



09 January 2020

**MR. NORMAN N. FULGENCIO**  
*Chairman*

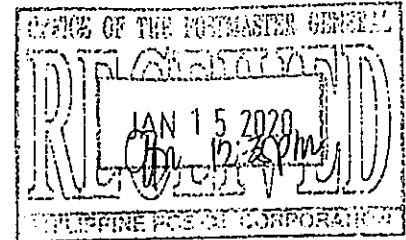
**MR. JOEL L. OTARRA**

*Postmaster General*

**PHILIPPINE POSTAL CORPORATION (PHLPOST)**

3<sup>rd</sup> Floor Main Post Office Building

Liwasang Bonifacio, Manila



**RE: TRANSMITTAL OF 2020 PERFORMANCE SCORECARD**

Dear Chairman Fulgencio and Postmaster General Otarra,

This is to formally transmit the Charter Statement and Strategy Map (**Annex A**) and 2020 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.<sup>1</sup>

The PHLPost-proposed Charter Statement, Strategy Map and Performance Scorecard submitted through its letter dated 19 September 2019<sup>2</sup> were **MODIFIED** based on the discussions made during the Technical Panel Meeting (TPM) held on 30 October 2019 and evaluation of revised documents submitted through a letter dated 14 November 2019.<sup>3</sup>

We take this opportunity to remind PHLPost that Item 5 of GCG Memorandum Circular No. 2017-02<sup>4</sup> 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. PHLPost is requested to submit its revised Quarterly Targets based on the attached scorecard upon submission of the 1<sup>st</sup> Quarter Monitoring Report for 2020.

**FOR YOUR COMPLIANCE.**

Very truly yours,

**SAMUEL G. DAGPIN JR.**

*Chairman*

**MICHAEL P. CLORIBEL**  
*Commissioner*

**MARITES CRUZ-DORAL**  
*Commissioner*

<sup>1</sup> CODE OF CORPORATE GOVERNANCE FOR GOCCs, dated 28 November 2012.  
<sup>2</sup> Officially received by the Governance Commission on 30 September 2019.  
<sup>3</sup> Officially received by the Governance Commission on 21 November 2019.  
<sup>4</sup> INTERIM PES FOR THE GOCC SECTOR, dated 30 June 2017.

# 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

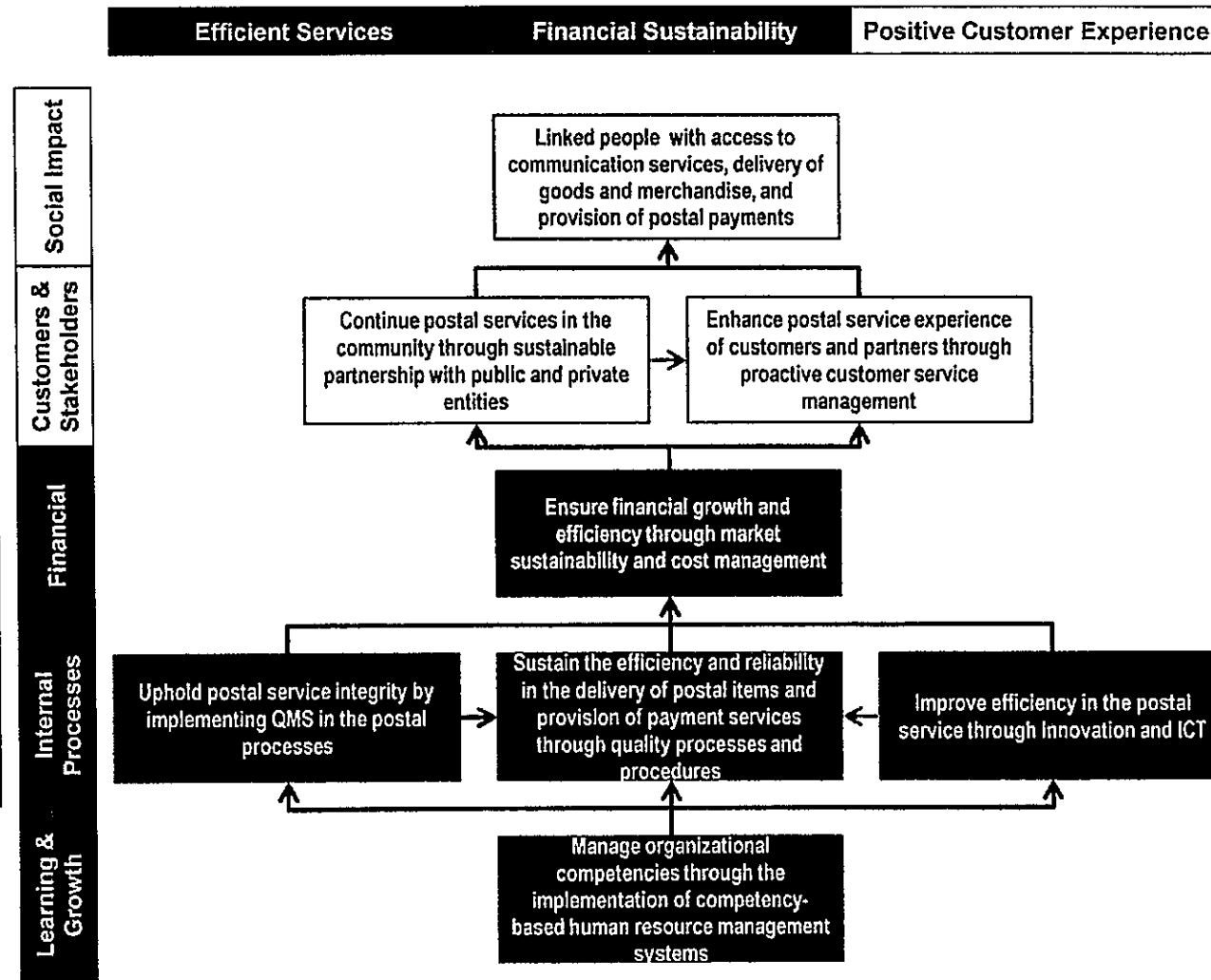
## CORE VALUES

PHLPost's work ethics are founded by:

- Commitment
- Innovation
- Teamwork
- Entrepreneurial Spirit
- Patriotism
- Integrity
- Excellence
- Spirituality

## 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



2020 PERFORMANCE SCORECARD (ANNEX B)

PHILIPPINE POSTAL CORPORATION (PHLPost)

	Component				Baseline Data		Targets			
	Objective	Weight	Formula	Rating Scale <sup>a/</sup>	2017	2018	2019	2020		
SOCIAL IMPACT	<b>SO 1: Linked People with Access to Communication Services, Delivery of Goods and Merchandise, and Provision of Postal Payments</b>									
	SM 1	Postal Mail Traffic (Transactions Handled in Millions)	8%	Actual Figure	Actual / Target	64.41	51.97	61.86	69.49	
		<b>Subtotal</b>	<b>8%</b>							
	<b>SO 2: Continue Postal Services in the Community Through Sustainable Partnership with Public and Private Entities</b>									
	SM 2	Number of Municipalities and Cities with Postal Access (out of a total of 1,628)	5%	Number of Municipalities with PHLPost-operated, Local Government Unit (LGU)-operated or Private-operated postal outlet/s	Actual / Target	-	-	-	904 (18 additional cities and municipalities)	
STAKEHOLDERS		SM 3	Number of NGAs/NGOs Partners for Services	5%	Actual Number of Payout Partners (Should not be for free or at a loss)	Actual / Target	5	6	5	10
	<b>SO 3: Enhance Postal Service Experience to Customers and Partners Through Proactive Customer Service Management</b>									
		SM 4	Percentage of Satisfied Customers	5%	Number of Customers Who Rated Satisfactory or Very Satisfactory / Total Number of Customers Sampled	Actual / Target 0% = If less than 80%  a. Individual Customers = 3% b. Corporate Clients = 2%	N/A	N/A	90%	90%* (Using the GCG Enhanced Guidelines for the Conduct of the CSS)
			<b>Subtotal</b>	<b>15%</b>						

\* Using the Standard Methodology and Questionnaire developed by GCG.

	Component				Baseline Data		Targets		
	Objective	Weight	Formula	Rating Scale <sup>a/</sup>	2017	2018	2019	2020	
FINANCIAL	<b>SO 4 Ensure Financial Growth and Efficiency by Market Sustainability and Cost Management</b>								
	SM 5	Revenues	6%	Total Revenues	Actual / Target	₱3.530 B	₱3.675 B	₱3.535 B	₱4.076 B
	SM 6	Earnings Before Interest, Taxes, Depreciation and Amortization (EBITDA)	6%	EBITDA Excluding Subsidies ( <i>Franking Privilege reimbursed from National Government and from non-shareholders</i> )	Actual / Target	₱197.63 M	₱28.89 M	₱30 M	₱97.03 M
	<b>Subtotal</b>		<b>12%</b>						
	<b>SO 5 Sustain Efficiency and Reliability in the Delivery of Postal Items and Provision of Payment Services by Quality Processes and Procedures</b>								
INTERNAL PROCESS	<i>Express Post Delivery Performance</i>								
	SM 7	7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	7%	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	90% of items delivered within 1 day after posting	90.19% 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	7%		Actual / Target	90% of items delivered within 3 days after posting	90.05% 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	7%		Actual / Target	97% of items delivered within 1 day after Customs clearance	100% 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
		7.4. International Express Post Delivery Performance, Committed Areas Outside of Those Handled by Express Mail Exchange Department	7%		Actual / Target	96% of items delivered within 3 days after Customs clearance	96.10% 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

	Component				Baseline Data		Targets	
	Objective	Weight	Formula	Rating Scale <sup>a/</sup>	2017	2018	2019	2020
SM 8	International Parcel Post Delivery Performance	4%	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	90% of items delivered within 7 days after Customs clearance	94.75% 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	<i>Letter Post Delivery Performance</i>							
	9.1. Domestic Ordinary Letter Post Delivery Performance	7%	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	87% 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	85% of items delivered within 7 days after posting
	9.2. Domestic Registered Letter Post Delivery Performance	7%		Actual / Target	87% of items delivered within 3 days after posting	86% of items delivered within 3 days after posting	85% of items delivered within 7 days after posting	85% of items delivered within 7 days after posting
	9.3. International Letter Post Delivery Performance	4%		Actual / Target	97% of items delivered within 7 days after Customs clearance	95% 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
SO 6	<b>Uphold Postal Service Integrity by Strengthening Security in Postal Processes</b>							
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 its QMS for Post Office Operations	ISO 9001:2015 Certification of Manila Central Post Office	ISO 9001:2015 Certification of Post Offices within the City of Manila and in the Offices of Exchange

INTERNAL PROCESS

Objective	Component		Formula	Rating Scale <sup>a/</sup>	Baseline Data		Targets	
	Weight				2017	2018	2019	2020
<b>SO 7: Improve Efficiencies in the Postal Service Through Innovation and ICT</b>								
SM 11	Percentage of PHLPost-Operated Postal Outlets with Internet Connectivity Enabling Track and Trace	5%	Number of PHLPost-operated Postal Outlets with Internet Connectivity Enabling Track and Trace / Total Number of PHLPost-Operated Postal Outlets	Actual / Target	60%	70%	60%	70%
<b>Subtotal</b>		<b>60%</b>						
<b>SO 8: Manage Organizational Competencies by Developing Effectual and Competent Human Resources</b>								
SM 12	Percentage of Employees Meeting Required Competencies	5%	Personnel Meeting Required Competencies/ Total Number of Personnel	Actual / Target a. 2.5% b. 1.5% c. 1.0%	Manual on Competency Model	Completed Competency Assessment of 19.48% [631 out of 3,240 Front Line Positions].  Out of the 631, only 4.91% meet the required competencies	50% of Frontline Personnel Meeting Required Technical Competencies  Establish Baseline Data on Non-Technical Competencies of Frontline Personnel (Postmasters, Tellers and Letter Carriers)	a. 100% of Frontline Personnel Meeting Required Technical Competencies  b. 35% of Frontline Personnel Meeting Required Organizational and Leadership Competencies  c. Establish Baseline on Competency of Supervisors in the Operations Group
<b>Subtotal</b>		<b>5%</b>						
<b>TOTAL</b>		<b>100%</b>						

LEARNING AND GROWTH

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