

Board Resolution No. 2018 - 61

**"APPROVING THE SUBMISSION TO THE GOVERNANCE COMMISSION ON GOCCs (GCG) OF THE PERSONAL EVALUATION SYSTEM (PES) QUARTERLY MONITORING REPORTS OF THE PHILIPPINE POSTAL CORPORATION (PHLPOST) FOR CALENDAR YEAR 2017."**

**RESOLVED**, as it hereby resolves to approve the submission to the Governance Commission on GOCCs (GCG) of the Personal Evaluation System (PES) Quarterly Monitoring Reports of the Philippine Postal Corporation (PHLPost) for Calendar Year 2017.

Adopted during the 5<sup>th</sup> Special Meeting of the Board of Directors of the Philippine Postal Corporation held on 24 May 2018 at the City of Manila, Philippines.

Approved by:

**NORMAN N. FULGENCIO**

*Chairman*

**JOEL L. OTARRA**

*Vice Chairman & Postmaster General*

**RIDGWAY M. TANJILI**

*Member*

**LIBERTY C. AVILA**

*Member*

**CRISTINA E. CARINGAL**

*Member*

**RAUL B. BENDIGO**

*Member*

**PELAGIO S. PAGUICAN**

*Member*

Attested by:

**ATTY. LINDEZA R. ROGERO-GAVINO**

*Corporate Secretary*

**CERTIFIED TRUE COPY**

**GUZMAN B. MELGAREJO, JR.**

*ASSISTANT CORPORATE SECRETARY*

PHILIPPINE POSTAL CORPORATION

	Component	1st Quarter							
		Objectives/Measure	Formula	Weight	Rating Scale	2017	Target	Actual	Rating
SOCIAL IMPACT	SO 1	Linked People with Access to Communication and Information, Delvery of Goods Merchandise, and Provision of Postal Payments							
	SM1	Annual Mail Volume (in Million Pieces)							
		1.1 Volume of Mail Posted	Actual Figure	8%	Actual / Target x Weight	77.97	19.49	17.70	7.3%
		1.2 Volume of Mail Delivered	Actual Figure	8%	Actual / Target x Weight	178.29	44.57	43.71	7.8%
	Sub-total			16%					15.1%
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%	Actual / Target x Weight	5	5	5	5.0%
	SO 3	Enhanced Postive Postal Service Experience to Customers & Partners							
	SM 3	Customers' Satisfaction	Rating Scheme Used by Third-Party Provider	12%	Actual / Target x Weight Corporate - 5% Individual - 7%	Satisfactory Rating for Individual and Corporate Customers	N/A	N/A	12.0%
	Sub-total			17%					17.0%
FINANCIAL	SO 4	Ensured Financial Efficiency and Growth							
	SM 4	Revenues <small>Comprising of mail services income, postal payment services, logistics services, retial services &amp; other income</small>	Total Revenues	6%	Actual / Target x Weight	3,691	922.75	853.87	5.6%
	SM 5	Earning before interest, taxes, depreciation and amortization (EBITDA)	EBITDA Excludign subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	6%	Actual / Target x Weight	147.64	36.91	181.23	6.0%
	Sub-total			12%					11.6%

	Component				2017	1st Quarter		Rating	
	Objectives/Measure	Formula	Weight	Rating Scale		Target	Actual		
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	N/A	N/A	5.0%
	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	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	5.0%
		7.2 International Letter Post Delivery Performance		5%	Actual / Target x Weight	85% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance	97% of items delivered within 7 days after Customs clearance	5.0%
	SM 8	Parcel Post Delivery Performance							
		8.1 Domestic Parcel Post Delivery Performance	(Number of Samples Delivered within Standard Delivery Days) / (Total Number of Samples)	5%	Actual / Target x Weight	88% of items delivered within 7 days after posting	88% of items delivered within 7 days after posting	89% of items delivered within 7 days after posting	5.0%
		8.2 International Parcel Post Delivery Performance		5%	Actual / Target x Weight	90% of items delivered within 7 days after Customs clearance	90% of items delivered within 7 days after Customs clearance	96% of items delivered within 7 days after Customs clearance	5.0%
	SM 9	Express Post Delivery Performance							
		9.1 Domestic Express Post Delivery Performance (Committed Areas with Metro Manila)	(Number of Samples Delivered within Standard Delivery Days) / (Total Number of Samples)	5%	Actual / Target x Weight	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	5.0%
		9.2 Domestic Express Post Delivery Performance (Committed Areas outside Metro Manila)		5%	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	5.0%
		9.3 International Express Post Delivery Performance (Committed Areas serviced by Express Mail Exchange Dept.)		5%	Actual / Target x Weight	97% of items delivered within 1 day after Customs clearance	97% of items delivered within 1 day after Customs clearance	100% of items delivered within 1 day after Customs clearance	5.0%
		9.4 International Express Post Delivery Performance (Committed Areas not serviced by Express Mail Exchange Dept.)		5%	Actual / Target x Weight	96% of items delivered within 3 days after Customs clearance	96% of items delivered within 3 days after Customs clearance	99% of items delivered within 3 days after Customs clearance	5.0%
	SO 7	Improved Efficiencies in the Postal Service through Innovations and ICT							
	SM 10	Percentage of Revenue-Generating Postal Outlets with Internet Connectivity	(Number of Postal Outlets with Internet Connectivity) / (Total Number of Earning Post Offices)	5%	Actual / Target x Weight	80%	N/A	N/A	5.0%
	Sub-total			50%					50.0%

LEARNING & GROWTH	Component					2017		1st Quarter		Rating
	Objectives/Measure		Formula	Weight	Rating Scale	Target		Actual		
	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	Manual on Competency Model	Manual on Competency Model	Research and data gathering Job Analysis	5.0%	
	Sub-total			5%					5.0%	
	TOTAL			100%					98.66%	

Prepared by:

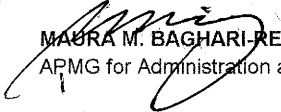
  
**ZENaida V. MATAVERDE**  
 Acting Chief, Systems and Methods Division

Approved by:

  
**JOEL L. OTARRA**  
 Postmaster General & CEO

Recommending Approval:

  
**MARIA LOURDES L. RIFAREAL**  
 Manager, Corporate Planning Department

  
**MAURA M. BAGHARI-REGIS**  
 APMG for Administration and Finance

  
**JOEL L. ZAMUDIO**  
 OJO, Office of the APMG for Operations

  
**LUIS D. CARLOS**  
 APMG for Marketing & Management Support Services