

**PHILIPPINE POSTAL CORPORATION (Post Office)
3rd Quarter CY2022 Monitoring Report of Performance Targets**

Measures by Perspective and Objective	Formula	Rating Scale	Weight	Annual Target	3rd Quarter			Remarks	
					Target	Actual	Rating		
TOTAL RATING							92.13%		
SOCIAL IMPACT	SO 1 - Linked people with access to communication services, delivery of goods and merchandise, and provision of postal payments								
	SM 1 - Postal Traffic								
	SM 1 - Volume of Postal Transactions Handled (in million pcs)	Domestic Express + Domestic Letter Post + International Express + International Letter post + Postal ID + Postal Money Order received	Actual / Target	8.0%	54.22	40.67	29.03	5.71%	
	Sub-Total > Social Impact			8.0%				5.71%	
CUSTOMERS & STAKEHOLDERS	SO 2 - Continue postal service in the community through sustainable partnership with public and private entities								
	SM 2 - Number of Municipalities and Cities with Postal Access	Actual Number of Postal Outlets in Municipalities without postal access	Actual / Target	5.0%	18 additional cities and municipalities	NA	5	5.00%	
	SM 3 - Number of NGAs/NGOs partners for services	Actual Number of Payout Partners	Actual / Target	5.0%	7	NA	6	5.00%	
	SO 3 - Enhance Postal Service experience of customers and partners through proactive customer service management								
	SM 4 - Percentage of Satisfied Customers				Using the GCG Enhanced Guidelines for the conduct of the CSS	Using the GCG Enhanced Guidelines for the conduct of the CSS			
	a. Individual Customers	Number of respondents which gave atleast a Satisfactory rating / Total number of respondents	Actual / Target 0% - if less than 80%	2.5%	90%	NA	Posting of Bid Notice on PhilGEPS relative to the Procurement of Services of a Research/Survey Company to Conduct the 2022 Post Office Customer Satisfaction Survey	Excluded	
	b. Corporate Clients			2.5%	90%	NA		2.50%	
Sub-Total > Customers & Stakeholders			15.0%					12.50%	

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SO 4 - Ensure financial growth and efficiency through market sustainability and cost management									
SM 5 - Revenues (in Billion PhP)	Mail Services + Postal Payment Services + Logistics Services + Retail Services + Other Income (Net of VAT & Discount)	Actual / Target	6.0%	PhP 5.384 B	4.038	2.428	3.61%		
SM 6 - Earnings before Interest, Taxes, Depreciation and Amortization	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	Actual / Target	6.0%	PhP 92.179 M	69.587	366.65	6.00%		
SM 7 Budget Utilization Rate (BUR)									
FINANCIAL	a. GAA Subsidies - amounts obligated	Amount Obligated / Total GAA Subsidy	(Actual / Target) x Weight	1.0%	90%	NA	72.74%	1.00%	374,807,000/ 515,256,000
	b. GAA Subsidies - amounts disbursed	Amount Disbursed / Total Obligated	(Actual / Target) x Weight	1.0%	90%	NA	96.73%	1.00%	362,567,755/ 374,807,000
	c. Corporate Funds - CO & MOOE	Amount Disbursed / Total Approved COB (both Net of PS Cost)	(Actual / Target) x Weight	2.0%	90%	NA	18.09%	2.00%	470,962,614/ 2,603,748,031
	Sub-Total > Financial			16.0%				13.61%	

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SO 5 - Sustain the efficiency and reliability in the delivery of postal items and provision of payment services by quality processes and procedures									
SM 8 - Express Post Delivery Performance									
INTERNAL PROCESSES	8.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Metro Manila	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	6.0%	90% of items delivered within 2 days after posting	90% of items delivered within 2 days after posting	85.34% of items delivered within 2 days after posting	5.69%	
	8.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Metro Manila		Actual / Target	6.0%	90% of items delivered within 7 days in Luzon and 10 days in Vis/Min after posting	90% of items delivered within 7 days in Luzon and 10 days in Vis/Min after posting	95.90% of items delivered within 7 days in Luzon and 89.30% of items delivered within 10 days in VizMin after posting	6.0%	
	8.3. International Express Post Delivery Performance, Committed Areas handled by Express Mail Exchange Department		Actual / Target	6.0%	95% of items delivered within 2 days after Customs clearance	95% of items delivered within 2 days after Customs clearance	96.11% of items delivered within 2 days after Customs clearance	6.00%	

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8.4. International Express Post Delivery Performance, Committed Areas outside of those handled by Express Mail Exchange Department	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	6.0%	95% of items delivered within 7 days in Luzon and 10 days in Vis/Min after Customs clearance	95% of items delivered within 7 days in Luzon and 10 days in Vis/Min after Customs clearance	100% of items delivered within 7 days in Luzon and 98.55% of items delivered within 10 days in VizMin after Customs clearance	6.00%	
SM 9 - International Parcel Post Delivery Performance		Actual / Target	5.0%	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after Customs clearance	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after Customs clearance	96.32% of items delivered within 10 days in Luzon and 95.20% of items delivered within 15 days in VizMin after Customs clearance	5.00%	
SM 10 - Letter Post Delivery Performance								
10.1. Domestic Ordinary Letter Post Delivery Performance	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	6.0%	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	85.78% of items delivered within 10 days in Luzon and 88.46% of items delivered within 15 days in VizMin after posting	6.00%	
10.2. Domestic Registered Letter Post Delivery Performance		Actual / Target	5.0%	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	87.63% of items delivered within 10 days in Luzon and 88.26% of items within 15 days in VizMin after posting	5.00%	
10.3. International Letter Post Delivery Performance		Actual / Target	6.0%	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	85% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	91.96% of items delivered within 10 days in Luzon and 91.81% of items delivered within 15 days in VizMin after Customs clearance	6.00%	

INTERNAL PROCESSES

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INTERNAL PROCESSES								
SO 6 - Uphold postal service integrity by implementing QMS in the postal processes								
SM 11 - ISO Certification	ISO Certification of Frontline Services	All or Nothing	5.0%	ISO 9001:2015 Certification of Manila Central Post Office	NA	The Manila Central Post Office's Quality Management System PASSED the ISO 9001:2015 Certification	5.0%	
SO 7 - Improve efficiencies in the Postal Service through innovation and ICT								
SM 12. Percentage of PHLPost-Operated Postal Outlets with Internet Connectivity Enabling Track and Trace	Number of Post Offices with Enabled Track and Trace / Total Number of Post Offices as of the end of the year	Actual / Target	5.00%	70%	NA	64.64%	4.62%	
Sub-Total > Internal Processes			56.0%				55.31%	

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SO 8 - Manage organizational competencies through the implementation of competency-based human resource management systems								
LEARNING & GROWTH SM 13. Percentage of Employees Meeting Required Competencies	Personnel meeting Required Competencies / Total Number of Personnel	Actual / Target	2.50%	95% of Frontline Personnel Meeting Required Technical Competencies	NA	A total of 2,535 or 100.4% of Frontline Personnel met the required technical competencies	2.50%	On-going collection of data
	Actual Accomplishment		1.50%	80% of Frontline Personnel Meeting Required Organizational and Leadership Competencies - Non - technical	NA	A total of 2,437 or 96.5% of Frontline Personnel met the required organizational and leadership competencies	1.50%	* 1,553 (61.5%) frontline personnel trained with other competency intervention as of 3rd Quarter of 2022 * 884 (35.01%) of frontline personnel fully met the competency through Competency Assessment Form (CAF) as of 2020

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LEARNING & GROWTH	SM 13. Percentage of Employees Meeting Required Competencies	NA	Actual / Target	1.00%	50% of Supervisors in the Central Office (Administrative, Support Service and Offices of Exchange) Required Technical and Non-technical Competencies	NA	A total of 205 or 119.9% Operations personnel met the required organizational and leadership competencies.	1.00%	* A total of 149 or 87.13=% of supervisors in the operations group subjected to various capacity development/ interventions to meet the required competency. * A total of 56 (32.7%) of the operations personnel fully met the assessment on organizational and/or leadership competency through Competency Assessment Form (CAF) as of 2021
	<i>Sub-Total > Learning & Growth</i>			5.0%				5.0%	
TOTAL RATING			100.0%					92.13%	
EXCLUDED WEIGHTS								(2.5%)	

Certified Correct:


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Date:

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Chairman, Board of Directors

Date: