

DEVELOPMENT ACADEMY OF THE PHILIPPINES
Interim Performance Scorecard

Performance Measures			DAP Submission			CGO-B Evaluation		Supporting Documents	Remarks	
Description	Formula	Weight	Rating System	Target	Actual	Rating	Score			Rating
MFO 1 : TRAINING AND EDUCATION SERVICES FOR PUBLIC MANAGERS										
Quantity 1: Number of Public Officials started Public Management Development Programs (PMDP) / National Government Career Executive Service Development (NGCESDP)	Actual number of officials started the PMDP/NGCESDP	10%	(Actual/Target) x Weight	140	137	9.8%	137	9.79%	List of student's profile and composition of Opened Class of 2014 signed by the Director of COSMO-DAP.	DAP was a little behind its target for 2014. They are given a pro-rated weight for this measure.
Quantity 2: Number of official partnership/ joint projects with international firms	Partnership/joint projects actually conducted within the year	15%	(Actual/Target) x Weight	2	3	15%	3	15%	Three Memoranda of Understanding from respective international firms signed by both parties on each memorandum.	Target exceeded by one more partnership/ joint project with int'l firm.
Quality 1: Increased graduate satisfaction in PMDP / NGCESDP	% of DAP's Training programs rated 4.5 or higher in a 5-point scale by customers	10%	(Actual/Target) x Weight	90%	100%	10%	100%	10%	Certification of the summary of the ratings made by PMPD classes of Dap for 2014 certified by the COSMO Director and noted by DAP President and DAP Vice President for Corporate Affairs.	Overall rating for both courses is at 4.5 and 4.8, respectively, which exceeds target of 90%.
Quality 2: Increased graduate satisfaction in non-PMDP / NGCESDP	% of DAP's Training programs rated 4.5 or higher in a 5-point scale by customers	10%	(Actual/Target) x Weight	90%	85%	9%	84.91%	9.43%	Certification containing summary of course evaluation from non-PMPD/NGCESDP graduates certified by the COSMO Director and noted by DAP President and DAP Vice President for Corporate Affairs.	Only 45 out of the 53 training courses were rated 4.5 above, representing 85% of the total training programs.

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Timeliness: Percentage of Training and Education projects completed within agreed duration	% decrease of incidents with more than 10 minutes response time	0%	(Actual/Target) x Weight	100%	100%	0%	100%	0%	No submitted documentation.	All Training and education programs were implemented within the agreed duration. This measure has no weight.
Sub-total of Weights:		45%				43.80%		44.22%		
MFO 2: RESEARCH AND TECHNICAL ASSISTANCE SERVICES ON PUBLIC SECTOR PRODUCTIVITY										
Quantity 1: Increased number of strategic programs on Public Sector Productivity (PSP)	Cumulative number of strategic programs on PSP	15%	(Actual/Target) x Weight	11	12	15%	12	15%	Service Contracts, Memoranda of Agreement, and study proposals for the 5 projects and strategic programs ventured by DAP in 2014.	Exceeded its target in 2014 by 1 more strategic program, which is +5 from 2013.
Quantity 2: Number of research initiated in the field of public sector productivity	Actual number of research/policy papers formally submitted to the Board	15%	(Actual/Target) x Weight	3	5	15%	5	15%	Copies of the drafts of the Research papers on Public Sector productivity that DAP formally submitted to the board.	Exceeded its target in 2014 by 2 more researches initiated.
Quality: Increased client satisfaction in DAP's Technical Assistance Services	Percentage of DAP's Technical Assistance rated 4.0 or higher in a 5-point scale by customers	15%	(Actual/Target) x Weight	90%	82%	13.7%	82%	13.67%	Summary Certification and annexes of the Customer Satisfaction Survey certified by the COSMO Director and noted by DAP President and DAP Vice President for Corporate Affairs.	Only 82% of DAP customers rated their technical assistance services with 4.0 and above. This is behind target of 90%.
Timeliness: Percentage of Technical assistance projects completed within agreed duration		0%	(Actual/Target) x Weight	94%	94%	0%	94%	0%	List of completed 2014 projects certified by the COSMO Director.	Out of 102 projects in 2014, 96 were implemented on-time (94% on-time delivery). Measure has no weight.
Sub-total of Weights:		45%				43.70%		43.67%		

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GENERAL ADMINISTRATIVE AND SUPPORT SERVICES (GASS)										
Quality 1: Customer satisfaction with DAP facilities	Percentage of customers satisfied with facilities	5%	(Actual/Target) x Weight	94%	97%	5%	96.5%	5%	Summary and Certification of Customer feedback 2014 certified by DAP's Managing Director for Asset Management Center and noted by DAP President.	DAP exceeded its target as follows: Pasig: 98% Tagaytay: 95% Average rating: 96.5%
Financial: Improved Financial Performance	Growth Rate of Net Income (year to year)	5%	(Actual/Target) x Weight	35%	42%	5%	42%	5%	DAP's 2014 Unaudited Financial Statements as submitted to BIR.	Exceeded its target by P300 Million or 42% growth rate from 2013.
Timeliness: Proportion of contracts reviewed within three (3) working days	Actual number of contracts reviewed	0%	(Actual/Target) x Weight	90%	93.82%	0%	93.82%	0%	Certification from Legal Dept.	243 out of 259 contracts were reviewed within 3 working days. No weight.
Quality 2: Improved overall customers/clients rating	Percentage of customers/clients rating services as excellent	0%	(Actual/Target) x Weight	92%		0%		0%	Certification from Head of Support Services	8,253 out of 8,378 transactions were rated excellent by DAP customers. No weight.
Subtotal of Weights:		10%					10.00%	10.00%		
TOTAL OF WEIGHTS:		100%					97.50%	97.89%		