

**DEVELOPMENT ACADEMY OF THE PHILIPPINES (DAP)  
Recalibrated 2020 Performance Scorecard**

Components					Baseline Data		Targets		
	Objective/Measure	Formula	Weight	Rating System <sup>a/</sup>	2017	2018	2019	2020	
<b>CUSTOMERS / STAKEHOLDERS</b>	<b>SO 1</b>	<b>Enhanced Competence of Government Officials</b>							
	SM 1	Completion Rate (GSPDM & PMDP)	Number of graduates over enrolled students per class	10%	Actual / Target	GSPDM: 850 PMDP: 140	GSPDM: 96.40% PMDP: 99.18%	GSPDM: 90% PMDP: 90%	GSPDM: 90% PMDP: 90%
	SM 2	Percentage of Capstone Project (CPPs) or Action Plans & Projects (APPs) Success Rate	Proportion of participants or students with accepted or implemented CCPs/ APPs or Capstones	10%	Actual / Target	GSPDM: 95% PMDP: 85%	GSPDM: 100% PMDP: 85%	GSPDM: 100% PMDP: 100%	<i>GSPDM: 90%</i> PMDP: 85%
	SM 3	Number of Local and International Public-Sector Productivity Specialist Trained	Total number of graduates from productivity specialist courses	5%	Actual / Target	N/A	89	100% of Participants Trained	75
	<b>SO 2</b>	<b>Improved Effectiveness and Efficiency of Government Organizations Assisted</b>							
	SM 4	Percentage of Client Government Agencies Assisted on QMS with ISO 9001-Certifiable QMS	No. of agencies with ISO 9001 Certifiable QMS over Total number of agencies assisted in QMS	5%	Actual / Target	100% (16 out of 16)	95.12% (39 out of 41)	80%	50%
	SM 5	Agencies Assisted in Innovation and Productivity Improvement Project (IPIP) Plan Development and Innovation Laboratory Projects	Total count of agencies assisted in innovation projects	5%	Actual / Target	N/A	28	10	8

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<b>SO 3</b>	<b>Broadened Adoption of Innovative and Synergistic Solutions to Address Broad-based Policy and Socio-Economic Concerns</b>							
SM 6	New Government Programs Institutionalized	Total number of programs that have been institutionalized	5%	Actual / Target	N/A	Adoption of the Alternative Learning System – Education and Skills Training (ALS-EST) by the Dep. Of Education	Institutionalization of Regulatory Management System (RMS)	Institutionalization of One (1) Program
SM 7	Researches and Studies Completed	Total number of research and studies completed	5%	Actual / Target	N/A	6	+2 (Total of 8)	7
SM 8	Research Utilized by Clients	Total count of research utilized by client/s	5%	Actual / Target	N/A	N/A	N/A	1
<b>SO 4</b>	<b>Ensured Delivery of Relevant High-Quality Training, Education, Research/Studies and Consultancy Services</b>							
SM 9	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	5%	Actual / Target <i>0% = if less than 80%</i>	87%	93.29%	85% <sup>i</sup>	85% <sup>ii</sup>

<sup>i</sup> Using the Standard Methodology and Questionnaire developed by GCG.

<sup>ii</sup> Using the Enhanced Standard Guideline on the Conduct of Customer Satisfaction Survey by the GCG.

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	Objective/Measure	Formula	Weight	Rating System <sup>a/</sup>	2017	2018	2019	2020	
	<b>SO 5</b>	<b>Broadened Network and Linkages with Local and Foreign (Public and Private) Institutions</b>							
	SM 10	Active Partnership with Institutions	Total number of partnerships with existing activities over total number of partnerships	5%	Actual / Target	N/A	14 out of 17 partners	6 out of 7 new partners	80% of existing and new partners
	SM 11	Implemented International Projects/ Hosting	Total count of APO projects hosted or implemented by DAP	5%	Actual / Target	N/A	17	13	15
		<b>Sub-total</b>		<b>65%</b>					
<b>FINANCIAL</b>	<b>SO 6</b>	<b>Sustained Financial Viability</b>							
	SM 12	Gross Revenues (in million pesos)	Actual Figure	5%	Actual / Target	₱595.31 (Based on restated figures)	₱653.82	₱599.26	₱570 Million
	SM 13	Earnings Before Income Tax, Depreciation and Amortization (EBITDA)	Actual Figure	5%	Actual / Target	₱62.00 (Based on restated figures)	₱97.04	₱42	₱49 Million
		<b>Sub-total</b>		<b>10%</b>					
<b>INTERNAL PROCESS</b>	<b>SO 7</b>	<b>Collaborate with Key Stakeholders for Seamless Integration of Transport and Tourism Value Chain</b>							
	SM 14	Budget Utilization Rate for Major Govt Programs from NG	Total amount disbursed by DAP over total amount released by DBM	5%	Actual / Target	88%	99.74%	100%	100%

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	SM 15	On-Time Delivery Rate	No. of projects completed on or before agreed project duration / total no. of projects completed	5%	Actual / Target	97.70%	81.29%	75%	80%
	SM 16	Quality Management System (QMS) Conformance Rate	Actual Accomplishment	5%	All or Nothing	Continued Certification ISO 9001:2015	Continued Certification ISO 9001:2015	Passed 2 <sup>nd</sup> Surveillance Audit	Continued Certification ISO 9001:2015
	<b>Sub-total</b>			<b>15%</b>					
<b>SO 8</b>	<b>Expanded and Maintained Pool of High-performing Talents</b>								
LEARNING AND GROWTH	SM 17	Organizational Climate / Employee Morale Index	Score on Employee Morale of Employees Surveyed	5%	Actual / Target	3.87	3.8	4.0	3.5
	SM 18	Percentage of Employees Meeting Required Competencies	Incumbents meeting required competency / filled plantilla	5%	Actual / Target	100% incumbents in the Support Offices (316 employees) underwent position and person profiling	95.96% (261 out of 272 plantilla personnel)	10% of Profiled GSPDM and Program Operation Group Personnel with Identified Competency Gaps are Addressed	95% of Employees Meeting Required Competencies
<b>Sub-total</b>			<b>10%</b>						
<b>TOTAL</b>			<b>100%</b>						

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