PHILIPPINE POSTAL CORPORATION 2018 Annual Monitoring Report

		Component Objectives/Measure TOTAL RATING TOTAL RATING TO BE ELIGIBLE FOR PBB	Weight	Target	Actual	Rating 80.71% 90.00%	Rating without Measure for 80.71% 74.70%	Remarks
SOCIAL	SO 1 SM1	Linked People with Access to Communication and Information, Delv Annual Transactions Handled (In million) 1.1 Volume of Transactions Accepted 1.2 Volume of Mail Delivered Sub-total	12% 4% 16%	60.75 M 8.61 M	51.97 M 9.17 M	10.27% 4.00% 14.27%	10.27% 4.00% 14.27%	
	SO 2 SM 2	Continued Postal Presence in Every Filipino Community Number of Maintained NGAs and/or NGOs partners for payout services	5%	5	6	5.00%	5.00%	leven 19
AND RS	SO 3	Enhanced Postive Postal Service Experience to Customers & Partne		A DESCRIPTION	British Baltimenton (Street Control Co	0.0070	0.0076	
CUSTOMERS AND STAKEHOLDERS	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 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%	
INA	SM 5	Earning before interest, taxes, depreciation and amortization (EBITDA)	6%	PhP30 M	PhP 121.6 M	6.00%	6.00%	
		Sub-total Sub-total	12%			12.00%	12.00%	
INTERNAL PROCESS	SM 6	Upheld Postal Service Integrity ISO Certification	5%	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 Communication Letter Post Delivery Performance	s and Informat	ion, Goods and Mercl	nandise, and Paymen	t Services	l 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	5.00%	5.00%	
	SM 7	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%	4.

	5	Component Objectives/Measure	Weight	20 Target	18 Actual	Rating	Rating without Measure for	Remarks
		Parcel Post Delivery Performance						
CESS	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%	
)X		Express Post Delivery Performance						
INTERNAL PROCESS		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%	
BTNI		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	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				49.44%	49.44%	
	SO 8	Developed and Managed Competencies of Effectual and Competent	Human Resourc	es				
LEARNING & GROWTH	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

Recommending Approval:

ZENADA V. MATAVERDE
Acting-Manager, Corporate Planning Department

Approved by:

JOEL L. OTARRA

Postmaster General & CEO

JOEA L. ZAMUDIO OIO-APMG for Operations

MAURA M. BAGHARI-REGIS
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LUIS D. CARLOS

APMG for Marketing and Management Support Services

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		Component Objectives/Measure TOTAL RATING TOTAL RATING TO BE ELIGIBLE FOR PBB	Weight	20 Target	18 Actual	Rating 80.71% 90.00%	Rating without Measure for 80.71% 74.70%	Remarks
	SO 1	Linked People with Access to Communication and Information, Delv.	ey of Goods Me	rchandise, and Provis	sion of Postal Paymer	nts		
SOCIAL	SM1	Annual Transactions Handled (In million) 1.1 Volume of Transactions Accepted 1.2 Volume of Mail Delivered Sub-total	12% 4% 16%	60.75 M 8.61 M	51.97 M 9.17 M	10.27% 4.00% 14.27%	10.27% 4.00% 14.27%	
	SO 2	Continued Postal Presence in Every Filipino Community	16%			14.21 /0	14.27/0	
	SM 2	Number of Maintained NGAs and/or NGOs partners for payout services	5%	5	6	5.00%	5.00%	
1 S S	SO 3	Enhanced Postive Postal Service Experience to Customers & Partne	rs					
CUSTOMERS AND STAKEHOLDERS	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 Sub-total	17%		. 147	5.00%	5.00%	
	SO 4	Ensured Financial Efficiency and Growth						14
FINANCIAL	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%	gradient de State
INA	SM 5	Earning before interest, taxes, depreciation and amortization (EBITDA)	6%	PhP30 M	PhP 121.6 M	6.00%	6.00%	
1		Sub-total	12%	all and		12.00%	12.00%	
INTERNAL	SO 5 SM 6	Upheld Postal Service Integrity ISO Certification		ISO-Aligned Documentation of its QMS for at Least One (1) Core Process - Post Office Operations	Operations	5.00%	5.00%	
	SO 6	Sustained Efficiency and Reliability in the Delivery of Communication	is and Informat	ion, Goods and Merci	nancise, and Paymen	I Services		
		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%	
	SM 7	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 Parcel Post Delivery Performance	Weight	20 Target	18 Actual	Rating	Rating without Measure for	Remarks
CESS	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%	
R		Express Post Delivery Performance						
INTERNAL PROCESS	-	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%	
ELNI		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						
	SM 10	Number of Postal Outlets with Internet Connectivity	5%	85%	76%	4.44%	4.44%	
		Sub-total	50%			49.44%	49.44%	
LEARNING & GROWTH		Developed and Managed Competencies of Effectual and Competent 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:

Acting Chief, Systems and Methods Division

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		Component Objectives/Measure TOTAL RATING TOTAL RATING TO BE ELIGIBLE FOR PBB	Weight	Target	18 Actual	Rating 80.71% 90.00%	Rating without Measure for 80.71% 74.70%	Remarks
SOCIAL	SO 1 SM1	Linked People with Access to Communication and Information, Delvannual Transactions Handled (In million) 1.1 Volume of Transactions Accepted 1.2 Volume of Mail Delivered Sub-total	12% 4% 16%	60.75 M 8.61 M	51.97 M 9.17 M	10.27% 4.00% 14.27%	10.27% 4.00% 14.27%	
	SO 2	Continued Postal Presence in Every Filipino Community	-0/	E Participation of the Company of th		5.000/	5.00%	
ე დ	SM 2	Number of Maintained NGAs and/or NGOs partners for payout services	5%	5	6	5.00%	5.00%	
CUSTOMERS AND STAKEHOLDERS	SO 3 SM 3	Enhanced Postive Postal Service Experience to Customers & Partne 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
	200	Sub-total	17%			5.00%	5.00%	
FINANCIAL	SO 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%	
INAI	SM 5	Earning before interest, taxes, depreciation and amortization (EBITDA)	6%	PhP30 M	PhP 121.6 M	6.00%	6.00%	
LL.		Sub-total	12%			12.00%	12.00%	
INTERNAL	SO 5	Upheld Postal Service Integrity ISO Certification	5%	QMS for at Least One (1) Core Process - Post Office Operations	Operations	5.00%	5.00%	
	SO 6	Sustained Efficiency and Reliability in the Delivery of Communication	ns and Informat	ion, Goods and Merc	nandise, and Paymen	t Services		
		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%	
	SM 7	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%	

r					46		Rating without	
		Component Objectives/Measure	Weight	Target	118 Actual	Rating	Measure for	Remarks
CESS	SM 8	Parcel Post Delivery Performance	rreigni	rarget	AGIGAI			
		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%	
ж Э		Express Post Delivery Performance						
INTERNAL PROCESS	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	7.50%	7.50%	
INTE		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%	
		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%	
9		Improved Efficiencies in the Postal Service through Innovations and						
_	SM 10	Number of Postal Outlets with Internet Connectivity Sub-total	5% 50%	85%	76%	4.44% 49.44%	4.44%	
ŗ	SO 8	Developed and Managed Competencies of Effectual and Competent I		29		49.44%	49.44%	
LEARNING & GROWTH		Percentage of Employees with Required Competencies Met		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%	

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