

## PHILIPPINE POSTAL CORPORATION (PHLPost)

		Component			Baseline Data		Targets		
		Objective/Measure	Formula	Rating Scale <sup>al</sup>	Weight	2019	2020	2021	2022
SOCIAL IMPACT	SO 1	<b>Linked People with Access to Communication Services, Delivery of Goods and Merchandise, and Provision of Postal Payments</b>							
	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%	100.27	38.48	42.27	54.22
	<b>Sub-total</b>				<b>8%</b>				
CUSTOMERS & STAKEHOLDERS	SO 2	<b>Continue Postal Service in the Community Through Sustainable Partnership with Public and Private Entities</b>							
	SM 2	Number of Municipalities and Cities with Postal Access	Actual Number of Postal Outlets in Municipalities without postal access	Actual / Target	5.0%	N/A	2 additional cities and municipalities	68 additional cities and municipalities	18 additional cities and municipalities
	SM 3	Number of NGAs/NGOs Partners for Services	Actual Number of Payout Partners	Actual / Target	5.0%	6	6	10	7
	SO 3	<b>Enhance Postal Service Experience of Customers and Partners Through Proactive Customer Service Management</b>							
	SM 4	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	Actual / Target  0% - if less than 80%	2.5%	91.10%	Using the GCG Enhanced Guidelines for the Conduct of the CSS		
		a. Individual Customers					Excluded	90%	90%
b. Corporate Clients		No 2020 CSS conducted					90%	90%	
<b>Sub-total</b>				<b>15%</b>					

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FINANCIAL	SO 4	<b>Ensure Financial Growth and Efficiency Through Market Sustainability and Cost Management</b>							
	SM 5	Revenues <i>(in Billion Php)</i>	Mail Services + Postal Payment Services + Logistics Services + Retail Services + Other Income (Net of VAT & Discount)	Actual / Target	6.0%	4.181	2.158	3.273	5.384
	SM 6	Earnings before Interest, Taxes, Depreciation and Amortization <i>(in Millions)</i>	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non- shareholders)	Actual / Target	6.0%	69.63	(670.90)	92.782	92.179
	SM 7	<i>Budget Utilization Rate (BUR)</i>							
		a. GAA Subsidies – amounts obligated	Amount Obligated / Total GAA Subsidy	Actual / Target	1.0%	N/A	N/A	N/A	90%
		b. GAA Subsidies – amounts disbursed	Amount Disbursed / Total Obligated	Actual / Target	1.0%				90%
		c. Corporate Funds – CO & MOOE	Actual Disbursement / Total Approved COB <i>(Both Net of PS Cost)</i>	Actual / Target	2.0%				90%
					<b>Sub-total</b>	<b>16%</b>			

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INTERNAL PROCESSES	SO 5	<b>Sustain the Efficiency and Reliability in the Delivery of Postal Items and Provision of Payment Services by Quality Processes and Procedures</b>							
		Express Post Delivery Performance							
		8.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	6.0%	86.97% of items delivered within 1 day after posting	100% of items delivered within 3 days after posting	90% of items delivered within 2 days after posting	90% of items delivered within 2 days after posting
		8.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila		Actual / Target	6.0%	85.32% of items delivered within 3 days after posting	95.80% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	90% of items delivered within 7 days in Luzon and 10 days in VisMin after posting	90% of items delivered within 7 days in Luzon and 10 days in VisMin after posting
	SM 8	8.3. International Express Post Delivery Performance, Committed Areas handled by Express Mail Exchange Department		Actual / Target	6.0%	96.07% of items delivered within 1 day after Customs clearance	96.88% of items delivered within 3 days after Customs clearance	95% of items delivered within 2 days after Customs clearance	95% of items delivered within 2 days after Customs clearance
	8.4. International Express Post Delivery Performance, Committed Areas outside of those handled by Express Mail Exchange Department	Actual / Target		6.0%	87.06% of items delivered within 3 days after Customs clearance	98.86% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance	95% of items delivered within 7 days in Luzon and 10 days in VisMin after Customs clearance	95% of items delivered within 7 days in Luzon and 10 days in VisMin after Customs clearance	

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SM 9	International Parcel Post Delivery Performance	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	5.0%	83.56% of items delivered within 7 days after Customs clearance	97.12% of items delivered within 15 days in Luzon and 30 days in VisMin after Customs clearance	85% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance	85% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance
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%	82.40% of items delivered within 7 days after posting	98.47% of items delivered within 15 days in Luzon and 30 days in VisMin after posting	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting
	10.2. Domestic Registered Letter Post Delivery Performance		Actual / Target	5.0%	83.84% of items delivered within 7 days after posting	95.95% of items delivered within 15 days in Luzon and 30 days in VisMin after posting	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting
10.3. International Letter Post Delivery Performance	Actual / Target		6.0%	86.38% of items delivered within 7 days after Customs clearance	98.13% of items delivered within 15 days in Luzon and 30 days in VisMin after Customs clearance	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	

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LEARNING & GROWTH	SO 6	<b>Uphold Postal Service Integrity by Implementing QMS in the Postal Processes</b>							
	SM 11	ISO Certification	Actual Accomplishment	All or Nothing	5.0%	Preparatory Activities for ISO Certification	Preparatory Activities for ISO Certification	ISO 9001:2015 Certification of Post Offices within the City of Manila, Imus CPO and the Offices of Exchange	ISO 9001:2015 Certification of Manila Central Post Office
	SO 7	<b>Improve Efficiencies in the Postal Service Through Innovation and ICT</b>							
	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	5.0%	60.68%	55.29%	65%	70%
					<b>Sub-total</b>	<b>56%</b>			
SO 8	<b>Manage Organizational Competencies by Developing Effectual and Competent Human Resources</b>								
SM 13	Percentage of Employees Meeting Required Competencies	Personnel meeting Required Competencies / Total Number of Personnel	Actual / Target	2.5%	60.76% Frontline Personnel Meeting Required Technical Competencies	68.41% Frontline Personnel Meeting Required Technical Competencies	80% of Frontline Personnel Meeting Required Technical Competencies	95% of Frontline Personnel Meeting Required Technical Competencies	

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		Personnel meeting Required Competencies / Total Number of Personnel	Actual / Target	1.5%	28.41% Frontline Personnel Meeting Required Non-technical Competencies	45.65% Frontline Personnel Meeting Required Non-Technical Competencies	60% of Frontline Personnel Meeting Required Organizational and Leadership Competencies	80% of Frontline Personnel Meeting Required Organizational and Leadership Competencies – Non-technical
		Personnel meeting Required Competencies / Total Number of Personnel	Actual / Target	1.0%	N/A	26.05% of Supervisors in the Operations Group meeting the required competencies	10% Increase on the Baseline of Supervisors in the Operations Group Meeting the Required Non-Technical Competencies	50% of Supervisors in the Central Office (Administrative, Support Service and Offices of Exchange) meeting Required Technical and Non-Technical Competencies
<b>Sub-total</b>				<b>5%</b>				
<b>TOTAL WEIGHT</b>				<b>100%</b>				

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