

PHILIPPINE POSTAL CORPORATION (PHLPOST)

		Component			Baseline Data		Targets		
		Objective	Weight	Formula	Rating Scale ^{a/}	2016	2017	2018	2019
SOCIAL IMPACT	SO 1	Linked People with Access to Communication Services, Delivery of Goods and Merchandise, and Provision of Postal Payments							
		Postal Traffic (in Million pieces)							
	SM 1	1.1. Volume of Postal Transactions Handled	8%	Actual Figure	Actual / Target x Weight	68.26	64.41	60.75	61.86
		1.2. Volume of Postal Items Delivered	5%	Actual Figure	Actual / Target x Weight	9.83	8.84	8.61	8.86
		Subtotal	13%						
STAKEHOLDERS	SO 2	Continue Postal Services in the Community Through Sustainable Partnership with Public and Private Entities							
	SM 2	Expansion of Postal Outlets	5%	Number of Postal Outlets: PHLPost-operated, LGU-operated and private-operated	Actual / Target x Weight	1,309	1,318	N/A	Additional 63 (from 2018 baseline)
	SM 3	Maintained NGAs/NGOs Partners for Payout Services	5%	Actual Number of Payout Partners	Actual / Target x Weight	5	5	5	5
	SO 3	Enhance Postal Service Experience to Customers and Partners Through Proactive Customer Service Management							
	SM 4	Percentage of Satisfied Customers	10%	Percentage of Satisfied Customers based on a Third-party Customer Satisfaction Survey using GCG-developed Standard Methodology/ Questionnaire	Actual / Target x Weight <i>0% = If less than 80%</i>	N/A	Satisfactory Rating for Individual and Corporate Customers	90%	90%*
		Subtotal	20%						

* Using the Standard Methodology and Questionnaire developed by GCG.

		Component				Baseline Data		Targets	
		Objective	Weight	Formula	Rating Scale ^{a/}	2016	2017	2018	2019
FINANCIAL	SO 4	Ensure Financial Growth and Efficiency by Market Sustainability and Cost Management							
	SM 5	Revenues	6%	Total Revenues	Actual / Target x Weight	₱3,516 M	₱3,530 M	₱3,500 M	₱3,535 M
	SM 6	Earnings Before Interest, Taxes, Depreciation and Amortization (EBITDA)	6%	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	Actual / Target x Weight	₱149 M	₱197.63 M	₱30 M	₱30 M
	Subtotal		12%						
INTERNAL PROCESS	SO 5	Sustain Efficiency and Reliability in the Delivery of Postal Items and Provision of Payment Services by Quality Processes and Procedures							
		<i>Express Post Delivery Performance</i>							
	SM 7	7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	6%	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual/ Target x Weight	91% of items delivered within 1 day after posting	90% of items delivered within 1 day after posting	90% of items delivered within 1 day after posting	90% of items delivered within 1 day after posting
		7.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila	6%		Actual/ Target x Weight	90% of items delivered within 3 days after posting	90% of items delivered within 3 days after posting	90% of items delivered within 3 days after posting	90% of items delivered within 3 days after posting
7.3. International Express Post Delivery Performance, Committed Areas Handled by Express Mail Exchange Department		6%	Actual/ Target x Weight		100% of items delivered within 1 day after Customs clearance	97% of items delivered within 1 day after Customs clearance	95% of items delivered within 1 day after Customs clearance	95% of items delivered within 1 day after Customs clearance	

		Component				Baseline Data		Targets	
Objective		Weight	Formula	Rating Scale ^{a/}	2016	2017	2018	2019	
	7.4. International Express Post Delivery Performance, Committed Areas Outside of Those Handled by Express Mail Exchange Department	6%		Actual/ Target x Weight	95% of items delivered within 3 days after Customs clearance	96% of items delivered within 3 days after Customs clearance	95% of items delivered within 3 days after Customs clearance	95% of items delivered within 3 days after Customs clearance	
SM 8	International Parcel Post Delivery Performance	4%	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual/ Target x Weight	87% of items delivered within 7 days after Customs clearance	90% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance	
INTERNAL PROCESS	<i>Letter Post Delivery Performance</i>								
	SM 9	9.1. Domestic Ordinary Letter Post Delivery Performance	4%	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual/ Target x Weight	85% of items delivered within 7 days after posting	86% of items delivered within 7 days after posting	N/A	85% of items delivered within 7 days after posting
		9.2. Domestic Registered Letter Post Delivery Performance	4%		Actual/ Target x Weight	87% of items delivered within 7 days after posting	86% of items delivered within 7 days after posting	N/A	85% of items delivered within 7 days after posting
		9.3. International Letter Post Delivery Performance	4%		Actual/ Target x Weight	92% of items delivered within 7 days after posting	97% of items delivered within 7 days after posting	N/A	85% of items delivered within 7 days after Customs clearance
SO 6	Uphold Postal Service Integrity by Strengthening Security in Postal Processes								
SM 10	ISO Certification	5%	ISO Certification of Frontline Services	All or Nothing	-	ISO-Aligned Documentation of QMS for the Improved Postal ID	ISO-aligned Documentation of QMS for at least One (1) Core Process (Post Office)	ISO 9001:2015 Certification of Manila Central Post Office	

		Component			Baseline Data		Targets		
		Objective	Weight	Formula	Rating Scale ^{a/}	2016	2017	2018	2019
LEARNING AND GROWTH	SO 7	Improve Efficiencies in the Postal Service Through Innovation and ICT							
	SM 11	Percentage of Postal Outlets with Internet Connectivity Enabling Track and Trace	5%	Number of Post Offices with Internet Connectivity / Total Number of Post Offices as of end of previous year	Actual / Target x Weight	N/A	N/A	N/A	60% of Postal Outlets
	Subtotal		50%						
	SO 8	Manage Organizational Competencies by Developing Effectual and Competent Human Resources							
SM 12	Percentage of Employees Meeting Required Competencies	3%	Personnel meeting Required Competencies/Total Number of Personnel	Actual / Target x Weight	N/A	Manual on Competency Model	Baseline Data on Competency Level of Frontline Positions (Postmasters, Tellers and Letter Carriers)	50% of Frontline Personnel Meeting Required Technical Competencies	
		2%	Actual Accomplishment	Actual / Target x Weight				Establish Baseline Data on Non-Technical Competencies of Frontline Personnel (Postmasters, Tellers and Letter Carriers)	
Subtotal		5%							
TOTAL		100%							

a/ But not to exceed the weight assigned per indicator.