

Component		Objectives/Measure	Formula	Weight	Rating Scale	Target 2017	Actual 2017	Rating	Rating without Measures for Exclusions
TOTAL RATING								85.16%	85.16%
RATING TO BE ELIGIBLE FOR PBB								90%	79.20%
SOCIAL IMPACT	SO 1 Linked People with Access to Communication and Information, Delivery 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	67.37	6.9%	6.9%
		1.2 Volume of Mail Delivered	Actual Figure	8%	Actual / Target x Weight	178.29	161.48	7.2%	7.2%
	Sub-total			16%				14.2%	14.2%
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	5.0%	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	-	0.0%	0.0%
	Sub-total			17%				5.0%	5.0%
FINANCIAL	SO 4 Ensured Financial Efficiency and Growth								
	SM 4	Revenues <i>Comprising of mail services income, postal payment services, logistics services, retial services &amp; other income</i>	Total Revenues	6%	Actual / Target x Weight	3,691	3,536.67	5.7%	5.7%
	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	199.563	6.0%	6.0%
	Sub-total			12%				11.7%	11.7%
	SO 5 Upheld Postal Service Integrity								

INTERNAL PROCESS

Component		Weight	Rating Scale	Target 2017	Actual 2017	Rating	Rating without Measures for Exclusions	
Objectives/Measure	Formula							
SM 6	ISO Certification	Actual Accomplishment	5%	All or Nothing	ISO-Aligned Documentation of its QMS for at Least One (1) Core Process	ISO-Aligned Quality Mgt System Procedure of the Improved Postal ID was discussed in the ExeCom on 05 Dec 2017	5.0%	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)	5%	Actual / Target x Weight	85% of items delivered within 7 days after posting	86% of items delivered within 7 days after posting	5.0%	5.0%
	7.2 International Letter Post Delivery Performance	/ (Total Number of Samples)	5%	Actual / Target x Weight	85% of items delivered within 7 days after Customs clearance	97% of items delivered within 7 days after Customs clearance	5.0%	5.0%
SM 8	Parcel Post Delivery Performance							
	8.1 Domestic Parcel Post Delivery Performance	(Number of Samples Delivered within Standard Delivery Days)	5%	Actual / Target x Weight	88% of items delivered within 7 days after posting	88% of items delivered within 7 days after posting	5.0%	5.0%
	8.2 International Parcel Post Delivery Performance	/ (Total Number of Samples)	5%	Actual / Target x Weight	90% of items delivered within 7 days after Customs clearance	96% of items delivered within 7 days after Customs clearance	5.0%	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	5.0%	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	91% of items delivered within 3 days after posting	5.0%	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	100% of items delivered within 1 day after Customs clearance	5.0%	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	97% of items delivered within 3 days after Customs clearance	5.0%	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%	68%	4.3%	4.3%
Sub-total			50%				49.3%	49.3%
SO 8 Developed and Managed Competencies of Effectual and Competent Human Resources								

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	Objectives/Measure		Formula	Weight	Rating Scale				
	SM 11	Percentage of Employees with Required Competencies Met	Actual Accomplishment	5%	All or Nothing	Manual on Competency Model	Manual on Competency Model Approved by the Board	5.0%	5.0%
	Sub-total			5%				5.0%	5.0%
	TOTAL			100%				85.2%	85.2%

Prepared by:



**ZENAIDA V. MATAVERDE**

Acting Chief, Systems and Methods Division

Recommending Approval :



**MARIA LOURDES L. RIFAREAL**

Manager, Corporate Planning Department

Approved by:



**JOEL L. OTARRA**

Postmaster General & CEO

  
**MAURA M. BAGHARI-REGIS**

APMG for Administration and Finance

  
**LUIS D. CARLOS**

APMG for Marketing & Management Support Services

  
**JOEL L. ZAMUDIO**

OIC, Office of the APMG for Operations