

PHILIPPINE POSTAL CORPORATION
2018 Annual Monitoring Report

		Component Objectives/Measure	Weight	2018		Rating	Rating without Measure for	Remarks
		TOTAL RATING		Target	Actual			
		TOTAL RATING TO BE ELIGIBLE FOR PBB				80.71%	80.71%	
						90.00%	74.70%	
SOCIAL IMPACT	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	12%	60.75 M	51.97 M	10.27%	10.27%	
		1.2 Volume of Mail Delivered	4%	8.61 M	9.17 M	4.00%	4.00%	
		Sub-total	16%			14.27%	14.27%	
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	6	5.00%	5.00%	
	SO 3	Enhanced Postive Postal Service Experience to Customers & Partners						
	SM 3	Percentage of Satisfied Customers	12%	90% (Using the Standard Methodology and Questionnaire developed by GCG)	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(Comprising of mail services income, postal payment services, logistics services, retial services & other income)	6%	PhP3.5 B	PhP3.7 B	6.00%	6.00%	
	SM 5	Earning before interest, taxes, depreciation and amortization (EBITDA)	6%	PhP30 M	PhP 121.6 M	6.00%	6.00%	
		Sub-total	12%			12.00%	12.00%	
	SO 5	Upheld Postal Service Integrity						
INTERNAL PROCESS	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	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	Letter Post Delivery Performance						
		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	5.00%	5.00%	
		7.2 International Letter Post Delivery Performance	5%	85% of items delivered within 7 days after Customs clearance	95% of items delivered within 7 days after Customs clearance	5.00%	5.00%	

	Component Objectives/Measure	Weight	2018		Rating	Rating without Measure for	Remarks
			Target	Actual			
INTERNAL PROCESS	Parcel Post Delivery Performance						
	SM 8 8.1 International Parcel Post Delivery Performance	5%	85% of items delivered within 7 days after Customs clearance	95% of items delivered within 7 days after Customs clearance	5.00%	5.00%	
	Express Post Delivery Performance						
	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	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	5.00%	5.00%	
	SM 9 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	100% of items delivered within 1 day after Customs clearance	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	96% 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%	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)	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%			80.71%	80.71%	

Prepared by:


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

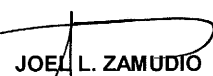
Approved by:


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

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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	6	5.00%	5.00%	
	SO 3	Enhanced Postive Postal Service Experience to Customers & Partners						
	SM 3	Percentage of Satisfied Customers	12%	90% (Using the Standard Methodology and Questionnaire developed by GCG)	On-going Review of Draft Contract with Winning Bidder	0.00%	0.00%	Requested for exclusion
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	SM 4	Revenues(Comprising of mail services income, postal payment services, logistics services, retial services & other income)	6%	PhP3.5 B	PhP3.7 B	6.00%	6.00%	
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	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	5.00%	5.00%	
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	SM 11	Percentage of Employees with Required Competencies Met	5%	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
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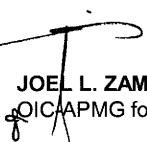
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