

Board Resolution No. 2019 - 31

“APPROVING THE PERFORMANCE MONITORING REPORT FOR THE PERFORMANCE SCORECARD OF THE PHILIPPINE POSTAL CORPORATION (PHLPost) FOR THE 4TH QUARTER OF CALENDAR YEAR 2018 THAT WILL BE SUBMITTED TO THE GOVERNMENT COMMISSION ON GOCCs (GCG) AND ITS SUBSEQUENT UPLOADING IN THE CORPORATE WEBSITE.”

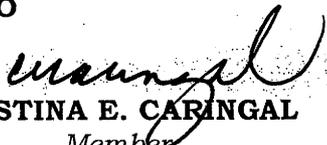
RESOLVED, as it hereby resolves, to approve the Performance Monitoring Report for the Performance Scorecard of the Philippine Postal Corporation (PHLPost) for the 4th Quarter for Calendar Year 2018 that will be submitted to the Government Commission on GOCCS (GCG) and its subsequent uploading in the corporate website.

Adopted during the 3rd Special Meeting of the Board of Directors of the Philippine Postal Corporation held on 21 March 2019 at the City of Manila, Philippines.

Approved by:


NORMAN N. FULGENCIO
Chairman

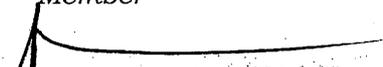

JOEL L. OTARRA
Vice Chairman & Postmaster General


CRISTINA E. CARINGAL
Member


RIDGWAY M. TANJILI
Member


RAUL B. BENDIGO
Member

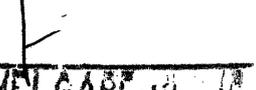

LIBERTY C. AVILA
Member


PELAGIO S. PAGUICAN
Member

Attested by:


ATTY. LINDEZA R. ROGERO-GAVINO
Corporate Secretary

CERTIFIED TRUE COPY


GUZMAN B. MELGAREJO
ACTING ASSISTANT CORPORATE SECRETARY

PHLPost EXECOM RESOLUTION NO. 2019 - 10

12 March 2019

Subject : **4th Quarter CY2018 Monitoring Report**

WHEREAS, Republic Act No. 10149 mandated the Governance Commission for Government-Owned and Controlled Corporations (GCG) to actively exercise the State's ownership rights through the institutionalization of a Performance Evaluation System (PES);

WHEREAS, GCG issued Memorandum Circular No. 2013-02 which provided the framework for setting the organizational targets of a GOCC;

WHEREAS, GCG issued Memorandum Circular No. 2017-02 which provided the interim guidelines on the Performance Evaluation System (PES) for the GOCC Sector. Item 5 of this Circular requires that upon GCG's approval and issuance of the GOCC's Performance Scorecard, the concerned GOCC shall accomplish the requisite Quarterly Monitoring Report, submit same to GCG and upload in the GOCC's website;

WHEREAS, GCG, in a letter received at the Office of the Postmaster General on 18 February 2019, directed PHLPost to submit within fifteen (15) days from receipt of the letter its 4th Quarter Monitoring Report;

WHEREAS, the 4th Quarter Monitoring Report of Corporation was prepared by the Corporate Planning Department based on the monitoring and consolidation of 4th quarter accomplishment reports from concerned offices and presented to PHLPost management and senior officers during the Business Performance Review: 2018 Yearend Assessment and 2019 Action Planning held last 20-22 February 2019;

WHEREAS, the 4th Quarter Monitoring Report of the Corporation was officially submitted to GCG on 05 March 2019 pending the approval from the Board of Directors to comply with the deadline set by GCG;

HERETO, RESOLVED, that the PHLPost EXECOM recommends for approval to the Board of Directors the 4th Quarter CY2018 Monitoring Report for the Performance Scorecard as submitted to GCG on 05 March 2019.

THAT, upon approval of the Board of Directors,

1. The Acting Manager, Corporate Planning Department is directed to provide copy of the Board Resolution approving the 4th Quarter Monitoring Report to GCG.

2. The Manager MISD is directed to upload the 4th Quarter Monitoring Report to the corporate website.

ADOPTED this 12th day of March 2019 during the 2nd PHLPost EXECOM Meeting held at the Business Operations Center, 3/F Central Post Office Building, Liwasang Bonifacio, Manila.


(Ms.) MAURA M. BAGHARI-REGIS
Assistant Postmaster General for Administration and Finance


(Mr.) LUIS D. CARLOS
Assistant Postmaster General for
Marketing


(Mr.) JOEL L. ZAMUDIO
OIC – Office of the Assistant
Postmaster General for Operations


(Mr.) JOEL L. OTARRA
Postmaster General and CEO

File: PHLPost EXECOM

Cc: The CorPlan Manager
The MISD Manager

PHILIPPINE POSTAL CORPORATION

Component		Weight	4th Quarter			Rating	Rating without Measure for Exclusion	Remarks	
Objectives/Measure	2018		Target	Actual					
TOTAL RATING						80.51%	80.51%		
TOTAL RATING TO BE ELIGIBLE FOR PBB						90.00%	72.46%		
SOCIAL IMPACT	SO 1	Linked People with Access to Communication and Information, Delvery of Goods Merchandise, and Provision of Postal Payments							
	SM1	Annual Transactions Handled (In million)							
		1.1 Volume of Transactions Accepted	12%	60.75 M	60.75 M	50.97 M	10.07%	10.07%	
		1.2 Volume of Mail Delivered	4%	8.61 M	8.61 M	9.05 M	4.00%	4.00%	
	Sub-total	16%				14.07%	14.07%		
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	5	6	5.00%	5.00%	
	SO 3	Enhanced Postive Postal Service Experience to Customers & Partners							
		Percentage of Satisfied Customers	12%	90% <i>(Using the Standard Methodology and Questionnaire developed by GCG)</i>	90% <i>(Using the Standard Methodology and Questionnaire developed by GCG)</i>	On-going Review of Draft Contract with Winning Bidder	0.00%	0.00%	Requested for exclusion
	Sub-total	17%				5.00%	5.00%		
FINANCIAL	SO 4	Ensured Financial Efficiency and Growth							
	SM 4	Revenues <i>(Comprising of mail services income, postal payment services, logistics services, retail services & other income)</i>	6%	PhP3,500 M	PhP3,500 M	PhP3,700 M	6.00%	6.00%	
	SM 5	Earning before interest, taxes, depreciation and amortization (EBITDA)	6%	PhP30 M	PhP30 M	PhP 121.6 M	6.00%	6.00%	
		Sub-total	12%				12.00%	12.00%	
INTERNAL PROCESS	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 Operations	ISO-Aligned Documentation of its QMS for at Least One (1) Core Process - Post Office Operations	ISO-Aligned Documentation of its QMS for at Least One (1) Core Process - Post Office Operations	5.00%	5.00%	
	SO 6	Sustained Efficiency and Reliability in the Delivery of Communications and Information, Goods and Merchandise, and Payment Services							
	SM 7	<i>Letter Post Delivery Performance</i>							
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	5.00%	5.00%		
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	86% of items delivered within 7 days after Customs clearance	5.00%	5.00%		

Component	Objectives/Measure	Weight	4th Quarter			Rating	Rating without Measure for Exclusion	Remarks	
			2018	Target	Actual				
INTERNAL PROCESS	<i>Parcel Post Delivery Performance</i>								
	SM 8	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	85% of items delivered within 7 days after Customs clearance	5.00%	5.00%	
	<i>Express Post Delivery Performance</i>								
	SM 9	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	7.50%	7.50%	
		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	5.00%	5.00%	
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	95% of items delivered within 1 day after Customs	100% of items delivered within 1 day after Customs	7.50%	7.50%		
	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	95% of items delivered within 3 days after Customs clearance	5.00%	5.00%		
SO 7 Improved Efficiencies in the Postal Service through Innovations and ICT									
SM 10	Number of Postal Outlets with Internet Connectivity	5%	85%	85%	76%	4.44%	4.44%		
Sub-total		50%				49.44%	49.44%		
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)	Baseline data on the Competency Level of Frontline Positions (Postmasters, Tellers and Letter Carriers)	Competency Assessment (Technical) 3,240 for Frontline Personnel with Plantilla Positions	0.00%	0.00%	Requested for exclusion	
Sub-total		5%				0.00%	0.00%		
TOTAL		100%				80.51%	80.51%		

Prepared by:

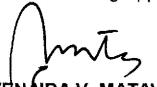

RODEL V. DELA PASION
 Acting Chief, Systems and Methods Division

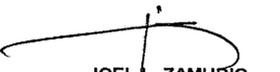
Approved by:


JOEL L. OTARRA
 Postmaster General & CEO


MAURA M. BAGHARI-REGIS
 APMG for Administration and Finance

Recommending Approval:


ZENAIDA V. MATAVERDE
 Acting Manager, Corporate Planning Department


JOEL L. ZAMUDIO
 OIC-APMG for Operations


LUIS D. CARLOS
 APMG for Marketing and Management Support Services

Board Resolution No. 2018 - 131

“APPROVING THE PERFORMANCE MONITORING REPORT FOR THE PERFORMANCE SCORECARD OF THE PHILIPPINE POSTAL CORPORATION (PHLPost) FOR THE 3RD QUARTER 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 Report for the Performance Scorecard of the Philippine Postal Corporation (PHLPost) for the 3rd Quarter 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 11th Special Meeting of the Board of Directors of the Philippine Postal Corporation held on 14 November 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 G. AVILA

Member

PELAGIO S. PAGUICAN

Member

Attested by:

ATTY. LINDEZA R. ROGERO-GAVINO
Corporate Secretary

CERTIFIED TRUE COPY

GUZMAN B. MELGAREJO JR.
ACTING ASSISTANT CORPORATE SECRETARY

PHLPost EXECOM RESOLUTION NO. 2018 - 32
12 November 2018

Subject : **3rd Quarter CY2018 Monitoring Report**

WHEREAS, Republic Act No. 10149 mandated the Governance Commission for Government-Owned and Controlled Corporations (GCG) to actively exercise the State's ownership rights through the institutionalization of a Performance Evaluation System (PES);

WHEREAS, GCG issued Memorandum Circular No. 2013-02 which provided the framework for setting the organizational targets of a GOCC;

WHEREAS, GCG issued Memorandum Circular No. 2017-02 which provided the interim guidelines on the Performance Evaluation System (PES) for the GOCC Sector. Item 5 of this Circular requires that upon GCG's approval and issuance of the GOCC's Performance Scorecard, the concerned GOCC shall accomplish the requisite Quarterly Monitoring Report, submit same to GCG and upload in the GOCC's website;

WHEREAS, the Philippine Postal Corporation (PHLPost) has proposed eleven (11) Specific Measures spread within the eight (8) identified Specific Objectives under the five (5) Perspectives of Social Impact, Customers and Stakeholders, Financial, Internal Processes, and Learning and Growth during the Performance Negotiation Agreement for CY 2018;

WHEREAS, based on the monitoring and consolidation of 3rd quarter accomplishment reports from concerned offices, the Corporate Planning Department presented the 3rd Quarter Monitoring Report of the Corporation;

HERETO, RESOLVED, that the PHLPost EXECOM recommends for approval of the Board of Directors the submission to the Governance Commission on GOCCs the 3rd Quarter CY2018 Monitoring Report for the Performance Scorecard and its subsequent uploading in the corporate website.

THAT, upon approval of the Board of Directors:

1. The Manager, Corporate Planning Department is directed to submit the 3rd Quarter CY2018 Monitoring Report to GCG.
2. The Manager, MISD is likewise directed to upload the 3rd Quarter CY2018 Monitoring Report in the corporate website.

ADOPTED this 12th day of November 2018 during the Special PHLPost EXECOM Meeting held at the Business Operations Center, 3/F Central Post Office Building, Liwasang Bonifacio, Manila.



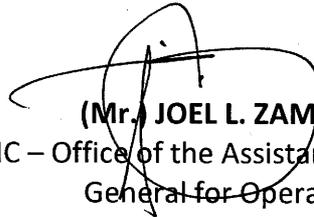
(Ms.) MAURA M. BAGHARI - REGIS

Assistant Postmaster General for Administration and Finance



(Mr.) LUIS D. CARLOS

Assistant Postmaster General for
Marketing



(Mr.) JOEL L. ZAMUDIO

OIC – Office of the Assistant Postmaster
General for Operations



(Mr.) JOEL L. OTARRA

Postmaster General and CEO

File: PHLPost EXECOM

Cc: The CorPlan Manager
The MISD Manager



PHILIPPINE POSTAL CORPORATION

	Component	Weight	2018		3rd Quarter		
			Target	Actual	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
CUSTOMERS AND STAKEHOLDERS	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% <i>(Using the Standard Methodology and Questionnaire developed by GCG)</i>	NA	Acquisition of 3rd party Market Research, which includes Customer Satisfaction Survey, under public bidding
	Sub-total		17%				
FINANCIAL	SO 4	Ensured Financial Efficiency and Growth					
	SM 4	Revenues (in millions) <i>(Comprising of mail services income, postal payment services, logistics services, retail services & other income)</i>	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
			Sub-total		12%		
	SO 5	Upheld Postal Service Integrity					

Component		Weight	2018	3rd Quarter		
Objectives/Measure	Actual Accomplishment			Target	Actual	
SM 6	ISO Certification	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
SM 8	<i>Parcel Post Delivery Performance</i>					
	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	<i>Express Post Delivery Performance</i>					
	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

LEARN & 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%
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

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. PAGUIGAN
Member

Attested by:

ATTY. LINDEZA R. ROGERO-GAVINO
Corporate Secretary

CERTIFIED TRUE COPY

GUZMAN B. MELGAREJO, JR.
ASSISTANT CORPORATE SECRETARY

PHLPost EXECOM RESOLUTION NO. 2018 - 21

28 August 2018

Subject : **2nd Quarter CY2018 Monitoring Report**

WHEREAS, Republic Act No. 10149 mandated the Governance Commission for Government-Owned and Controlled Corporations (GCG) to actively exercise the State's ownership rights through the institutionalization of a Performance Evaluation System (PES);

WHEREAS, GCG issued Memorandum Circular No. 2013-02 which provided the framework for setting the organizational targets of a GOCC;

WHEREAS, GCG issued Memorandum Circular No. 2017-02 which provided the interim guidelines on the Performance Evaluation System (PES) for the GOCC Sector. Item 5 of this Circular requires that upon GCG's approval and issuance of the GOCC's Performance Scorecard, the concerned GOCC shall accomplish the requisite Quarterly Monitoring Report, submit same to GCG and upload in the GOCC's website;

WHEREAS, the Philippine Postal Corporation (PHLPost) has proposed eleven (11) Specific Measures spread within the eight (8) identified Specific Objectives under the five (5) Perspectives of Social Impact, Customers and Stakeholders, Financial, Internal Processes, and Learning and Growth during the Performance Negotiation Agreement for CY 2018;

WHEREAS, based on the monitoring and consolidation of 2nd quarter accomplishment reports from concerned offices, the Corporate Planning Department presented the 2nd Quarter Monitoring Report of the Corporation;

HERETO, RESOLVED, that the PHLPost EXECOM recommends for approval of the Board of Directors the submission to the Governance Commission on GOCCs the 2nd Quarter CY2018 Monitoring Report for the Performance Scorecard and its subsequent uploading in the corporate website.

THAT, upon approval of the Board of Directors:

1. The Manager, Corporate Planning Department is directed to submit the 2nd Quarter CY2018 Monitoring Report to GCG.
2. The Manager, MISD is likewise directed to upload the 2nd Quarter CY2018 Monitoring Report in the corporate website.

2018-09-03-0053

ADOPTED this 28th day of August 2018 during the 9th PHLPost EXECOM regular meeting held at the OAPMG for Operations Conference Room, 3/F Central Post Office Building, Liwasang Bonifacio, Manila.


(Ms.) MAURA M. BAGHARI - REGIS

Assistant Postmaster General for Administration and Finance



(Mr.) LUIS D. CARLOS

Assistant Postmaster General for
Marketing



(Mr.) JOEL L. ZAMUDIO

OIC – Office of the Assistant Postmaster
General for Operations



(Mr.) JOEL L. OTARRA

Postmaster General and CEO

File: PHLPost EXECOM

Cc: The CorPlan Manager
The MISD Manager



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					
	SM 1	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 <i>(Comprising of mail services income, postal payment services, logistics services, retial services & other income)</i>	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	<i>Letter Post Delivery Performance</i>				
	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	<i>Parcel Post Delivery Performance</i>				
	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	<i>Express Post Delivery Performance</i>				
	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

	Component Objectives/Measure	Weight	2018	2nd Quarter		
			Target	Actual		
LEARNING & GROWTH	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

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. PAGUIGAN
Member

Attested by:

ATTY. LINDEZA R. ROGERO-GAVINO
Corporate Secretary

CERTIFIED TRUE COPY

GUZMAN B. MELGAREJO, JR.
ASSISTANT CORPORATE SECRETARY

PHLPost EXECOM RESOLUTION NO. 2018 - 14

26 July 2018

Subject : **1st Quarter CY2018 Monitoring Report**

WHEREAS, Republic Act No. 10149 mandated the Governance Commission for Government-Owned and Controlled Corporations (GCG) to actively exercise the State's ownership rights through the institutionalization of a Performance Evaluation System (PES);

WHEREAS, GCG issued Memorandum Circular No. 2013-02 which provided the framework for setting the organizational targets of a GOCC;

WHEREAS, GCG issued Memorandum Circular No. 2017-02 which provided the interim guidelines on the Performance Evaluation System (PES) for the GOCC Sector. Item 5 of this Circular requires that upon GCG's approval and issuance of the GOCC's Performance Scorecard, the concerned GOCC shall accomplish the requisite Quarterly Monitoring Report, submit same to GCG and upload in the GOCC's website;

WHEREAS, on 18 June 2018 GCG officially transmitted to PHLPost its approved CY2018 Performance Scorecard and directed PHLPost to submit the 1st Quarter Monitoring Report and upload same in the corporate website;

WHEREAS, based on the monitoring and consolidation of 1st quarter accomplishment reports from concerned offices, the Corporate Planning Department presented the 1st Quarter Monitoring Report of the Corporation;

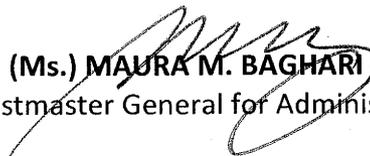
WHEREAS, as per guidance of the PHLPost EXECOM members, and to reflect the actual accomplishment of PHLPost for purposes of information and monitoring of concerned offices, those targets whose timeline of accomplishment is at the end of the year shall be provided zero rating for its assigned weight, thus the actual rating of PHLPost for the 1st Quarter CY2018 is 70.95%.

HERETO, RESOLVED, that the PHLPost EXECOM recommends for approval of the Board of Directors the submission to the Governance Commission on GOCCs the 1st Quarter CY2018 Monitoring Report for the Performance Scorecard and its subsequent uploading in the corporate website.

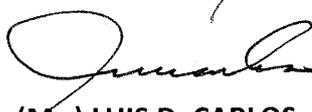
THAT, upon approval of the Board of Directors:

1. The Manager, Corporate Planning Department is directed to submit the 1st Quarter CY2018 Monitoring Report to GCG.
2. The Manager, MISD is likewise directed to upload the 1st Quarter CY2018 Monitoring Report in the corporate website.

ADOPTED this 26th day of July 2018 during the 8th PHLPost EXECOM regular meeting held at the Business Operations Center, 3/F Central Post Office Building, Liwasang Bonifacio, Manila.


(Ms.) MAURA M. BAGHARI REGIS

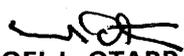
Assistant Postmaster General for Administration and Finance


(Mr.) LUIS D. CARLOS

Assistant Postmaster General for
Marketing


(Mr.) JOEL L. ZAMUDIO

OIC – Office of the Assistant Postmaster
General for Operations


(Mr.) JOEL L. OTARRA

Postmaster General and CEO

File: PHLPost EXECOM

Cc: The MISD Manager



PHILIPPINE POSTAL CORPORATION

	Component	Objectives/Measure	Weight	2018	1st Quarter		
					Target	Actual	
SOCIAL IMPACT	SO 1	Linked People with Access to Communication and Information, Delivery 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	15.19	13.44
		1.2 Volume of Mail Delivered	Actual Figure	4%	8.61	2.16	2.46
		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	Actual Number	5%	5	NA	NA
	SO 3	Enhanced Positive 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% <i>(Using the Standard Methodology and Questionnaire developed by GCG)</i>	NA	NA
		Sub-total		17%			
FINANCIAL	SO 4	Ensured Financial Efficiency and Growth					
	SM 4	Revenues (in millions) <i>(Comprising of mail services income, postal payment services, logistics services, retail services & other income)</i>	Total Revenues	6%	3500	875	831.5
	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	7.5	129.9
			Sub-total		12%		
	SO 5	Upheld Postal Service Integrity					
	SM 6	ISO Certification	Actual Accomplishment	5%	ISO-Aligned Documentation of its QMS for at Least One (1) Core Process - Post Office Manual	NA	NA
	SO 6	Sustained Efficiency and Reliability in the Delivery of Communications and Information, Goods and Merchandise, and Payment Services					
		<i>Letter Post Delivery Performance</i>					

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Component	Objectives/Measure	Weight	2018			
			Target	Actual		
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	94% of items delivered within 7 days after Customs clearance
SM 8	<i>Parcel Post Delivery Performance</i>					
	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	95% of items delivered within 7 days after Customs clearance
SM 9	<i>Express Post Delivery Performance</i>					
	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
	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	95% 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	Number of Postal Outlets with Internet Connectivity / Total number of earning POs	5%	85%	85%	79%
	Sub-total		50%			
SO 8	Developed and Managed Competencies of Effectual and Competent Human Resources					

LEARNING & GROWTH	Component			2018	1st Quarter	
	Objectives/Measure		Weight		Target	Actual
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 Carriers)	NA	NA
		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