPost)



STRATEGY MAP

OUR VISION

By 2022, PHLPost is the **PREFERRED UNIVERSAL DELIVERY SERVICE PROVIDER** of communications, goods and merchandise, and payment services in **EVERY FILIPINO COMMUNITY**

CORE VALUES

PHLPost's work ethics are founded by:

COMPETENCE that encourages confidence in the capability to be productive through teamwork and guided by wisdom;

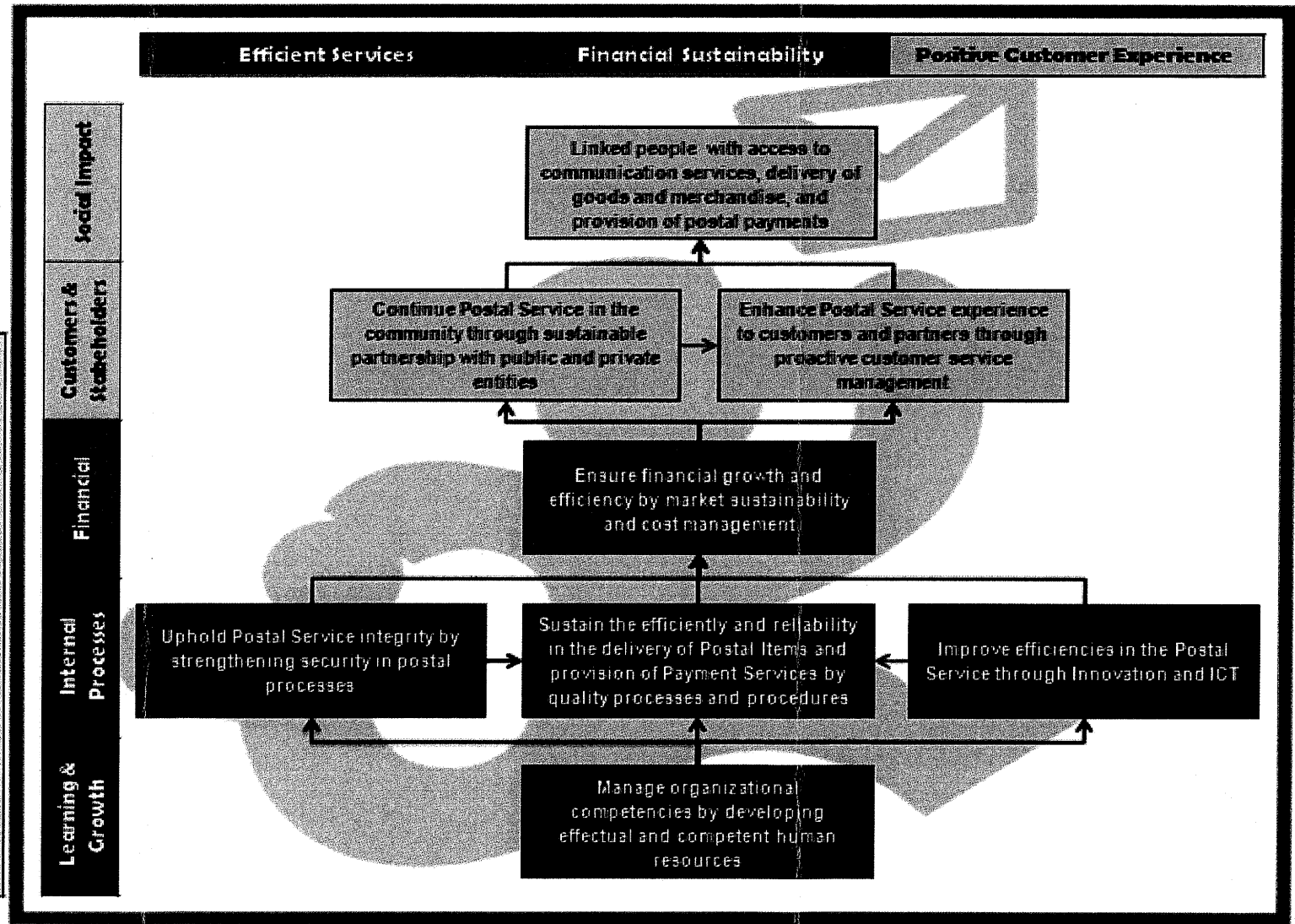
INTEGRITY demonstrated through adherence to the honesty in work for a decent life;

LOYALTY shown in the faithfulness to the company bindled by love for work; and,

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

OUR MISSION

The Philippine Postal Corporation provides **EFFICIENT , COMPETITIVE and ON-TIME DELIVERY** of communications, goods and merchandise, and payment services in **ANY FILIPINO COMMUNITY**



PHILIPPINE POSTAL CORPORATION (PHLPost)

SOCIAL IMPACT	Component				Baseline Data		Targets		
	Objective	Weight	Formula	Rating Scale ^{a/}	2016	2017	2018	2019	
	SO 1	Linked People with Access to Communication Services, Delivery of Goods and Merchandise, and Provision of Postal Payments							
	SM 1	Postal Traffic (in Million pieces)							
		1.1. Volume of Postal Transactions Handled	8%	Actual Figure	Actual / Target x Weight	68.26	64.41	60.75	61.86
		1.2. Volume of Postal Items Delivered	5%	Actual Figure	Actual / Target x Weight	9.83	8.84	8.61	8.86
		Subtotal	13%						
	SO 2	Continue Postal Services in the Community Through Sustainable Partnership with Public and Private Entities							
	SM 2	Expansion of Postal Outlets	5%	Number of Postal Outlets: PHLPost-operated, LGU-operated and private-operated	Actual / Target x Weight	1,309	1,318	N/A	Additional 63 (from 2018 baseline)
	SM 3	Maintained NGAs/NGOs Partners for Payout Services	5%	Actual Number of Payout Partners	Actual / Target x Weight	5	5	5	5
STAKEHOLDERS	SO 3	Enhance Postal Service Experience to Customers and Partners Through Proactive Customer Service Management							
	SM 4	Percentage of Satisfied Customers	10%	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	Actual / Target x Weight 0% = If less than 80%	N/A	N/A	90%*	90%*
		Subtotal	20%						

* Using the Standard Methodology and Questionnaire developed by GCG.

	Component				Baseline Data		Targets		
	Objective	Weight	Formula	Rating Scale ^{af}	2016	2017	2018	2019	
FINANCIAL	SO 4	Ensure Financial Growth and Efficiency by Market Sustainability and Cost Management							
	SM 5	Revenues	6%	Total Revenues	Actual / Target x Weight	₱3,516 M	₱3,530 M	₱3,500 M	₱3,535 M
	SM 6	Earnings Before Interest, Taxes, Depreciation and Amortization (EBITDA)	6%	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	Actual / Target x Weight	₱149 M	₱197.63 M	₱30 M	₱30 M
	Subtotal		12%						
INTERNAL PROCESS	SO 5	Sustain Efficiency and Reliability in the Delivery of Postal Items and Provision of Payment Services by Quality Processes and Procedures							
	SM 7	Express Post Delivery Performance							
		7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	6%	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target x Weight	91% 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	90% of items delivered within 1 day after posting
		7.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila	6%		Actual / Target x Weight	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	90% of items delivered within 3 days after posting
7.3. International Express Post Delivery Performance, Committed Areas Handled by Express Mail Exchange Department	6%	Actual / Target x Weight	100% of items delivered within 1 day after Customs clearance		97% of items delivered within 1 day after Customs clearance	95% of items delivered within 1 day after Customs clearance	95% of items delivered within 1 day after Customs clearance		

Component					Baseline Data		Targets		
	Objective	Weight	Formula	Rating Scale ^{a/}	2016	2017	2018	2019	
	7.4. International Express Post Delivery Performance, Committed Areas Outside of Those Handled by Express Mail Exchange Department	6%		Actual / Target x Weight	95% of items delivered within 3 days after Customs clearance	96% 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	
INTERNAL PROCESS	SM 8	International Parcel Post Delivery Performance	4%	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target x Weight	87% of items delivered within 7 days after Customs clearance	90% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance
	SM 9	Letter Post Delivery Performance							
		9.1. Domestic Ordinary Letter Post Delivery Performance	4%	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target x Weight	85% of items delivered within 7 days after posting	86% of items delivered within 7 days after posting	N/A	85% of items delivered within 7 days after posting
		9.2. Domestic Registered Letter Post Delivery Performance	4%		Actual / Target x Weight	87% of items delivered within 7 days after posting	86% of items delivered within 7 days after posting	N/A	85% of items delivered within 7 days after posting
		9.3. International Letter Post Delivery Performance	4%		Actual / Target x Weight	92% of items delivered within 7 days after posting	97% of items delivered within 7 days after posting	N/A	85% of items delivered within 7 days after Customs clearance
	SO 6	Uphold Postal Service Integrity by Strengthening Security in Postal Processes							
	SM 10	ISO Certification	5%	ISO Certification of Frontline Services	All or Nothing	-	ISO-Aligned Documentation of QMS for the Improved Postal ID	ISO-aligned Documentation of QMS for at least One (1) Core Process (Post Office)	ISO 9001:2015 Certification of Manila Central Post Office

LEARNING AND GROWTH	Component				Baseline Data		Targets		
	Objective	Weight	Formula	Rating Scale ^{a/}	2016	2017	2018	2019	
	SO 7	Improve Efficiencies in the Postal Service Through Innovation and ICT							
	SM 11	Percentage of Postal Outlets with Internet Connectivity Enabling Track and Trace	5%	Number of Post Offices with Internet Connectivity / Total Number of Post Offices as of end of previous year	Actual / Target x Weight	N/A	N/A	N/A	60% of Postal Outlets
	Subtotal		50%						
	SO 8	Manage Organizational Competencies by Developing Effectual and Competent Human Resources							
	SM 12	Percentage of Employees Meeting Required Competencies	3%	Personnel meeting Required Competencies/Total Number of Personnel	Actual / Target x Weight	N/A	Manual on Competency Model	Baseline Data on Competency Level of Frontline Positions (Postmasters, Tellers and Letter Carriers)	50% of Frontline Personnel Meeting Required Technical Competencies
			2%	Actual Accomplishment	Actual / Target x Weight				Establish Baseline Data on Non-Technical Competencies of Frontline Personnel (Postmasters, Tellers and Letter Carriers)
	Subtotal		5%						
	TOTAL		100%						

a/ But not to exceed the weight assigned per indicator.